



REPORT ON CSR FOR 2024

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DIRECTOR'S INTRODUCTION



Dear colleagues, partners!

This report is not just about numbers, projects, or initiatives. It's about the people who, despite the challenges of a full-scale war, remain on the frontline of the digital state. It's about our team, which proves every day that a state can be modern, efficient, and responsive to the needs of society.

We continue to work at the intersection of technology and care. We don't just create services — we provide access to the state, no matter the circumstances. When someone loses their home, we help restore their documents. When businesses are looking for solutions, we offer convenient digital tools. When communities need IT support, we join forces with our partners. For us, sustainable development is not just a buzzword — it's a responsibility. A responsibility to people, to society, and to the country.

We work honestly and transparently, with respect for human rights, the environment, and the principles of good governance.

This report reflects our journey over the past year — a journey of digital transformation, ethical growth, and human-centered leadership. Most importantly, it's a journey of faith in the future.

Because the future will come. And it will be convenient, environmentally conscious, and honest.

It will be Ukrainian. Thank you for your trust, your partnership, and your shared belief in a strong, sustainable Ukraine.

Together — toward Victory. Together — toward recovery. Together — toward sustainable development. Glory to Ukraine!

**Sincerely,
Director of the State Enterprise «INFOTECH»**

Maksym Khimchenko



INTRODUCTION



The State Enterprise INFOTECH reaffirms its commitment to the Ten Principles of the UN Global Compact in the areas of human rights, fair labor practices, environmental protection, and anti-corruption.

We consistently embed these principles into our internal policies, management decisions, and day-to-day operations – always prioritizing long-term value for society, the state, and each individual.

Sustainable development is the strategic foundation of INFOTECH's operations.

We don't view it as a separate direction, but as a cross-cutting approach that shapes a culture of responsible digital governance, fosters transparency, promotes environmental efficiency, and strengthens social engagement.



The Sustainability Report is INFOTECH's annual form of public accountability to its stakeholders.

It documents our progress in implementing the principles of the UN Global Compact and advancing the Sustainable Development Goals – including:



Respect for and
protection of
human rights



Ensuring decent
work and fair
labor practices



Adoption of
environmental-
ly responsible
practices



Combating cor-
ruption and
promoting in-
tegrity



People — at the Heart of Change

People are at the core of our work. We implement policies that ensure a safe, inclusive, and non-discriminatory environment; equal opportunities; support for vulnerable employee groups; and the development of human capital.

Inclusiveness, gender equality, and zero tolerance for human rights violations are fundamental principles of our corporate culture.

Digital Technologies for the State and Society

INFOTECH develops and manages digital services that are essential for public administration and civic life.

These include the Unified Register of Persons Missing in Special Circumstances, the Unified Register of Weapons, the Driver's Cabinet, the electronic document management system "MIA: Document Management", and others.

We place special emphasis on ethics, transparency, data protection, and the accessibility of every digital product.

Environmental Awareness in a Digital Format

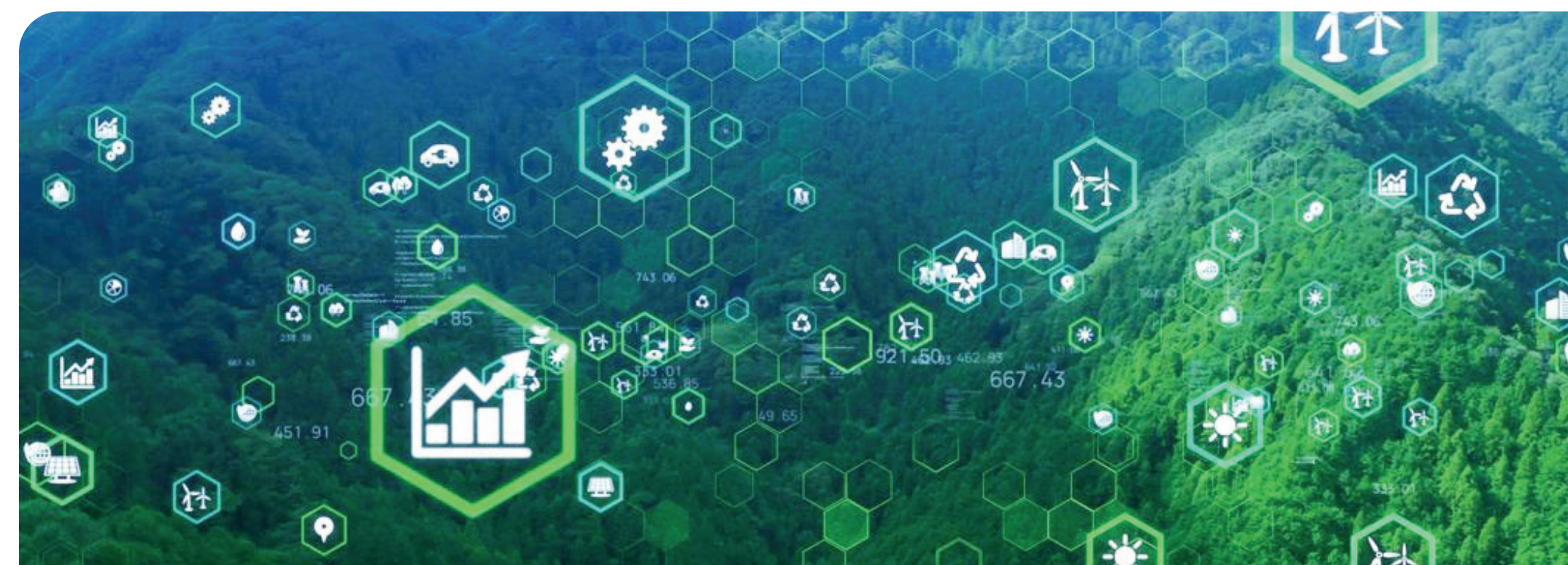
In response to the global challenges of climate change, we implement approaches aimed at reducing our environmental impact — including the digitalization of document workflows, reduced energy consumption, and support for "green office" practices. Our services contribute to the ecological transformation of public processes by minimizing resource consumption and reducing the carbon footprint.

Anti-Corruption Responsibility

The enterprise has implemented an anti-corruption compliance system that includes internal policies, control mechanisms, reporting channels, and whistleblower protection. We believe that integrity is the foundation of effective governance, and transparency is key to building trust in public institutions.

The Report as a Tool for Dialogue

This report is not merely a formal requirement — it is a practical reflection of our strategic commitment to responsibility, sustainable development, and openness to dialogue. We invite all stakeholders to collaborate, believing in the power of partnership and systemic transformation for the common good.





GENERAL INFORMATION ABOUT THE ENTERPRISE

General Information About the Enterprise

The State Enterprise INFOTECH is a key player in the digital transformation of Ukraine's public sector. The enterprise is responsible for the development, implementation, maintenance, and administration of critical state digital services and information systems aimed at enhancing the transparency, efficiency, and accessibility of public administration.

At the core of our operations is a full-cycle approach to creating innovative IT products – from solution architecture design to scaling, integration, cybersecurity, and 24/7 support.

INFOTECH ensures not only the technical execution of its projects but also strict adherence to the principles of sustainable development and compliance with legal and regulatory requirements.





The list of key services and systems developed and supported by the company includes:



Unified Weapons Register — a state information system for recording weapons circulation, which ensures transparency of procedures, control over processes, and secure digital interaction with citizens and business entities;



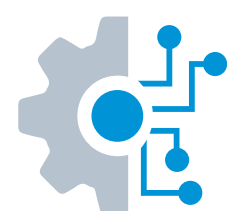
Driver's Office and Driver's Office for Business — services that provide individuals and legal entities with access to personalised services in a convenient electronic format;



MIA: Document Management — an electronic document management system for government agencies that promotes the digital transformation of office work, taking into account information security requirements;



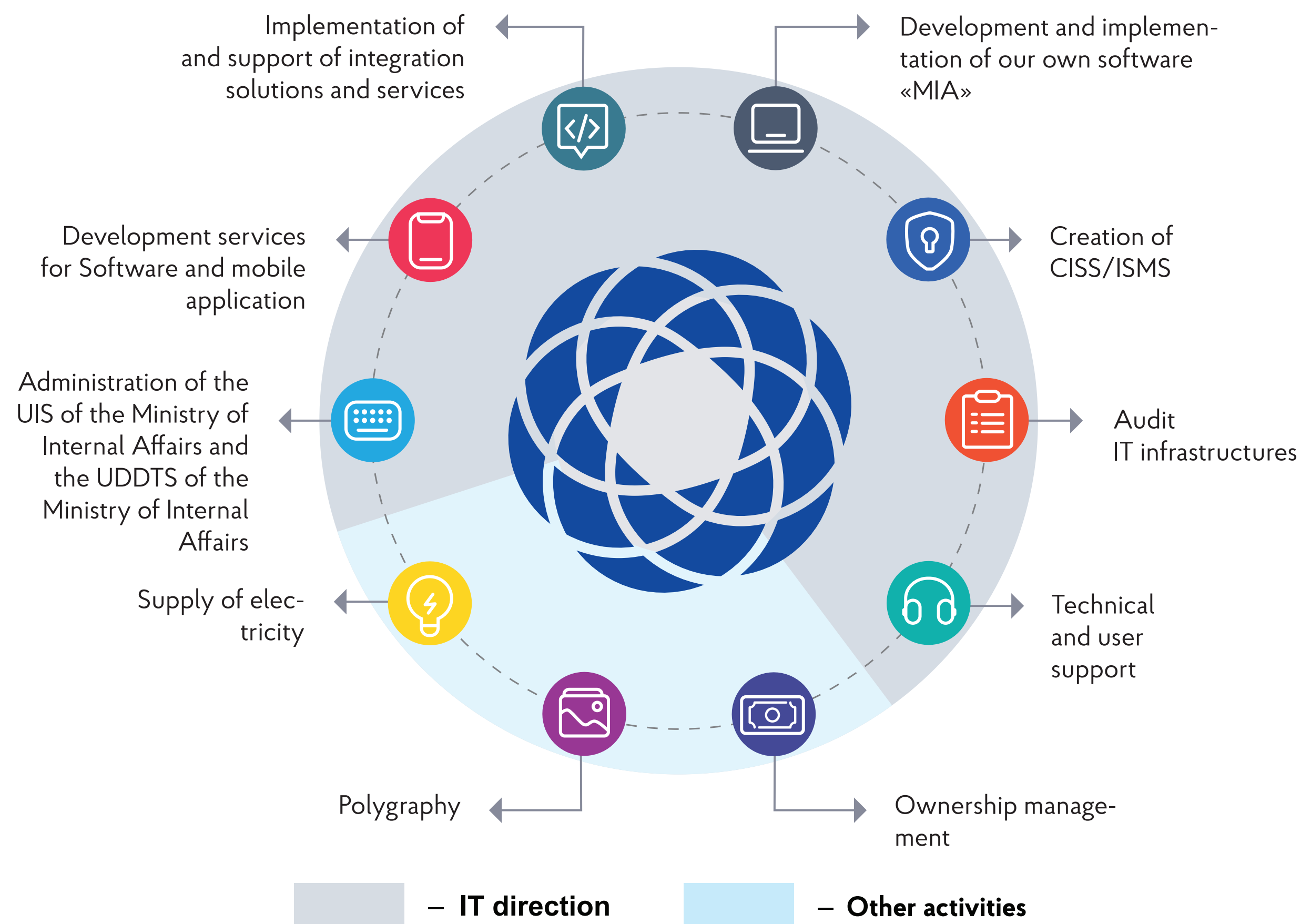
Unified Register of Persons Missing Under Special Circumstances — a humanitarian information system to ensure interaction between government agencies and family members of missing persons;



Integration solutions based on the Unified Information System of the Ministry of Internal Affairs and administration of the Unified Electronic System for the Management of Information and Documents — tools that ensure the digital compatibility of the services of the Ministry of Internal Affairs;



Specialised software products in the fields of cyber security, analytics and mobile applications.



In addition, the Enterprise provides services related to the implementation of comprehensive information protection systems (CIPS), information security management systems (ISMS), IT infrastructure audits, technical support, property management (in cooperation with ARMA), printing services, and electricity supply.

As of 2025, the team at SE “INFOTECH” comprises over 400 employees. All enterprise processes adhere to ESG principles and comply with international standards in data protection, information security, and quality management.

The Enterprise also actively cooperates with the Ukrainian government electronic public services platform “Diia”, which includes a mobile application and a web portal. This platform enables citizens to access digital documents (passport, taxpayer identification number, driver’s license, vehicle registration certificate, etc.) and use them for various public services, as well as obtain online services (change of residence registration, submission of applications, etc.) and interact with government authorities.

SE “INFOTECH” is a reliable public partner that implements sustainable development policies through digital tools aimed at strengthening the institutional capacity of the state and simplifying citizens’ everyday interactions with public services.



ORGANIZATIONAL STRUCTURE

The State Enterprise “INFOTECH” operates in the organizational and legal form of a state-owned enterprise and falls under the management of the Ministry of Internal Affairs of Ukraine.

The Enterprise’s management structure is built in accordance with the principles of functional division, clear delineation of powers, and effective delegation of management decisions. The highest governing body of the Enterprise is the Director, who exercises overall leadership in accordance with the requirements of the Charter.

The following positions report directly to the Director:

- First Deputy Director – coordinates the implementation of strategic and operational tasks at the level of the enterprise’s core activity areas;
- Deputy Director for Production – ensures management of the enterprise’s project, engineering, and technological operations;
- Deputy Director for Security – responsible for implementing information, technical, and physical security policies;
- Deputy Director for General Affairs – position vacant as of the date of the report.

The enterprise’s structure includes departments, divisions, units, and sectors that form a functional and administrative hierarchy. This model ensures specialization, functional flexibility, and responsiveness in the execution of both internal and external tasks.



KEY ORGANIZATIONAL UNITS:

01	Development Department – carries out the full cycle of software development in accordance with the Software Development Life Cycle (SDLC): from requirements gathering and analysis, architecture design, programming, and internal testing to product preparation for deployment.
02	Implementation and Information-Analytical Support Department – responsible for solution integration, implementation support, and user support services.
03	Commercial Department – ensures interaction with clients and partners, contract management, and pricing policy.
04	Financial Department – performs functions related to budgeting, financial accounting, reporting, and financial control.
05	Legal Department – provides legal support, contract review, and regulatory compliance services.
06	Information Support Department and Administration & ICS Development Department – responsible for the maintenance and development of information and communication infrastructure.
07	Information Protection and Cybersecurity Department – implements cybersecurity measures, risk management, and security audits.
08	Publishing and Printing Department – produces printed materials, including secure documents, and manages printing processes.
09	Human Resources Department, Financial Unit, Records Management Unit, and other supporting units ensure the administrative functioning of the Enterprise.



As of 2025, the Enterprise employs over 400 staff members. The organizational structure also includes coordinating functions in the areas of sustainable development, information security, internal audit, and legal compliance.

The management model of SE “INFOTECH” is based not only on vertical subordination but also on interdepartmental collaboration. This approach ensures the integrity of organizational processes, effective implementation of integrated digital solutions, and adaptability to external challenges.



KEY ACHIEVEMENTS in the Field of Sustainable Development in 2024–2025



**Reduction of electricity
consumption by**

3.2%

compared to the baseline level
of 2023–2024



**Decrease in water
consumption by**

2.1%

compared to the baseline level
of 2023–2024



**Complete transition to
energy-efficient
lighting
across all production
facilities.**



**The electronic document
management system**

**«MIA: Document
Management»**

was implemented in

177 legal
entities

across Ukraine, including govern-
ment authorities, compared to
the baseline level of 2023–2024.



RESULTS BY KEY AREAS OF THE SUSTAINABLE DEVELOPMENT GOALS (SDGS)

In 2020, our Enterprise joined the Global Compact Network Ukraine to work on critical societal goals alongside other responsible organizations. For us, this is not merely a formality, but a way to implement sustainable changes in our daily operations. We have selected areas that are truly important to us—health, education, safety, innovation, partnership, and decent work—and we are gradually implementing them through concrete projects.

SDG 3: Good Health and Well-being



We actively implement digital solutions in the healthcare sector.

- “MIA: Health” – a system for automating the operations of medical institutions at various levels, developed with the involvement of specialized experts.
- “MIA: Health Portal” – a resource designed for effective interaction between patients and healthcare facilities.
- Patient Portal – a mobile application providing modern tools for quick access to medical services.

Statistics:

- Implemented in 131 medical institutions
- Serves over 1,004,805 patients
- Medical request processing time reduced by 50%



SDG 4: Quality Education



We support innovative educational initiatives through the implementation of the “MIA: Education” system, which ensures the digital transformation of learning process management.

Results:

- 30% reduction in administrative workload for educational institutions.
- Access to digital services of the educational environment.

SDG 8: Decent Work and Economic Growth



Our team includes over 400 professionals with diverse expertise. We foster a stable, safe, and inclusive work environment that provides development opportunities.

- Sustainable employment and working conditions ensured in line with national standards.
- Support for IT sector development through state-level digital solutions.

SDG 9: Industry, Innovation and Infrastructure



We consistently modernize public digital platforms by introducing advanced IT solutions.

- Established and maintained e-services infrastructure.
- State processes optimized through innovation.



SDG 16: Peace, Justice and Strong Institutions



We ensure information security and transparency through the implementation of comprehensive information protection solutions.

- Secure data exchange systems established.
- Increased trust in public services.

SDG 17: Partnerships for the Goals



We cooperate with over 500 public sector and business organizations, developing sustainable digital collaboration.

- Active participation in global partnership initiatives.
- Knowledge exchange and collaboration within the framework of digital transformation.

Conclusion

For SE “INFOTECH,” applying sustainable development approaches is not a formality but a practical reality embedded in all aspects of our operations. We view the Sustainable Development Goals as strategic guidelines for planning, technological improvement, and social responsibility. In our daily work, we integrate innovation, efficiency, and adherence to ethical standards to deliver long-term value for both public sector clients and society as a whole.



POSITIVE IMPACT ON THE PUBLIC SERVICES ECOSYSTEM

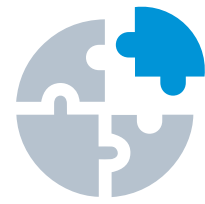


We continue to develop a comprehensive, accessible, and reliable digital ecosystem for public services. Our goal is to ensure that every service is convenient, secure, and operates without interruption—regardless of the complexity of the task or the scale of its implementation.

Our team works daily with government authorities, including entities within the Ministry of Internal Affairs of Ukraine, by supporting mission-critical information systems, maintaining their reliability, and helping adapt them to the needs of both citizens and public servants.



OUR CONTRIBUTION TO THE DEVELOPMENT OF THE PUBLIC SERVICES ECOSYSTEM:



Systemic Integration of Digital Services

We ensure technical compatibility and secure data exchange between our solutions and other government platforms – including Diia, the Unified Citizen Window, and the Unified State Demographic Register. This approach enables the formation of a unified digital space for public services.

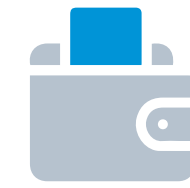


Enhancing Process Efficiency

Our digital tools reduce the number of manual operations, accelerate request processing, and alleviate the workload on public sector employees. For instance, the “MIA: Document Management” system has enabled a

30–50%

reduction in document processing time.



Resource and Cost Savings

Through the implementation of paperless technologies and process optimization, we contribute to budget savings. Preliminary estimates indicate that a single solution alone helped reduce expenditures by over UAH

9 million.



Data Protection and User Trust

All our operations comply with information security requirements, ISO/IEC 27001 standards, and confidentiality principles. We develop services that are not only user-friendly but also ensure the protection of users’ personal data.



Engaging Diverse User Groups

We design services that address the needs of citizens, businesses, and public officials. For example, the “Driver’s Cabinet for Business” enables legal entities to efficiently and centrally manage their vehicle fleets online.



Summary of 2024:

Indicator	Result
Number of digital citizen interaction points	Over 20 services
Share of processes digitized in the Ministry of Internal Affairs	Approximately 70%
Compatibility level with other state platforms	Integration ensured in accordance with legal requirements and regulated authorities
Cost savings from digital solutions	Over UAH 9 million

We believe that digital services should not merely be technical tools, but convenient instruments for enhancing interaction between citizens and the state. That is the goal we strive to achieve every day.



During the reporting period, SE “INFOTECH”’s activities in the field of digital transformation of public services aligned with key themes of the GRI Standards and had a systematic positive impact on society, the state, and the e-governance ecosystem.

GRI 203: Indirect Economic Impacts

- The improvement in the efficiency of public service delivery and the optimization of internal procedures within the Ministry of Internal Affairs (MIA) resulted in significant economic benefits, including reduced administrative, logistical, and resource-related expenditures (203-1, 203-2).

GRI 418: Customer Data Privacy

- All company services are designed in accordance with information security principles, ensuring compliance with personal data protection requirements (418-1), particularly given the extensive interaction with registries related to citizen safety and identification.

GRI 103: Management Approach

- The implemented digital project management system is grounded in the principles of transparency, inclusivity, and technological interoperability. Strategic management is based on a systemic analysis of the impact of digital solutions on the ecosystem of public services.

GRI 102: General Disclosures

- The reporting structure provided in this document offers a comprehensive understanding of the company’s role in shaping the digital ecosystem of the public sector, including its engagement with key stakeholders.



Accordingly, SE “INFOTECH” not only ensures the development of digital infrastructure but also contributes to the sustainable transformation of public governance principles in alignment with the Sustainable Development Goals, particularly SDG 16 (Peace, Justice and Strong Institutions) and SDG 9 (Industry, Innovation and Infrastructure).



SOCIAL INITIATIVES AND HUMAN CAPITAL

HUMAN CAPITAL: GENDER BALANCE, DIVERSITY, AND INCLUSION

The State Enterprise INFOTECH recognizes human capital as its core strategic resource and consistently implements policies aimed at ensuring equal opportunities, social inclusion, and decent working conditions.

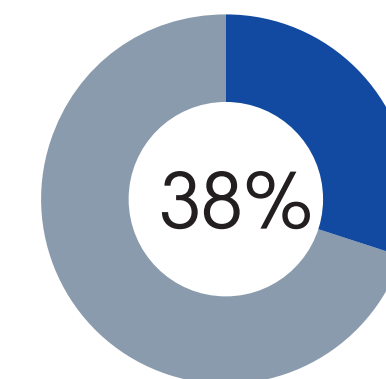
General Staff Profile

As of July 2025, INFOTECH employed 484 staff members. The team demonstrates a balanced gender composition and reflects the enterprise's commitment to diversity and inclusion:

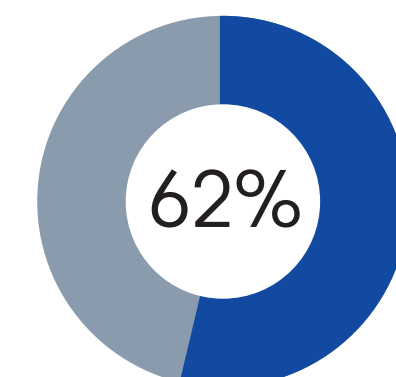
Category	Value
Total number of employees	484
Women	45 %
Women	55 %
Average age	39 years
Employees with disabilities	4,2 %

Gender Balance in Leadership Positions

During the reporting period, leadership roles at INFOTECH were held by:



38% women, reflecting a gradual increase in female representation in management



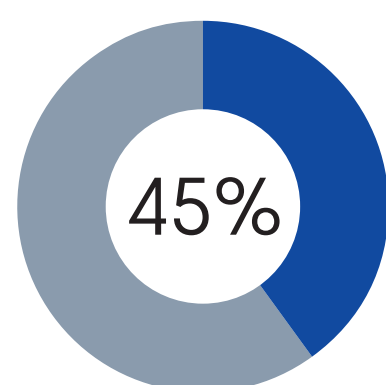
62% men, consistent with the overall staff composition



Promoting Gender Neutrality in the IT Sector in the context of the IT industry – traditionally dominated by men – these indicators reflect the result of a deliberate gender-neutral HR policy.

It is worth noting that in Ukraine, as in most European countries, the share of women among IT professionals typically does not exceed 25%. This is due to several factors:

- historically lower participation of women in technical education;
- limited access to role models in programming and leadership;
- lack of sufficient mentoring initiatives.



A **45% share of women** in INFOTECH's workforce highlights a progressive approach to overcoming industry stereotypes and demonstrates the effective implementation of equal opportunity principles.



Inclusion and Engagement

INFOTECH has successfully integrated 17 employees with disabilities, representing 4.2% of the total workforce. The enterprise ensures equal access to professional development, adapted working conditions, and digital accessibility, actively contributing to a more inclusive work environment.



Corporate Culture

Our internal culture is built on the principles of openness, mutual respect, and partnership. Regular internal trainings, joint initiatives, volunteer projects, and social activities help strengthen team cohesion and foster horizontal connections across the organization.



COLLECTIVE AGREEMENT



UPDATES AND AMENDMENTS

In the first half of 2025, the State Enterprise INFO-TECH implemented a series of measures to improve its Collective Agreement for 2022–2026:

<https://surl.li/omhtwg>.

The primary goal of these updates was to harmonize labor relations, ensure transparency in management processes, enhance employee incentive mechanisms, and introduce modern approaches to human resource management.



01

Annex 3.*“Ratios of Salary Levels for Executives, Professionals, Specialists, Technical Staff, and Workers”*

The updated salary ratio indicators enable a fairer remuneration system by taking into account the complexity of tasks, level of responsibility, and professional requirements for different positions.

02

Annex 6.*“List of Positions and Professions Entitled to Annual Additional Leave for Irregular Working Hours”*

The list of positions has been expanded and clarified in accordance with changes in job functions. This step aims to support work-life balance for employees engaged in intensive and overtime duties.

03

Annex 7.*“List of Positions and Professions Entitled to Annual Additional Leave for Increased Neuro-Emotional and Intellectual Workload”*

The list now includes employees who work continuously with electronic computing machines. This ensures additional social protection for individuals whose work involves high mental workload.

04

Annex 8.*“List of Professions, Positions, and Jobs with Harmful and Difficult Working Conditions”*

The list has been updated based on workplace assessment results. This allows for the objective identification of employee categories requiring additional protection through the provision of annual additional leave.



The amendments made to the Collective Agreement of the State Enterprise INFOTECH comply with the principles of transparency, gender equality, decent work, and inclusivity in accordance with GRI standards (notably GRI 401: Employment, GRI 402: Labor/Management Relations, GRI 403: Occupational Health and Safety).

The updated provisions strengthen social dialogue and support favorable working conditions for all categories of employees within the enterprise.



FOUNDATION OF PARTNERSHIP AND EMPLOYEE WELL-BEING

At State Enterprise INFOTECH, we view the Collective Agreement not merely as a formality but as a practical tool that helps build trusting, transparent, and fair relationships between employees and management.

It is aimed at protecting labor rights, improving working conditions, and strengthening social partnership within the workforce.

WHAT DOES Our Collective Agreement Provide?



Fair working conditions:

The agreement sets clear standards for remuneration, guarantees safe and comfortable working conditions, and includes social protection mechanisms.



Support for employee development:

It provides opportunities for professional growth, participation in training programs, and skill enhancement – all to ensure our colleagues have room to develop.



Balance of rights and responsibilities:

The document outlines not only employer obligations but also employees' rights to participate in decision-making, especially on matters affecting their work and well-being.



Constructive dialogue:

Through established procedures, we ensure the possibility of collective consultations, discussion of initiatives, and peaceful resolution of labor disputes.

We believe that a strong enterprise is, first and foremost, built on responsible relationships with the people who create it every day



PERSONNEL DEVELOPMENT, EDUCATION, MENTORSHIP

At State Enterprise INFOTECH, we believe that people are the core value and driving force behind the company's success. By investing in personnel development, we create conditions for enhancing the professional capabilities of our team, improving service quality, and increasing the effectiveness of our activities in the public sector.

Systematic Development and Training

We encourage employees to pursue continuous professional growth. To support this, the company operates an internal learning system that includes:

- Regular training, seminars, and webinars
- Knowledge exchange among colleagues through internal presentations
- Thematic training focused on developing technical, managerial, and communication skills
- Educational events on time management, teamwork, and leadership

The company fully or partially reimburses external training programs that align with employees' professional areas of work.



COLLABORATION WITH EDUCATIONAL PARTNERS

During the reporting period, our employees underwent professional training and skill development at the following institutions:



Project Management Institute Ukraine – developed a specialized project management course for the public sector, completed by all our PMs;



Hillel IT School – training modules for HR specialists and recruiters;



PROJECTOR – online institute of free education;



Kyiv Academy of Media Arts;



LC “Laba Consulting” – educational programs in business analytics, management, and digital technologies.

Performance Review and 360° Evaluation

In 2024, we implemented a Performance Review process that enables systematic analysis of work results and the creation of individual development plans. To date, 65% of employees have successfully undergone evaluation. When necessary, the 360° Feedback method is applied, allowing a comprehensive assessment of an employee’s competencies with input from their colleagues.



MENTORSHIP AND NEW APPROACHES

The company fosters a culture of mentorship where experienced professionals support newcomers in their professional adaptation, knowledge transfer, and career skill development.

By the end of 2025, we plan to implement a formal Mentoring Program as part of our strategic personnel development model.

Participation in Professional Initiatives

INFOTECH employees actively participate in international forums, conferences, webinars, and exhibitions, including:

- The Ukrainian software showroom “SVOE.IT” – participating for three consecutive years;
- Industry events in project management, cybersecurity, HR analytics, and public IT services.

Investing in human capital remains a strategic priority for INFOTECH. We believe that quality employee development, access to modern education, and support for mentorship contribute to building a resilient, professional, and cohesive team capable of meeting the challenges of modern public administration.





ENSURING WORKING CONDITIONS AND SUPPORT DURING WARTIME

In the challenging conditions of wartime, State Enterprise INFOTECH consistently implements measures aimed at preserving the health and safety of its employees.

One of the key initiatives has been conducting training sessions on first aid, which enhance staff awareness and preparedness for emergencies.

Between March and May 2025, three practical training sessions (on 02.03, 05.04, and 17.05) were held with certified instructors from LLC “Center for Special Training”. A total of 45 employees participated in these trainings.

Training Program Covered a Wide Range of Critical Skills:

- Basic life support (assessing vital signs, response to loss of consciousness, cardiopulmonary resuscitation);
- Proper positioning of the injured person in a stable recovery position;
- First aid for drowning;
- Safe use of an automated external defibrillator (AED);
- Actions to take in case of myocardial infarction, angina, and stroke;
- Stopping severe bleeding (application of bandages and tourniquets);
- Assistance with fractures, dislocations, and bruises;
- Response to burns, frostbite, seizures, and acute poisoning.





CONCLUSIONS

1

The priority of State Enterprise INFOTECH remains the safety of its personnel, especially under the heightened risks associated with martial law. Timely implementation of training activities is critical to maintaining employees' physical and psycho-emotional well-being.

2

Organized first aid trainings have equipped employees with practical knowledge and skills, enabling them to respond promptly to emergencies and preserve life until professional help arrives.

3

A systematic approach to ensuring working conditions and an internal culture of safety responsibility demonstrate the enterprise's management resilience and adaptability to external threats.

4

Enhancing personnel readiness for crisis situations is an integral part of INFOTECH's overall resilience strategy and aligns with national legislation requirements as well as the principles of the Sustainable Development Goals, particularly SDG 3 (Good Health and Well-being) and SDG 8 (Decent Work and Economic Growth).



ENVIRONMENTAL RESPONSIBILITY:

ENERGY MONITORING AND ENERGY EFFICIENCY MEASURES



In 2024–2025, the State Enterprise INFOTECH continued implementing its energy responsibility policy within the framework of the established energy management system.

This systematic approach to energy use management complies with the Resolution of the Cabinet of Ministers of Ukraine No. 1460 dated December 23, 2021 <https://www.kmu.gov.ua/npas/pro-vprovadzhennya-sistem-energeti-a1460> and the provisions of the ISO 50001:2018 standard.

The primary objectives in this area include systematic monitoring of energy resource consumption, identification of inefficient consumption areas, and implementation of technical, organizational, and informational measures to improve energy efficiency.

Additionally, the goals encompass achieving measurable reductions in greenhouse gas emissions, optimizing operational costs, and strengthening organizational responsibility.



ENERGY MONITORING TOOLS



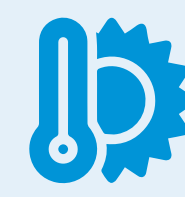
1

Daily recording
of electricity
consumption
metrics at
facilities



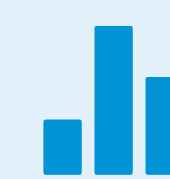
2

Quarterly
analysis of energy
indicators



3

Maintaining
temperature
microclimate logs



4

Internal
audit of the
monitoring
system



5

Preparation
of reports for
the Ministry of
Internal Affairs of
Ukraine



RESULTS OF THE BASELINE ENERGY ASSESSMENT

The baseline energy consumption level was determined in accordance with the Methodology approved by the Order of the Ministry of Development of Communities, Territories, and Infrastructure of Ukraine dated December 14, 2023, N° 1140. For the period of 2023–2025, the average annual electricity consumption for the enterprise’s administrative building was established as follows:

Year	Annual Electricity Consumption, kWh
2023	255 381
2024	436 678
2025	373 765

Baseline level (average): 373,008 kWh (≈ 373 MWh)

Heating at the facility is provided by electric heat pumps.

ACTIONS IMPLEMENTED DURING THE REPORTING PERIOD

1. **Conducted an inventory** of the energy infrastructure, including verification of meters, condition of cable systems, and load zones.
2. **Ensured continuous daily monitoring** of electricity consumption at the administrative facility.
3. **Optimized IT equipment operation** (servers, switches, storage systems), preventing peak load occurrences.
4. **Carried out initial thermal modernization of certain building envelope sections**, replaced window seals, and installed local climate control systems.
5. **Provided staff** training on proper use of electrical equipment and adherence to energy-saving protocols.



ACHIEVED QUANTITATIVE RESULTS (ENERGY EFFICIENCY)

Indicator	2024 pik	2025 pik
Electricity consumption, kWh	426 966	373 765*
Reduction compared to 2023 (436,678 kWh), %	-2,2%	-14,4%
CO ₂ emissions reduction**, tons	4,70	23,83

* – Estimated value based on preliminary data for the first half of 2025

** – Calculated using the coefficient 0.379 kg CO / kWh

IMPACT ON THE ACHIEVEMENT OF SUSTAINABLE DEVELOPMENT GOALS (SDGS):



- **SDG 7** – Promoting efficient energy consumption and the adoption of alternative energy sources;
- **SDG 9** – Modernization of infrastructure and digital transformation;
- **SDG 13** – Implementing concrete measures to mitigate climate change through emission reductions.

The implemented energy efficiency measures have ensured a consistent reduction in the facility's energy load, created prerequisites for further modernization of engineering systems, and confirmed State Enterprise INFOTECH's capability to effectively manage resources in accordance with the principles of sustainable development.



INTEGRATION OF “GREEN ECONOMY”

Principles State Enterprise INFOTECH consistently implements “green economy” approaches, combining technological development with a responsible attitude toward the environment.

In 2024–2025, we continued to integrate environmental practices into the enterprise’s daily operations – from optimizing internal processes to “green” procurement and educational initiatives for the team.





WHAT EXACTLY HAVE WE DONE?

Rational Use of Resources



- We analyze monthly water and energy consumption volumes. As a result, over six months, electricity consumption was reduced by 16% – from 9,650 to 8,120 kWh.
- Water consumption remained stable, at around 12.9 m³ per month.
- All offices and technical premises are equipped with energy-efficient lighting.
- Our technical solutions comply with the international standard ISO 50001.

Reducing Environmental Impact



- We analyzed sources of greenhouse gas emissions and focused on reducing the load from IT infrastructure.
- 60% of our suppliers meet “green” criteria – from materials to packaging.
- The enterprise operates a waste sorting system: in 2024, 320 kg of paper was recycled.

Changes Starting with People



- Environmental awareness is part of our corporate culture. This year, 42 employees participated in the first wave of an internal training course.
- We conducted three environmental audits and tested the Life Cycle Assessment (LCA) approach for one digital product to better understand its environmental impact.

Working Together with Partners



- We are expanding cooperation with communities and government bodies on ecological digital modernization.
- The share of “green” procurement reached 76% of the total volume – from energy-efficient equipment to eco-certified materials.



Category	Amount, UAH	Share (%)
Energy-efficient Equipment	148 200	38
Eco-certified Materials	96 100	24
Waste Disposal and Sorting Services	54 400	14
Other Purchases	92 300	24
Total	391 000	100 %

WHY IS THIS IMPORTANT?

These actions help not only to save resources and reduce environmental impact but also create added value for the state and its citizens. We firmly believe that digital transformation should be not only convenient but also responsible. We do everything possible to ensure that our technological solutions align with the principles of sustainable development and the UN Sustainable Development Goals – particularly SDGs 7, 9, 12, and 13.



SDG 7 – Affordable
and Clean Energy



SDG 9 – Industry,
Innovation, and
Infrastructure



SDG 12 – Responsible
Consumption and
Production



SDG 13 –
Climate Action



SUSTAINABLE PARTNERSHIP AND SOCIAL RESPONSIBILITY

TOWARDS PARTNERS AND CLIENTS



State Enterprise INFOTECH takes a systematic approach to responsibility towards clients, partners, and end-users of public digital services. Our goal is to ensure stability, quality, security, and ethical standards in all aspects of interaction. This approach forms the foundation of long-term partnerships, supported by international standards, transparency, and reliability.

Quality Management and Compliance System

The enterprise has implemented a Quality Management System that complies with the international standard DSTU EN ISO 9001:2018 (EN ISO 9001:2015, IDT), which is regularly confirmed through certification and surveillance audits. Activities are organized taking into account the expectations of clients and users of digital products.



Additionally, State Enterprise INFOTECH holds certifications for the following standards:

Standard	Scope	Certificate Number	Date
ISO 9001:2015	Quality Management System	N° UA.CY.9001.220912.01-22, others	03.09.2022
ISO 14001:2015	Environmental Management	N° UA.ES.220912.01-22, others	03.09.2022
ISO/IEC 27001:2015	Information Security Management	N° UA.CY.27001.220912.05-22, others	23.09.2022
ISO 28000:2007	Supply Chain Security	N° UA.CY.28000.220912.07-22, others	23.09.2022
ISO 37001:2016	Anti-Corruption Management	N° UA.CY.37001.220912.09-22, others	23.09.2022
ISO 45001:2018	Occupational Health & Safety	N° UA.CY.37001.220912.09-22, others	23.09.2022
ISO 50001:2018	Energy Management	N° UA.EM.220912.01-22, others	23.09.2022

These standards confirm that SE “INFOTECH” implements modern practices in management, energy efficiency, cybersecurity, and responsible resource management, which fosters a high level of trust among clients and partners.



Innovation and Technological Integration

The enterprise ensures a full cycle of development, testing, implementation, and support of information and digital products under the MIA trademark, adapted to the needs of the public sector and a wide range of industries – from healthcare and education to telecommunications and finance. The use of cloud solutions contributes to the formation of a unified information space for the Ministry of Internal Affairs system and other government authorities.

Communication and Support

We provide high-quality technical and informational support to our clients, respond promptly to inquiries, offer consultations, documentation, product updates, and services that meet current needs.

Conclusion

At SE “INFOTECH”, we view responsibility to our clients and partners as an integral part of our operations. Compliance with international standards, consistent service quality, ongoing innovation, and transparent communication form the foundation of our work. We strive to be a reliable partner for both public and private sectors, developing a digital infrastructure that meets modern challenges and strengthens the country’s potential.



SOCIAL RESPONSIBILITY

At SE “INFOTECH”, we recognize that digital technologies are an integral component of the sustainable development of modern society. As a developer of digital solutions for the public sector, we understand our responsibility not only to our clients but also to society as a whole. During the reporting period, the enterprise continued implementing state and sectoral IT solutions aimed at increasing the efficiency of public administration, enhancing the accessibility of digital services, and improving cybersecurity.

Our technologies contribute to better access to healthcare, education, financial, and administrative services for citizens, especially under martial law conditions, when rapid information exchange is critically important.

A vital element of the company’s social responsibility is the conscientious fulfillment of tax obligations. Transparent and timely tax payments serve as a tool for supporting the national economy, funding the defense sector, healthcare, education, and other key areas.

The dynamics of SE “INFOTECH”’s tax payments from 2019 to 2025 demonstrate a steady trend of increasing the company’s financial contribution to the state budget.

Period	Total Amount of Taxes Paid, UAH
2nd half of 2019 – 1st half of 2020	47,545,039.00
2nd half of 2020 – 1st half of 2021	55,533,838.47
2nd half of 2021 – 1st half of 2022	82,708,020.85
2nd half of 2022 – 1st half of 2023	104,599,700.36
2nd half of 2023 – 1st half of 2024	182,571,920.32
2nd half of 2024 – 1st half of 2025 (est.)	251,287,575.00



In the reporting period, the largest tax contributions paid by SE “INFOTECH” were: the Unified Social Contribution – UAH 88.9 million, Personal Income Tax – UAH 79.3 million, Value Added Tax – UAH 47.2 million, and Dividends – UAH 15.05 million. These payments accounted for the majority of the total taxes paid.

In addition to fulfilling its financial obligations, SE “INFOTECH” consistently develops digital transparency initiatives by integrating innovative tools into the public administration system. The company supports solutions that help strengthen citizens’ trust in government digital services and enhance the effectiveness of communication between authorities and society. This approach reflects our commitment to being a reliable partner to the public sector, operating on the principles of integrity, openness, and accountability.

We firmly believe that the efficiency of the state and the well-being of its citizens directly depend on the quality of digital services. That is why our work is based on the combination of technological innovation, ethical standards, and the pursuit of the public good.



ANTI-CORRUPTION PROGRAMME



IMPLEMENTATION OF THE ANTI-CORRUPTION PROGRAMME

The state-owned enterprise INFOTECH, which is under the jurisdiction of the Ministry of Internal Affairs of Ukraine, systematically implements a corruption prevention policy as one of its priorities for good governance and sustainable development. In accordance with the requirements of the law, the Enterprise has developed and is implementing the Anti-Corruption Programme for 2023-2025 (as amended), approved by Order No. 89-OD of 25 March 2024 <https://surl.li/lxacwx>.

The programme is not only a regulatory act but also a strategic integrity management tool. It is based on the principle of zero tolerance for corruption in any form, which obliges all employees – from management to each specialist – to adhere to high ethical standards in their professional activities.



During the reporting period, the focus was on:

- strengthening internal procedures for identifying and preventing conflicts of interest;
- introducing self-diagnostic tools;
- developing mechanisms to monitor compliance with financial discipline;
- ensuring openness and transparency in interactions with partners, customers, and government authorities;
- introducing a Code of Ethics for Employees;
- quarterly monitoring of the effectiveness of anti-corruption measures.

During Anti-Corruption Week organised by the UN Global Compact in Ukraine, INFO TECH was awarded the Honorary Distinction for ‘Successful Practices in Building Integrity and Preventing Corruption’ for developing a methodology for self-assessment of conflicts of interest.

The implementation of the programme was accompanied by increased employee awareness, improved institutional mechanisms for risk prevention, and compliance with national and international transparency standards. All measures are carried out within the framework of a policy of openness and integrity.



GRI conclusions

Topic	Conclusion
GRI 205: Anti-corruption	DP 'INFOTECH' implements a systematic anti-corruption policy that includes programme implementation, training, monitoring and transparency in relations with partners. The company has not received any reports of violations, which indicates the effectiveness of the measures implemented.
GRI 102-16: Values, principles, standards of behaviour	The company has a Code of Ethics and a zero-tolerance policy towards corruption.
GRI 102-17: Ethical consultation and reporting mechanisms	Self-assessment tools, regular reporting and whistleblower protection have been implemented.



In addition, due diligence is conducted to verify that business partners comply with anti-corruption legislation. Methodological support is provided on issues related to asset declaration, liability for violations of financial control requirements, and the protection of whistleblowers' rights.

A training system has been implemented, including regular briefings and practical workshops on anti-corruption legislation, which reflects the systematic approach of SE "INFOTECH" to compliance.

This approach ensures the resilience of management decisions, prevents violations, and strengthens the organization's ethical culture. It is a fundamental component of long-term trust in the state enterprise, both nationally and internationally.



TRAINING, WORKSHOPS AND COMPLIANCE IN THE FRAMEWORK OF ANTI-CORRUPTION ACTIVITIES

In 2024–2025, SE “INFOTECH” continued the implementation of a comprehensive educational programme on anti-corruption compliance aimed at enhancing employee awareness of legislative requirements, internal policies, and ethical standards.

With the aim of fostering a culture of integrity and legal responsibility within the Enterprise::

01	An annual training schedule on anti-corruption legislation was approved (Order No. 32-ОД dated 17 January 2025), according to which internal training activities are conducted throughout the year.
02	Introductory briefings on anti-corruption legislation are held for newly appointed employees within the first two working days.
03	Targeted training sessions were conducted for designated anti-corruption officers, including participation in the NATO Integrity Education Program (September 2024, Odesa).
04	Three employees of the Enterprise participated in a remote training session on the fundamentals of anti-corruption legislation, organized by the National Academy of Internal Affairs (29 May 2025).
05	Participation in the international scientific and practical conference “Implementation of State Anti-Corruption Policy in the International Dimension” (December 2024, Kyiv).
06	Employees completed Conflict of Interest Declarations and underwent self-assessment in accordance with the Methodology for Identifying and Managing Conflicts of Interest (Order No. 51-ОД dated 31 March 2023).



PARTNERSHIP WITH NATIONAL AND INTERNATIONAL STRUCTURES

In the reporting period of 2024–2025, SE ‘INFOTECH’ continued to expand its external partnerships to improve the effectiveness of anti-corruption policy implementation and good governance. The company consistently integrates international practices and recommendations into its internal compliance system and ensures representation in national anti-corruption initiatives.

The key areas of cooperation were:



Participation in the Forum on Integrity and Anti-Corruption, which brought together representatives of state bodies, the public, anti-corruption agencies and international organisations. The forum focused on the role of anti-corruption policy in ensuring Ukraine’s defence capability and economic stability.



Recognition of the company during Anti-Corruption Week by the UN Global Compact in Ukraine for implementing a conflict of interest self-assessment methodology. This practice has become an example of effective reputation risk management in the public sector;



Institutional cooperation with international initiatives, including NATO’s Building Integrity Initiative, which contributed to the dissemination of high standards of transparency in the company’s internal policies;

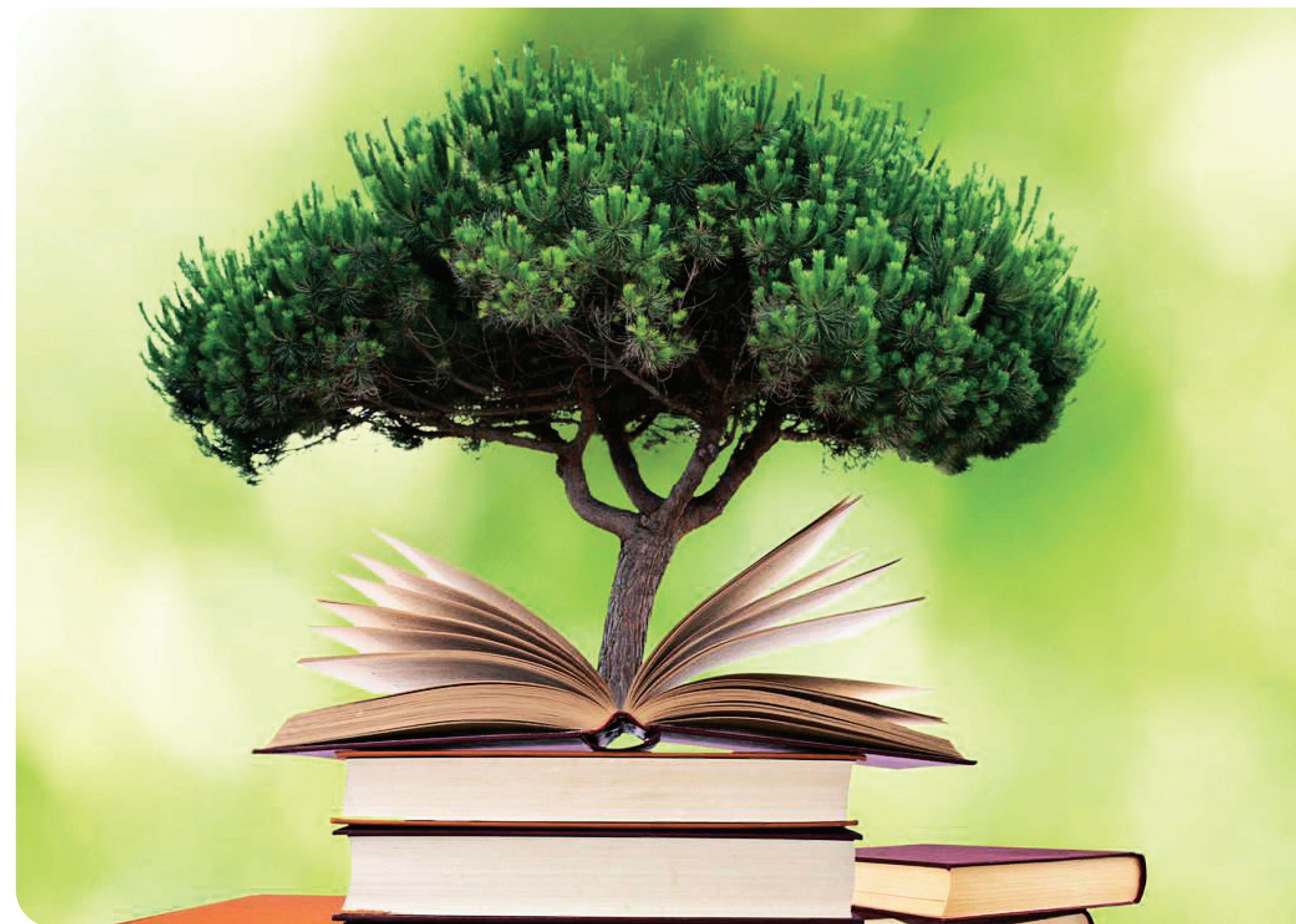


Partnership with the National Academy of Internal Affairs, within which information and methodological support is provided for the implementation of anti-corruption legislation requirements.



In addition, business partners are screened for compliance with anti-corruption legislation. Methodological support is provided on issues related to asset declaration, liability for violations of financial control requirements, and the protection of whistleblower rights.

The implemented system of training, regular briefings, and practical workshops on anti-corruption legislation demonstrates SE “INFOTECH’s” systematic approach to compliance. This approach strengthens the resilience of management decisions, helps prevent violations, and fosters a strong ethical culture within the organization. It forms a fundamental component of long-term trust in the state enterprise at both the national and international levels.





Conclusion

SE “INFOTECH’s” partnership-based engagement with national and international anti-corruption bodies is one of the key elements in strengthening the institutional capacity of the Enterprise. This approach ensures alignment with international best practices, promotes greater transparency in public administration, and demonstrates leadership in fostering a culture of integrity within the organization.



The anti-corruption partnership principles implemented by the Enterprise constitute a significant contribution to the achievement of Sustainable Development Goal 16: Peace, Justice and Strong Institutions.



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