

Report

Eficode sustainability report

2021-2022

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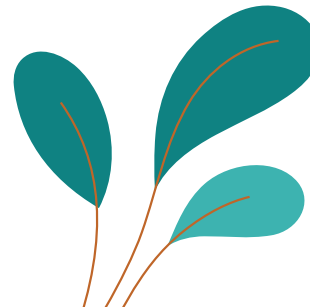
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eficode

From the author



**Anna Zhuravleva –
author of the report**

The beginnings of our sustainability reporting initiative took place in late autumn 2019, when we held our first meeting as Eficode's responsibility project team. After successfully publishing our first report for the 2020–21 fiscal year, we are delighted to continue our work with this new edition. Inside you will discover the highlights from this fiscal year, as well as information about how the Eficode Responsibility Program is advancing further.

As you will see, Eficode gives special attention to social responsibility and our people: the Eficodeans. So this report is primarily about these Eficodeans, who dedicate their time and energy to support responsible

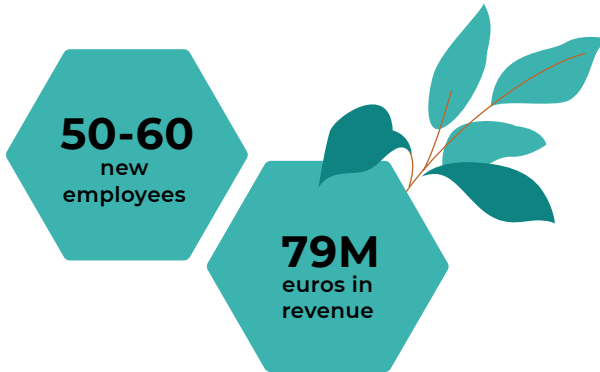
initiatives, rethink the way we normally do things, and create more sustainable alternatives. Publishing this report is one of the ways we acknowledge their contribution and celebrate the improvements they have made to ensure Eficode continues to become a more sustainable company.

With that in mind, we would like to thank the contributors of this latest Eficode Sustainability Report and hope you enjoy reading it.

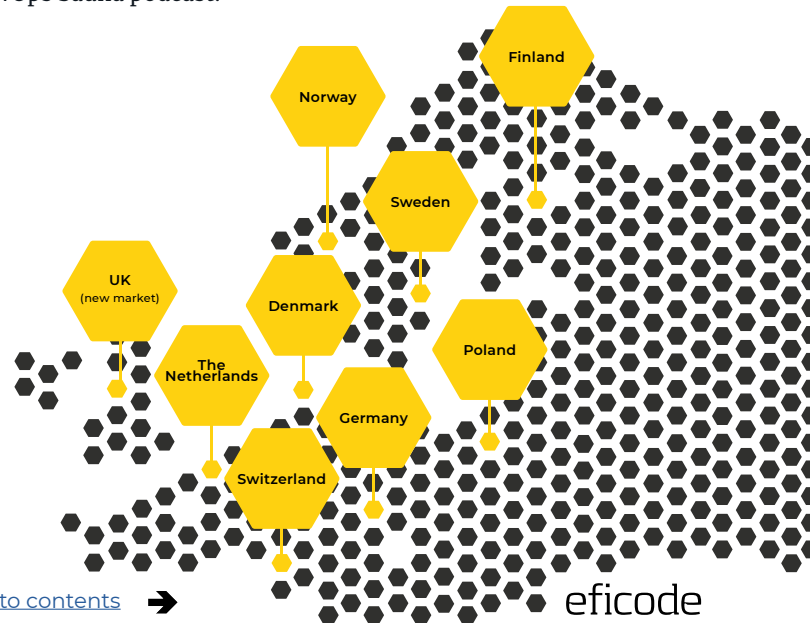
Should you have any questions, follow-up thoughts, or any kind of feedback, we would appreciate receiving these via the Contact Us form on the Sustainability at Eficode page on our website. Thank you.

Eficode as a company

Our history began in 2005 in Helsinki, Finland, where Eficode's headquarters remain. During the 15+ years of our existence, we have become one of Europe's leading DevOps companies, whilst continuing our international growth. In 2022 we reached an important milestone in our headcount growth: Eficode now employs more than 500 professionals who, together with our customers, build the future of software development.



We are now present in nine countries: Finland, Sweden, Norway, Denmark, Germany, Switzerland, the Netherlands, Poland, and we recently expanded our operations to the United Kingdom. Our core activities include, but are not limited to: strategy and transformation consulting; Agile and DevOps tooling, including the Eficode ROOT platform; DevOps and cloud consulting; and digital services development. We aim to share the knowledge we obtain and produce in our work by organizing events, publishing educational blogs and guides, and producing episodes of our DevOps Sauna podcast.



Our values

Our values stand at the core of everything we do as a company. Our sustainability initiatives are deeply rooted in these values, and we make sure that the focus areas of the Eficode Responsibility Program are aligned with them as well.



We want to change the world

We believe in change through software. When we share our knowledge, we make an impact – creating a more connected, automated, and delightful world.



We take pride in results

Our experience and expertise moves our customers forward. By helping them deliver value, we create long-lasting, successful relationships.



We learn every day

Continuous learning is our source of innovation. We face the world with curiosity and courage, and apply new practices and technologies to advance ourselves and our customers.



We complete each other

We believe in being who we are. In a world that is diverse and complex, we can make our differences our differentiators. By working together, we amplify our strengths.

Eficode responsibility program: Our focus areas

Our focus areas remained the same as our Responsibility Program continued in the 2021–22 fiscal year. Eficode continues to focus on promoting equal opportunities in the workplace, making our own digital impact, providing support for digital education, and making environmentally-friendly choices as a company. This year our new goal has been to map the company's targets and identify areas of excellence from within on global and local levels. Focus areas are re-evaluated annually. However, we acknowledge that in order to make a long-term valuable impact, we need to spend enough time on selected focus areas before changing direction – this is why our focus areas have not changed this year. In addition, we developed a glossary that accompanies this new sustainability report, which can be found at the end of the document. Creating this helped steer the Eficode Responsibility Program

team in revising the meaning we place on special terms and definitions when discussing sustainability. For this reason, our previously named "green choices" area of focus is now called environmentally-friendly choices.



Equal opportunities for all

Eficode is a workplace for over 500 professionals. The people of Eficode – Eficodeans, as we call them – have different personal backgrounds, including their age, gender, religion, and lifestyle choices. Responding to our global pulse survey, 90% of Eficodeans said that people from all backgrounds are treated fairly at Eficode.

To ensure we keep it that way and improve our practices, we have set up a working group on diversity and inclusion at Eficode that takes care of the promotion and development of an inclusive work environment at Eficode.

Ethics & social responsibility

People from all backgrounds are treated fairly in my organization.



Results in %

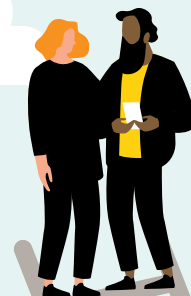
Ethics & social responsibility

People are respected for who they are in my organization.



Results in %

Focus area:
Equal opportunities



While the concept of equal opportunities is often understood as only being inclusive during the hiring process of new employees, we recognize that the definition requires expansion without compromising on its original meaning. We have adopted an expanded understanding and placed a special focus on providing our existing employees with equal opportunities to achieve work-life balance, and to learn and grow in the company.

Wellbeing and health of Eficode employees

As a company, we acknowledge that all Eficodeans have their own individual life circumstances. Besides being professionals in their area, Eficode employees are also mothers and fathers, athletes, university students, and so much more. For this reason, Eficode had previously adopted flexible working hours, a broad variety of sick leaves, and remote work opportunities – even before the outbreak of Covid-19.

Employees' health and wellbeing have been and will remain the top priorities for Eficode. We understand that the most important element for work wellbeing is daily support and a psychologically safe work environment. In March 2022, Eficode team leads and managers received specialized training on psychological safety at the workplace.

There are short but frequent one-to-one meetings organised by team leads which take place in addition to personal development discussions twice a year. The starting point for these meetings is an informal check-in to give an opportunity for the employee to share their current feelings, workload, and needs.



Data-driven wellbeing

Throughout the 2021–22 fiscal year, Eficode organized three global wellbeing campaigns, which included lectures given by healthcare professionals and informational brochures. The topics covered in these campaigns were better sleep, stress management, and healthy food. Along with the campaigns, Eficodeans were invited to exchange their personal experiences and share recommendations that help them with maintaining their wellbeing.

Eficode is now collecting data about the wellbeing trends and stress level fluctuations among its employees. This year, a pulse survey tool has been used to follow the situation more closely, with response rates varying between 60–87%. Team leads follow the results of the surveys in their own teams, and when work-related stress levels increase, they are instructed to have group or private discussions with Eficodeans. The management team of Eficode uses the collected data to see the impact of organizational changes on employees' wellbeing.

“Now that Eficode has a pulse survey tool (OfficeVibe) in use, it is possible to follow the trends regarding wellbeing and stress. If the team lead notices from the survey results that work-related stress has increased in their team, they can have discussions about it, either within the team or 1-to-1. It is also valuable for the management to see if some organizational changes affect employees' wellbeing.”

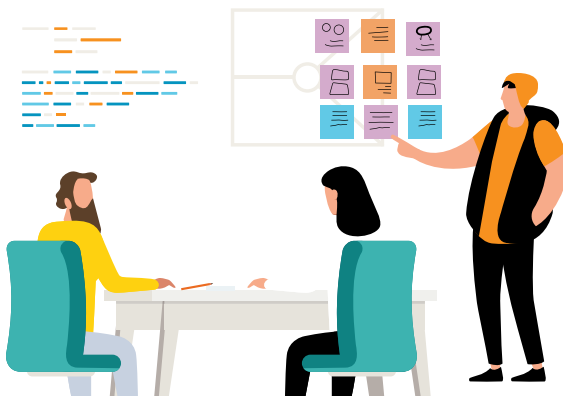
Irina Nordstrom
Helsinki office

Learning and growth opportunities for Eficodeans

This year, we continued our work on developing learning and growth opportunities for Eficodeans. The importance of these topics is rooted deeply within our company values. The values state: “We learn every day” and “We complete each other”. It means we are responsible for creating inclusive opportunities for all Eficodeans to learn and grow their skills. We believe that learning promotes employees' wellbeing by increasing job satisfaction, and meeting the natural desire for growth and self-development.



We continued and strengthened our existing programs for employees, such as the Eficode Academy, our Mentoring Program, and Eficode Buddy. For example, this year we arranged 31 open-seat training courses with 197 internal participants as part of the Eficode Academy. Additionally there were 10 internal soft skills trainings given to 101 participants.



From colleague to colleague: Learning through mentoring

Ways of learning that have a strong personal touch are the Eficode Mentoring and Buddy programs, which are offered internally for existing employees. The goal of the Mentoring program is to develop and grow Eficode employees through one-to-one mentoring sessions. In these, both mentors and mentees receive support in an easy and structured approach. Our Buddy program is different in a way that it connects “newly admitted” Eficodeans with existing employees. This program provides an opportunity for new employees to get to know the company culture and feel more welcome courtesy of frequent meetings and time spent with their “buddy”.

What Eficodeans say about the Mentoring Program:

“I love this. Getting 1-on-1 time with colleagues to just talk and regularly check up on someone's (hopefully positive) progress is so great.”

“The most important thing I've learned is that we all have same kind of problems, no matter what your job description is.”

Kevin and Juuso from the Helsinki office explain the Buddy Program

“We wanted to create as smooth a start at work as possible for our new joiners. So we thought of a new, more personal way of onboarding with your own 'buddy' from Eficode. Who can be a buddy? Anyone with a genuine interest in improving the experience of joining the company and sharing knowledge with a new Eficodean about our culture, training possibilities, technical skills, and other common practices at Eficode. There is something in it when you know you have a 'buddy' at your new workplace”.



Growing tech talent: Our support for digital education

Focus area:
**Digital
education**

Providing inclusive opportunities for learning and growth also means taking care of those who are only just about to step into the software industry. As a company, we want to grow technical talent and share best practices for work, including technical and soft skills. For this reason, Eficode actively participates in student projects, and we organize our own DevOps Academy.

Student projects and the DevOps Academy are great ways to upgrade and learn new technical and soft skills. The students are usually in the final stages of their studies, so given the idea is to expose them to a real business case, Eficode carefully scopes the projects and is responsible for the learning experience. As a result, the students are expected

to solve a variety of challenges with new software, tools, or via systems integration.

We asked our Eficodeans from Finland, Denmark, and Norway to tell us more about it.



"Hats off to our bright student teams!" Collaboration with Finnish universities

Software production course at Helsinki University, by Juuso Tamminen

"We aim to provide a software project proposal to the software production course held each semester at Helsinki University. The spring 2022 project was all about collecting, moving, and storing relevant business information from freeform discussions in messaging channels to the CRM system with as little user interaction required as possible. The underlying principle is that we want the projects to answer real-world business

needs, in turn making them more interesting to the students as well. The goal was quite ambitious and technical requirements were high, but the students were able to complete a proof-of-concept tool which supported the designed use case. We even achieved the milestone of producing the first ever serverless architecture application in the course's history. Hats off to our bright student team!"



Cloud software and systems course at Aalto University, by Juuso Tamminen

"At Eficode, we have a history of doing mutually beneficial collaborations with Helsinki-based higher education institutions. We sponsor Aalto University's cloud software and systems course and provide certificates for completion. Such a ceremony was held recently in spring 2022. Historically, several talented people have been employed at Eficode as a

result of their excellent work during the course. Eficode recognizes its responsibility in supporting future software talent and has always been a proponent of open-source software development. Many participants, both from the student side as well as Eficode's, see such collaboration projects as a good learning experience. For students especially, it is an opportunity to learn Agile software development with guidance from industry professionals."



Spirits high and lectures fun: DevOps Academy in Denmark and Norway

In spring 2022, the DevOps Academy hosted approximately 130 students in Denmark and 60 in Norway. Participants received intense, instructor-led, hands-on training in tools such as Git, Docker, and Kubernetes.

As well as tool training, we also provided workshops in testing and problem solving. Demos, hands-on exercises, and even some Lego games also formed part of the training course.

The feedback collected at the end of the DevOps Academy tells that 94% of students are very likely or likely to recommend the Academy to their friends and peer students.

“This has been a lot of fun! I would've loved to have another week to learn even more from you all!”



Students share their feedback about the DevOps Academy

"It's certain that I'll get to work with the technologies taught at the Academy in the future. It's a big plus to already be familiar with them, and not just in job interviews."



"It's nice to see both the trainers and teachers have a passion for what they teach. They kept spirits high and made the lectures fun and exciting."

"Great energy! It makes me want to stay and do the exercises, and I also feel safe when I need to ask for help."

"The curriculum is very well rounded and covers a lot of important ground. A great job was done by all of the trainers with the teaching – it was a joy to be here."

How the work we do as a company changes the world around us

Focus area:
**Digital
impact**

In recent years, we have learned to appreciate the benefits of digitalization more than ever before. We rely so strongly on digital services in our everyday lives that we only notice how vital they are when they're broken. Last year, an overview of our digital impact focused purely on the accessibility of digital services in the public sector. We provided an insight on the implementation of the accessibility directive and its importance for achieving a more inclusive digital environment.

This year, the nature of projects varied from user experience improvements to 5G expertise. What remained the same is that the changes we made

are meaningful not just to our own clients, but also their own customers and society as a whole. In this report, the overview of our digital impact is focused on the projects across multiple critical industries where digital services, their reliability, security, and accessibility make a difference to how we educate the young generation to solve public safety and connectivity challenges, and make healthcare systems more efficient.

In this report we present examples of Eficode's projects that made the world around us a better place, thanks to the digital advancement.



Our digital impact on society, its wellbeing and development



Improved accessibility and UX of the digital learning materials for over 80,000 students in 90% of Finnish high schools

The goal of the project was to redesign the UX, UI, and also the architecture of the platform to match the current needs and requirements on the market. Eficode was responsible for concept design, UX and UI design and development, and helping Studeo ensure the platform meets accessibility requirements.



Building cyber-resilient network services for end users in all situations, including rescue and safety operations, logistics and transportation, and industry automation

Together with the project's partners in Finland, Germany, and France, Eficode is developing infrastructure automation and conducting research on the automation of extending the edge clusters with new nodes (turned from routers), their enrollment in the network, and end-to-end orchestration of applications/services. Furthermore, Eficode will tackle the best possible orchestration solution from both the technical and user experience perspectives.

Improved software for the system that helps hospitals in the Nordics to keep track of information in healthcare production and consumption

Eficode designed and updated the service user interface and backend system to meet the requirements of a modern online service. The software production environment was built as a cloud service with modern DevOps tools to facilitate the effective development and testing of new features in the software. The system is currently in use nationwide in hospitals in Norway and in the majority of the regional healthcare administrations in Finland and Sweden.

Everyday practices that make an impact

Focus area:
**Environmentally-
friendly choices**

This year, we studied Eficode office locations via an online questionnaire to find out which environmentally-friendly practices our offices already have or need help with. Our study showed our locations have integrated everyday practices and habits that result in a big contribution that benefit our long-term perspectives.

In this report we picked two everyday practices – recycling and environmentally-friendly commuting – and asked our employees to explain how integrating these practices can make a real change both to the world and their own personal wellbeing.



In-office recycling habits that stick

In a rush for lunch or in a hurry from work to pick up your kids? Then recycling does not stand out as a priority action unless it is made so simple you cannot avoid it. Our employees follow guidelines for waste sorting by categories (e.g. plastic, cardboard, biodegradable). We decided to ask the employee in charge about making a recycling system such an integrated part of Eficodeans' in-office days.



Vilja Pulli, Helsinki office

“It is a small challenge to get every single employee engaged with recycling. I think we have improved with this, but sometimes I still have to be the 'recycling police' who reminds others what the right bin is for their waste. I think the key to in-office recycling is in ensuring recycling is as visible and easy to do as possible, with clear instructions and signs, and encouraging employees to recycle. I have made a few small improvements that help the bigger picture, such as adding more bins and labels in our office recycling areas. Our food deliveries now come in cardboard boxes rather than plastic bags, which we can reuse for storing other things. Our coffee beans also now come in reusable plastic barrels, rather than plastic bags.”

Finding our own way to start environmentally-friendly commuting

Traveling to work, or maybe even to meet your clients, should not always be a watching-from-the-bus-window experience. Many Eficodeans bring excitement into their daily commuting by using a sustainable alternative to cars and public transportation: a bicycle! To support our employees in this habit, most of our offices have

showers and changing rooms, as well as bicycle parking lots in or nearby the office.

We asked Eficodeans what it really is about bicycles that makes them preferable to other options. It turned out to be much more holistic than just being good for the environment.



Marie Bjursäter, Stockholm office

“Hi! My name is Marie and I am a license specialist based in Stockholm. I rarely work from home, since I find there are so many advantages to going into the office. There I get to chat and joke with my colleagues, I get a clear distinction between work and personal life, and it's a great opportunity for exercise since I ride my bike to work. I live just outside the city and the bike ride takes about 30 minutes each way. That's five hours of hidden exercise every week, disguised as transportation. In the morning, the bike ride wakes me up and makes me energized for the day. Going home allows me to clear my head. It's also a far cheaper means of transportation than a car or public transport. And, of course, it's environmentally friendly. Highly recommended!”

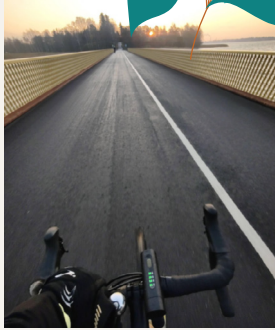
Antti Suvanto, Helsinki office

“I commute all year around with my bike – 100km+ a week on average. I am an outdoors person and I enjoy being outside regardless of the weather (I am not able to control it, so why to worry? It's all about having the right gear on!). For me, commuting to work by bicycle is a good way to keep fit. Exercising for exercise is a bit of a waste of time, but solving everyday transport with physical exercise has clear benefits. In addition to keeping fit, it is saving on commuting costs and protecting the environment – I think of cycling as a compensation for the CO2 emissions during my holiday flight. As for winter biking, I feel lucky that I can store my bike indoors in the office and have the possibility to take a shower.”



Michael Ingeman-Nielsen, Aarhus office

“I bike to work - both to the Eficode office and to my current client. It's mainly a practical arrangement, since I live in a place where having an extra car would be impractical. When I got my current work assignment, the public transport would be significantly slower than going by bike. I wanted to go by bike, but didn't want to be all sweaty when I got to the client – so I decided to buy an e-bike, which folds down to almost nothing.”



Kalle Lindroos, Helsinki office

“My number one way of commuting is cycling. In my opinion, it has several advantages over other means. It is great to get a moment of movement and fresh air before arriving at the office for a full day. It's the same when going back home: it's nice to unwind and get some movement again. Days might be packed, and when commuting by bike I always get a guaranteed dose of exercise in my day. Most of the time I ride my trusted cyclocross bike, which offers a perfect balance between decent speed and ability to ride in adverse conditions. Occasionally I also run to work, but that takes a bit more preparation and planning. It's nice we have lockers in the office for the laptop and a changing room with shower to make that plan happen.”



Our response to current global issues: Support for people in Ukraine

February 2022 will be remembered as the beginning of the Russian invasion of Ukraine. Eficode stands with Ukraine and Ukrainians in the devastating situation created by the war and we showed our support by making in-kind and cash donations. All speaker donations from the DevOps Conference 2022 organized by Eficode were transferred to help children in Ukraine, totalling €10,000. We arranged for the delivery of donated painkillers, disinfectant bottles, sleeping bags, and power banks. In addition, there was an opportunity to have paid time off work when one of our employees needed to

help transfer Ukrainian refugees to Finland.

As a company, we decided that Eficode will not offer its services to Russian or Belarusian companies.

To support our own employees in times of crises, we organized a globally-streamed lecture on coping, given by a psychologist.

As an international company, we also reminded our Eficodeans about our corporate value of completing each other and zero tolerance to any discrimination.



Further information and contact

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eficode



Glossary

Eficodean

Person employed directly or sometimes indirectly by Eficode

Sustainable development

Meeting the needs of the present without compromising the ability of future generations to meet their own needs

Sustainability

The continued support of human life on Earth at the same time with continued quality in the environment and eco-systems; A dynamic process that guarantees the persistence of natural and human systems in an equitable manner

Corporate Responsibility Program

Eficode started its Corporate Responsibility Program in 2020 to acknowledge the actions needed for promoting sustainable development and actively participating as a company in sustainability-related initiatives

Environmentally-friendly

For us, being environmentally-friendly simply means ways of working (and also just being) that are better for the environment; Environmentally-friendly practices are the practices of Eficode and its employees to preserve nature and promote sustainable development of the environment

Equality and equal opportunities

For us, equality means the right of different groups of people to have a similar social position and receive the same treatment: equality between sexes, racial equality, and others; Equal opportunity is then the principle of treating all people the same, and not being influenced by a person's sex, race, religion, and other personal factors. Eficode commits to treat people equally regardless of their age, race, gender, class, sexual orientation, religion or beliefs, disability, or the passport they hold

Diversity

Diversity is the condition of being different or having differences among people with respect to age, class, ethnicity, gender, health, physical and mental ability, race, sexual orientation, religion, physical size, education level, job and function, personality traits, and other human differences. Some describe organizational diversity as social heterogeneity

Inclusion

Inclusion means that everyone is treated fairly and respectfully, has fair access to opportunities and resources, and can contribute fully to the organization's success; In inclusive environments, everyone, regardless of background, feels like their voice is heard and their contributions are valued. At Eficode, inclusion especially means that everyone can be themselves at work and bring their authentic selves to work, and feel like their voice is heard and contributions valued

Gender equality

Sexual equality or equality of the genders refers to the view that men and women should receive equal treatment and should not be discriminated against based on gender, unless there is a sound biological reason for different treatment.

Employee-friendly practices

Under employee-friendly practices, Eficode understands a number of activities, services, and employee rights adopted by the employer (Eficode) to increase the feeling of job satisfaction, inclusion and equality, and work-life balance among its employees

Flexible work time

Flexible work time means that an employee can decide, within agreed limits, when to go to work and when to leave for home; One day an employee may decide to work a shorter day, sometimes a longer one, and the fixed working hours when all employees are

expected to be reachable may vary – for example, in Finland it is from 10am to 3pm

Work-life balance

Work-life balance is an aspect of employee wellbeing related to the employee's ability to manage both personal and professional responsibilities with adequate time for rest and leisure. Each individual may define his or her ideal work-life balance differently

Accessibility

Accessibility is directly explained as an "ability to access" the functionality of a system or entity, and gain the related benefits, or also a degree to which a product, service, or environment is accessible by as many people as possible. As a software company, we believe that everyone should have access to digital services on an equal basis.

Digital education

Education related to digitalization, automatization, and even software development is included into our understanding of digital education