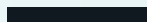




Report

# Eficode Responsibility Program

2020-2021



[Start reading](#)

[Contents](#)



# Contents

## **Introduction**

*From the author*

1. Eficode as a company

2. Our presence

3. Our values

3

4

5

6

## **Eficode Responsibility Program: Our focus areas**

4. Introduction to key focus areas

5. Equal opportunities

6. Digital impact

7. Support for digital education

8. Green choices

7

8

14

19

26

## **Eficode Responsibility Program: Past, present, future**

9. Impact of COVID-19

10. Eficode Responsibility Program and sustainable development goals

11. Agenda for future improvement

12. Further information and contact

28

30

31

32

## From the author



Anna Zhuravleva  
Eficode  
October 2021

Over the years, Eficode has proactively been running its own – and supporting other – external initiatives to ensure corporate contribution to sustainable development. In 2020, we decided to establish an annual process for reviewing our initiatives, setting new priorities, and reporting our work to the community.

As a result of this process, we are proud to present our first sustainability report. It was a pleasure to work on this report together with the responsibility team at Eficode; in doing so we have developed a good understanding of our existing initiatives and mapped out the areas for improvement.

The aim of this report is to share details about these initiatives across selected focus areas of our Responsibility Program from the 2020-2021 financial year. By publishing this report, we also want to thank and give credit to those Eficodeans who invest their time and energy to make these initiatives happen.

We appreciate your interest towards our Responsibility Program and warmly welcome any feedback or questions related to our initiatives or the report itself. We would be very glad to hear from you.

In the meantime, we hope you enjoy reading our report!

# 1. Eficode as a company

Eficode is a DevOps company founded in 2005 in Helsinki, Finland, where our headquarters remain. Throughout the 15+ years of our existence, Eficode has grown significantly as a company: we are now represented across eight countries and employ more than 450 professionals, in turn becoming the leading business in its field in Europe.

At Eficode we are building the future of software development. Our expertise and passion lies in making software development efficient, predictable, and profitable. Our core activities include DevOps and cloud transformation, application management services, and digital service development with UX and accessibility expertise.

We work across various industries, helping our customers build better software – and we pride ourselves on

providing every customer with a high level of satisfaction from the support we offer and solutions we deliver. Eficode has also developed trusted relationships with its technology partners.



## 2. Our presence

16 sites across  
8 countries



### 3. Our values



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



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



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 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.

## 4. Eficode Responsibility Program: Our focus areas

At Eficode, our sustainability strategy is realised through the Eficode Responsibility Program. The motivation to establish such a program has been threefold. First, we have a genuine desire to give back to the community in a systematic and strategic way. Secondly, we aim to build a structured overview of Eficode's impact on a variety of sustainability issues. And last but not least, we want to keep our direct and indirect stakeholders informed about what we do at Eficode in support of sustainable development – because we believe our community truly cares.

Sustainability has always been at the core of our initiatives. We started the

development of the Responsibility Program from the inside by thinking of what we already do as a company and what our contribution to sustainable development can be in the future. We began by selecting focus areas where Eficode can (or already do) make a real, tangible impact. We then aligned these with the sustainability objectives and needs of our industry – particularly in industry-specific areas such as digital impact and digital education – along with other areas of equal importance. As a result of our strategy work, we developed four focus areas: equal opportunities, digital impact, support for digital education, and green choices. These focus areas are re-evaluated annually.

**Equal opportunities**

**Digital impact**

**Support for digital education**

**Green choices**

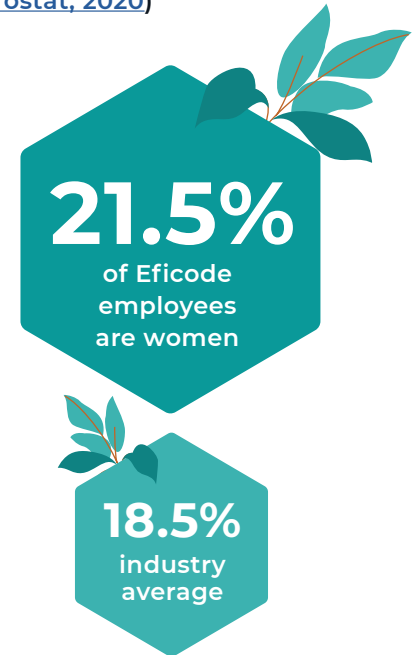
## 5. Equal opportunities

Eficode begins from its people – the Humans of Eficode, or Eficodeans as we call ourselves internally. We are a community of 463 people with an average age of 37 years old, and our company is constantly growing thanks to our ability to attract new talent to work for us. In the past fiscal year alone, Eficode has hired 118 new employees across different locations. Finland remains our main country of operations, with 309 employees.

Employees: split by region



Gender distribution:  
([Eurostat, 2020](#))





## 5.1 Eficode is a workplace for all

For Eficode, equality means that everyone has an equal chance of being chosen for an open position and are able to develop and grow in their career. Equality is a constant development process for us – one that we have to continuously manage, rather than see as a single destination point. At the core of equality is our company's human resource (HR) management mechanisms and culture, which allows everyone to be who they are. Established and well-thought-out HR management has the power of creating a diversity-respecting atmosphere, where different needs and life situations are taken into consideration in recruitment, project resourcing, enabling remote working, and office space planning.

Our biggest initiative in this respect is Eficode's Equality Program, which has been developed by the



HR team, management group, and Eficodeans who have expressed their interest in the matter. The goal of the Equality Program is to define the next development projects and set up permanent operating models that are implemented in Eficode's culture and everyday working life. The existing Equality Program lasts for three years (2019-2021) and a new program will be created by the end of 2021. Initial outcomes of the current ongoing

program include emphasizing equality issues in Eficode team leads' training, for both recruitment-related aspects and in a more general training program which took place in Autumn 2020. Furthermore, a versatile and permissive working culture is now part of Eficode's new Employee Value Proposition – we state clearly on our career pages that you can truly be yourself when working at Eficode.

**“Eficode is the sum of its people. Our employees can be themselves.”**

Ilari Nurmi  
CEO of Eficode

Diversity and equality are strongly considered when we recruit new employees. Eficode is currently in a stage of strong growth, recruiting approximately 80-120 people per year. During our recruitment process we provide applicants with an opportunity to decide what they want to tell us about themselves; our application forms have only a few mandatory fields regarding the most valid aspects of the job opening, such as information about

their skills and experience for the role. We do not ask the applicants to identify their gender or disclose sensitive personal information, such as marital status, nationality, or religion.

We try to achieve a well-balanced personnel structure. In our recruitment process, we choose future Eficode employees based on their technical and soft skills, work experience, and education. It is also important for us that future employees respect Eficode’s values and are interested in what we do as a company. We make our contribution to achieving gender equality and hope to increase the number of female applicants through a number of initiatives

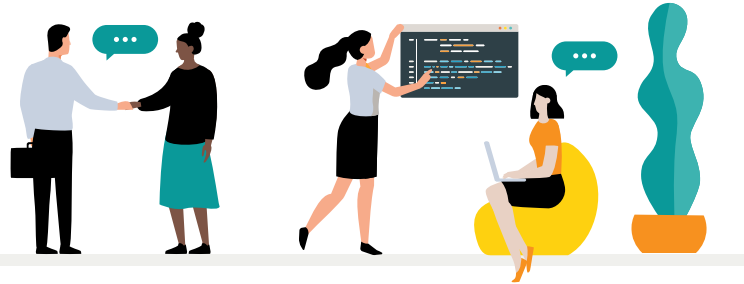
with organizations and clubs (such as Mimmit koodaa and Super-Ada programs) that aim at empowering women in the technology industries. We also put our female employees at the center of our career stories in order to inspire other women to join Eficode and develop their career in the technology sector.



## 5.2 Development and training for Eficode's employees

**“I think everyone should have a mentor in the company.”**

Participant of the mentorship program



Eficode invests resources into the training and development of employees for two main reasons. Firstly, we want to support our own employees in their career ambitions and desire to learn, create, and share knowledge. Secondly, we want to be a proactive partner to our customers when it comes to the newest technologies and know-how. For these reasons, we arrange internal and external training (as part of [Eficode Academy](#)), seminars, learn-by-doing workshops, and provide self-learning opportunities for Eficodeans on an

ongoing basis. Excluding summer holidays, our Friday afternoons are always reserved for internal knowledge sharing sessions. The sessions are held in English and can be joined in person (prior to the COVID-19 outbreak), remotely from any of our office locations, or watched afterwards as a video recording. Eficode's new internal 2020-2021 Efi-Mentoring Program has been one of the highlights in this area in the past year. The goal of the program is to support the professional growth of our employees through one-

to-one mentoring sessions. Eficode provides mentors with the knowledge and tools to shine in this role, thereby making their mentee excel as well. Through this initiative, mentees have a chance to boost their career by working with a mentor on the competences and areas of interest that will help them to succeed in the future.

Following hugely positive feedback regarding our very first Efi-Mentoring Program, we have decided to repeat the initiative every year.

## 5.3 Employee-friendly practices aligned with the daily life of Eficodeans



At Eficode, flexibility goes both ways between us and our employees: they respect and are committed to our business goals and targets, while we establish employee-friendly practices to protect and enhance the wellbeing of staff. Employee-friendly practices include various flexible arrangements.

In all operating countries, Eficodeans have flexible working hours, allowing them to choose when to start and end their workday. We encourage a sustainable work-life balance and do not expect our employees to work overtime; when extra hours do accumulate, however, employees can use these “balance hours” to apply for leave or have a shorter workday than usual.

In addition to working time flexibility, almost all our employees have remote work options available to them – and this was the case prior to COVID-19. In support of remote work arrangements, Eficode equips employees with communication and collaboration tools such as Slack, Zoom, Google Hangouts, VPN, and others.

When we say that our practices

are aligned with the daily life of Eficodeans, we emphasize the fact that our people are more than just employees – and we acknowledge their family life, personal situations and challenges, health issues, and special needs. We have thus developed a variety of sick leave options that allow Eficode staff to take recovery leave when they need it the most, including to support their mental health.

In instances where employees require leave to take care of someone close to them, we have broadened our definition of family and close relatives. We acknowledge that family can mean different things to different people, and may or may not include parents or children. In addition, we monitor the accessibility levels of our offices and listen to the special individual needs of our employees.

## 5.4 Everyone's voice heard

To make sure that everyone's voice is heard, we organize independent employee surveys, recurring open discussion events such as Value Cafe and Coffee with Management, and encourage Eficodeans to use open feedback forms. We also provide the opportunity to share feedback anonymously, regularly reminding employees about this in our internal newsletter. In addition, Eficode has conducted multiple anonymous surveys relating to general employee experience, wellbeing, and remote work – all with the ability to give open feedback.

In January 2021, we conducted our first global health survey, focusing on workload and capacity.

Subsequently, external health professionals analyzed the data and contacted employees who were at risk based on their responses. The survey results reported that COVID-19 and remote work arrangements had made no serious impact on the health of our employees. Interestingly, some health-related aspects such as food choices have improved compared to previous findings, although the original survey was Finland only. Despite this, some people reported difficulties and a decline in their wellbeing, especially in locations where periods in lockdown were longer. In response, Eficode organized more training for team leads to help them recognize various mental challenges and discuss them with relevant employees.

We also organize company-wide lectures for all staff that provide insights on how to protect and improve their wellbeing. Recent lectures have covered topics such as protecting brain health when working remotely and improving quality of sleep.



## 6. Digital impact

Nowadays we rely on digital systems and services more than ever before. The COVID-19 pandemic moved us from the office to home overnight – and in these circumstances technology and digital services became more than just tools to support our daily routines. Indeed, they have gained a special meaning as something that has allowed us to stay connected and uphold routines in the most turbulent of times.

Even prior to the pandemic, technological development had impacted the fundamental aspects of our culture. We adapt and utilize technology to improve our healthcare, mobility, education, business, and many other important areas of our

lives. In this way, digitalization has raised living standards, helping people to become more productive and efficient. At Eficode, the societal impact through digitalization stands at the core of our values and the business that we do. We believe in change through software that can make our world a more connected, automated, and delightful place. We therefore set high standards for ourselves when creating software and delivering services to our customers. As an example, our digital impact can be seen in improved accessibility and higher software quality in products and services for socially-critical industries. We also provide the digital community with a forum for discussion by organizing a global DevOps conference.



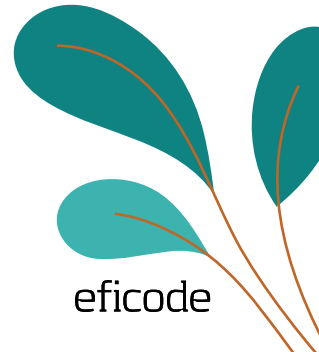


## 6.1 A digital world accessible to all

We believe that accessibility is the cornerstone of sustainability in the digital world. At Eficode, we want the digital world to be accessible to all and believe users' special needs should not prevent anyone from enjoying the benefits of digitalization. The knowledge and experience that we have gathered at Eficode allow us to make a tangible impact – our user experience (UX) and accessibility teams work with socially-critical customers from public, healthcare, and financial sectors in Finland. We also conduct several dozen usability and user experience surveys each year, where we evaluate and look at the customer experience in a variety of ways for different user groups.

Accessibility is a lot about technical standards, architecture, and design. However, it is also a matter of moral obligation and political importance, as emphasized by the United Nations Convention of the Rights of Persons with Disabilities (UNCRPD). Thus, when the [accessibility directive of the EU](#) came into effect, Eficode began a number of digital accessibility projects with the public sector to help them meet the legislative accessibility requirements. When we work together with these customers on building more accessible digital services and software, we remember that it is society which will gain the most out of these improvements.

Our portfolio includes many important institutes of the Finnish society: large cities in Finland; the Finnish Tax Authority Office; the Finnish Transport and Communications Agency (Traficom); and the Hospital District of Helsinki and Uusimaa (a population of 1.671 million people). Our impact is Finland-specific due to the geographical scope selected for this business area.



# Case studies of improved accessibility when implementing the EU directive in the public sector

## Taxation matters made easier and more flexible for over five million people

The Finnish Tax Administration has improved options offered to its clients by creating numerous interactive e-services, enabling citizens to take care of their taxation-related matters online with ease and flexibility. As a part of our long-term partnership, we have created comprehensive user interface style guides to support the development of internal systems and e-services, helping to ensure consistency in user interface solutions. The design of the Tax Administration's e-services has been successful, especially with regards to ease of use.

## Improving city-wide digital accessibility

Eficode was selected as a partner in developing the accessibility of digital services and web pages for the city of Turku, the third-largest urban region in Finland. We undertook accessibility evaluations for around 50 digital services deployed by the city, arranged accessibility training and workshops, and offered support and accessibility-related consultations during the years spanning 2019-2021.

## Application for breast cancer patients requiring post-treatment communication

Noona is an application for breast cancer patients that allows for communication with the clinic during the follow-up period after treatment. Additionally, the application also provides a symptom diary for patients. Noona Healthcare's goal was to achieve the CE mark for their application – this is an important sign that indicates product compliance with relevant European directives – and gain feedback for further product development. Following our work with them, Noona Healthcare received the CE mark for its application.



## 6.2 Impact through increased software quality and automation

As a company in the software business, we create digitality in the first place. We advocate automation and enable our customers to build quality software using modern tools. As a result of automation and advanced tools being available for software development, the work landscape in our industry is changing.

Automation reduces “waste” in software development supply chains – in this instance, “waste” refers to the aspects of software development that can and should be automated to reduce work effort and save on costs and time. Automation also allows people to focus on more interesting tasks, making developers’ work more fulfilling and creative. And given

that the industry is experiencing a chronic lack of software development professionals, automation helps to alleviate this issue by freeing developers from repetitive tasks in favor of more meaningful assignments in the development process.

Automation and software quality has an indirect social impact as well, despite being very technically-focused. For example, Eficode worked with the national railway carrier in Finland, VR, on achieving better quality and faster time-to-market for their software. In a wider perspective, such improvements on the technical level make technology-dependent logistics services more reliable in our everyday life.

**A centralized DevOps environment also brings cost savings – and VR no longer need to worry about updates or the maintenance of its servers and software**

*As a result of our joint work, the customer’s teams no longer need to maintain their own tools themselves, and are able to instead concentrate on the development of new features. The client now receives information on the quality of the code and runs quality assurance, reducing the time and trouble of tool implementation.*

## 6.3 The DevOps Conference: Providing the digital community with a forum for discussion

We don't just share our knowledge and expertise with customers – we also want to build a knowledgeable community beyond our company. In a time when staying connected with one another has been a major challenge, we decided to organize a community event bigger than we've ever done before:

[The DevOps Conference.](#)

The conference takes place every year, traditionally bringing together software industry professionals and higher management across a variety of companies and different geographical locations.

This year we decided to make the event free of charge and available for everyone to attend. We received more than 10,000 participant registrations and invited over 30 speakers to share

their insights during the conference. We believe that this year's Eficode DevOps Conference has not only been a platform for knowledge sharing and doing business, but also a way to stay close and connected to like-minded people, despite the circumstances.

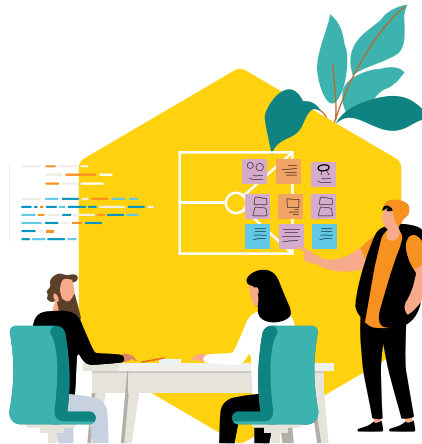


## 7. Support for digital education

We as Eficodeans recognize the huge impact educational institutions have had on our life path, helping us get to where we are today. Almost all of us have benefited from great teachers and educational programs which have made an impact on our careers and life – and so it is meaningful and satisfying to be able to give back to the community by teaching new generations.

At Eficode, we have a number of initiatives that offer support for digital education. We have established partnerships with universities, provide internship positions at Eficode, organize our own DevOps Academy to share knowledge, and help future talents kick-start their career by mentoring and teaching the required

skills and technologies. Our employees also participate in volunteering programs that enable equal access to digital education and reduce gender inequality in the technology sector.



**“It’s remarkably fun to see new iterations and advances in the same courses we’ve participated in back in the day. The asymmetry of the experience when participating in student projects still amazes me. I feel like I’ve just participated in the same course as current day students, but they tend to see a 10-year industry veteran. Sometimes I feel as lost as they do, I just have more experience and tools to push past different bumps in the road.”**

Jarkko Nyman  
DevOps Consultant, Helsinki Office



## 7.1 Partnerships with universities

We are interested in growing and hiring new talents. With this in mind, Eficode has established relationships with schools in the Nordics and Europe, such as the University of Helsinki, Aalto University, and Haaga-Helia University of Applied Sciences in Finland, the University of Southern Denmark, and the University of Łódź in Poland. Our collaborations with these schools vary,

but typically includes visiting guest lectures on different courses in relation to our areas of expertise, sponsoring courses (such as the Cloud Software & Systems course at Aalto University) and student organizations, and long-term project courses where Eficodeans participate in different roles, for example as mentors or clients.

As well as collaborations with higher education institutions, Eficode supports school-age students interested in coding and who are showing success in computer science. This year, nine high school students in the Helsinki metropolitan area have received scholarships from Eficode.



### A story:

Project with the University of Helsinki, 2020. Story by Niilo Korhikoski, Software Developer, Helsinki office

The purpose of the student project was to create an assessment tool to evaluate the DevOps capabilities of parties and entities that use it. The course was about four months long and I had a Product Owner role in the project – which was a nice fit considering my recent degree from the Computer Science major and past experience within the union of computer science students at the University of Helsinki.

Over the duration of the course, it was interesting to see how a fuzzy idea of a survey tool slowly crystallized. I feel like I learned a lot from this course myself. When the project was completed, Eficode hired two summer interns to further develop the survey tool. It seems that the tool will probably get expanded to other purposes besides DevOps, so I'd wager this was a resounding success.

## 7.2 Internships at Eficode

Internships are a great way to support people in gaining solid work experience by working on real customer cases alongside industry practitioners. It also helps us as a company to attract the best talent. During the 2020-2021 financial year, Eficode had a total of 17 trainees across three different locations.



We have asked our trainees to tell their stories about their “being-a-trainee” experience with Eficode.

I felt like an Eficodean from my very first day at Eficode – my colleagues were friendly and were there whenever I needed someone. “Mistakes happen, but focus on the fix” gave me a chance to build my confidence by learning from my errors. Whether I continue at Eficode or not, I am ready to share this belief with my future colleagues.

Having my colleagues trust me to work on an essential project has boosted my confidence regarding my future career. I have learned technical and communication skills and have also seen some areas I can use for my thesis.



**A story:**  
Alazar from the  
Helsinki office



**A story:**  
Rafi from the Helsinki /  
Copenhagen offices

During my time with Eficode, I worked on an internal project together with other Eficodeans. At first I was surprised at how slow the work pace felt compared to my previous experience, but then I realized that was not the case – it was about working efficiently and keeping the work-life balance. It’s about “work smart, not hard” because in the end we managed to achieve the project goal on time.

What I like most about Eficode is that knowledge sharing is part of its culture. Therefore, I believe that I can always keep learning new things. That’s the reason why I continue to work part-time for Eficode, even after my school started.

I started my internship at Eficode in the summer of 2020. I learned the basics that I would need in the following months first, before gradually the level of difficulty increased up to finally taking the first client ticket.

I definitely consider the atmosphere to be the biggest advantage of working here, since it is really important to have the feeling that you can ask someone for help every time without the fear of thinking “your question is stupid”. Additionally, the opportunities to learn are also worth mentioning – by having something different to do each day, you are forced to learn new things. And once you finish your work, you can always jump on the company Discord and play board games or computer games.



**A story:**  
Anita from the  
Łódź Office



**A story:**  
Juuso from the  
Helsinki office

My journey as an Eficodean started from the course organized by Eficode at the University of Helsinki. During my internship I was given guidance, but also freedom on how to approach various challenges. The biggest benefit was real-world experience on how to be a functional and productive member of a bigger organization.

I felt great about my colleagues and the overall atmosphere. My impression of the community here is that whatever you give to it, you’ll get a lot more back in return. I’m fortunate to continue as a part-time employee while returning to university to finish my degree.

## 7.3 The DevOps Academy

**“I wish I was taught this at university.”**

DevOps Academy participant

During the summer of 2020, we offered a DevOps Academy training program through our collaboration with the University of Southern Denmark. The program provided 60 university students with 10 days of DevOps learning, giving them a chance to gain hands-on experience with the latest technologies and tools for software development. Eficodeans give back to the community by contributing to the DevOps Academy, sharing their knowledge and expertise with university students. Some of the consultants currently working for Eficode actually started their own journey with us through the Academy, and now support the initiative as trainers and speakers.



Meeting Eficode was a life-changing experience. I was curious about best practices, so I signed up for the DevOps Academy. I found so much more than just “different programming languages and Git” – it was a world of tools to enhance software development. I kept in touch because I just had to, and after finishing my Masters degree I finally had the time to start working there. Along with the experts, I have taught best practices to students and organizations for over four years now. In that time I have become one of the experts myself, educating others and helping to figure out what best practices look like. Truly amazing!



## 7.4 Mentoring and volunteering

Along with other initiatives, Eficodeans also voluntarily join programs that aim to reduce unequal access to education and further the development of technology talents. Eficode continues to participate in the WeThinkCode\_ volunteering program in South Africa, which has been developed to unlock youth potential and contribute to closing the digital skills gap in the

region. Eficodeans volunteer for WeThinkCode\_ as mentors, offering students support on technical tasks and advice with soft skills and career development. In 2021, Eficode also made a donation of €2,780 in support of the program.

Eficodeans also participated in the FooCoding software development course run by Foo Café in Malmö and Stockholm. This six-month

program aims to integrate people struggling to find work in Sweden into the technology industry. The course provides students with the skills to find a job in Sweden as full stack web developers. Mentorship contributions have also been made to the Mimmit koodaa and Super-Ada programs in Finland, which provide coding workshops and events designed exclusively to empower women in the technology industry.



Being a mentor for a student in WeThinkCode\_ has been a rewarding experience. Not only have I seen my mentee grow, but I myself have grown as we move forward together. I met up with the student online every other week, talking about the courses he was taking and supporting him in how to tackle the problems he faced. The support I gave was less technical and more about mindset. We continue to

meet biweekly to this day, even though he is now employed by a tech company in South Africa.

As a mentor for FooCoding, I've been involved in teaching different classes each year – primarily revolving around learning the basics of Git and how to work in a team of software developers. Every class is different and it has been an awesome experience every time.

## 8. Green choices

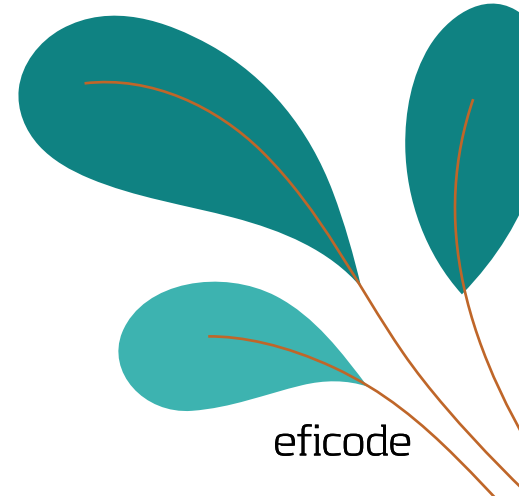
Eficode contributes to environmental sustainability through responsible (or “green”) choices when it comes to technology, equipment, purchasing practices for merchandise items and gifts, and recycling initiatives at our offices.

We prefer using cloud services in all aspects of our organization, including communication and collaboration tools, and in our administrative functions. Cloud services allow us to reduce paper use, save energy, and most importantly work remotely in an agile way. Thanks to the availability of such tools, Eficode was able to smoothly transition to the company-wide state of remote working when the COVID-19 outbreak began. Our cloud service providers and partners – such as Google Cloud, Microsoft Azure and Amazon Web Services – report

carbon neutrality and, according to their sustainability reports, have set targets of being carbon-free by 2030 at the latest. Furthermore, Eficode’s data center provider, Hetzner, reports 100% renewable energy use. Their data center park located in Germany utilizes energy from carbon dioxide-free and environmentally friendly hydropower. Another data center park in Finland utilizes 50% wind power and 50% hydropower.

To achieve sustainable lifecycle management of our IT equipment, we have selected a trustworthy partner in 3stepIT – the winner of the European leasing industry’s Sustainability Award. They currently provide us with support in acquiring and managing our IT equipment in Finland, the country with the biggest Eficode headcount. Our objective

is to scale this partnership to our other countries of operations in the upcoming years. We have also established a company-wide lifecycle management target to use all devices to their fullest – we therefore emphasize a minimum three-year lifespan for all phones and laptops leased or purchased by Eficode. This also means we reuse our equipment by giving used devices to new employees when they join the company.



Some green choices are ingrained in our daily life as Eficodeans. Our Helsinki office, for example, demonstrate an outstanding commitment to an environmentally friendly way of living: trash is sorted into several categories (biowaste, plastic, paper and carton), while the shared kitchen allows Eficodeans to cook meals, store food, and use dishes and cutlery. This encourages them to buy less packaged food, reduce food waste by sharing

leftovers, and eliminates single-use plates and cutlery. And as a nation with high coffee consumption, we have established a relationship with Kaffa Roastery for our coffee supply, who boast a 100% transparent fair trade policy. Coffee supplies are also delivered in bulk by electric cars to reduce the environmental footprint.

The sauna in the Helsinki office has a washing machine so that we can wash

towels and avoid the excessive use of single-use seat covers.

For Eficodeans who choose to commute to work by bicycle, our Helsinki office has a spacious parking lot for bicycles and separate changing rooms with showers and lockers for men and women. The office building also provides charging points for electric vehicles.





## 9. Impact of the COVID-19 outbreak

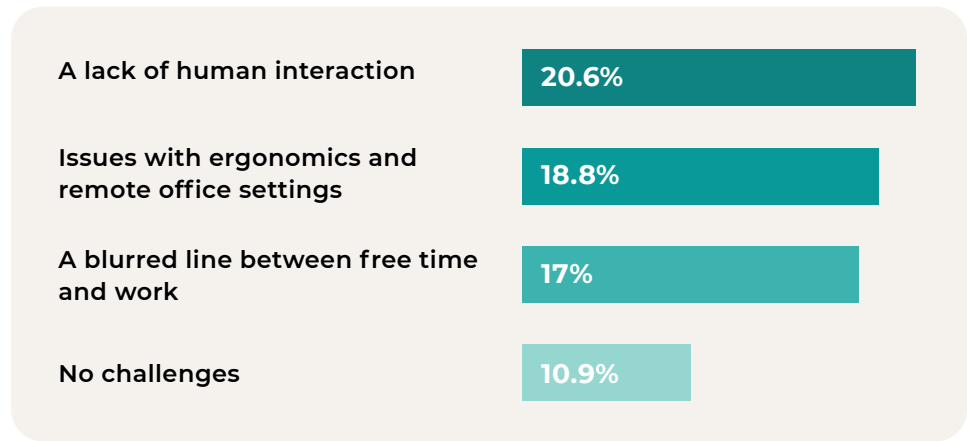
No man is an island – the COVID-19 pandemic has impacted on all of us, and Eficode is no exception. In these difficult times, however, we have been able to take our remote work practices to a new level, which has seen Eficode develop into an even more resilient, flexible, and people-centered company.

To capture the experience of Eficode employees in remote work settings and hear their needs and wishes, Eficode conducted two remote work surveys, in Spring 2020 and Autumn 2021.

Before the pandemic, the majority of Eficode employees used to work in the office. In the future, however, employees wish to adopt a hybrid model that would combine both days at the office and remote work. According to the remote work survey, 53% of our employees would prefer to spend 50% or more of their work time in the office. But even though some people have

experienced no difficulties so far with home office settings (10.9%), there are employees who have faced certain challenges with remote working – such as a lack of human interaction or issues with ergonomics.

### Eficodeans' biggest challenges with remote work settings:



**“The final day of quarantine is today. It has been a nice time – no pressure to go anywhere, and working fully remotely. The children stayed here for three whole weeks. Even school made their systems better – it has mostly happened through Teams and home exercises.”**

Eficode employee

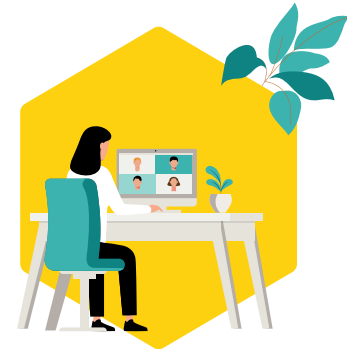
To support our employees in fighting against these challenges, our internal teams have arranged recurring coffee breaks and online team meet-ups to maintain team spirit and a sense of belonging. On a company level, we organized several online parties and gatherings with the intention to make people feel more connected across all countries Eficode operates in.

Addressing the issues of ergonomics

and wellbeing in remote work, we conduct company-wide online stretching breaks and information sessions with experts from our occupational healthcare provider. Some employees have also been taking advantage of remote work by going outside and walking in the parks and streets whenever possible. This idea developed into a company-wide “walking meeting challenge” initiative, which encourages employees to increase their activity level in remote work settings through a competition to complete as many “walking meetings” as possible.

Overall, Eficode has been able to make a timely response to the COVID-19 pandemic. We provided employees with personal protective items such as face masks with activated carbon filters, and equipped our offices with hand sanitizers. To accommodate staff with different life circumstances, such as

those with small children at home, we have also never prevented employees from working in the office should they choose to do so; a limited number of employees are allowed to work there every day in a safe environment. Of course, we strongly recommend our employees work remotely and provide help in setting up home offices, including the option to borrow office equipment (such as an electric table and office chair) in locations where it is possible to do so.





## 10. Eficode Responsibility Program and sustainable development goals for 2030

Sustainable development goals (SDGs) are at the heart of the 2030 Agenda for Sustainable Development. The Eficode Responsibility Program is linked to three SDGs where we aim to make our contribution to sustainable development.



### Good health and wellbeing

Our initiatives to support employees' wellbeing and keep workplaces safe and welcoming for all are documented in the **Equal Opportunities** section of this report. We acknowledge the different life circumstances of our employees and provide them with flexible working time and remote work arrangements. At Eficode, workplace safety expands beyond the promise of a harm-free physical environment, also including zero tolerance of harassment and inappropriate behavior, as documented in Eficode's Code of Conduct.



### Quality education

We believe in education as a driving force for improving quality of life and expanding the boundaries of people's opportunities. We want to share the most recent industry knowledge with a growing generation of software development professionals. Quality education and equal access to it should be a necessity, not a privilege. Eficode has therefore developed active collaborations with universities and programs, and also runs its own initiatives in this area that are documented in this report within the **Support for Digital Education** section.



### Reduced inequalities

Our expertise in user experience (UX) and accessibility allows us to reduce inequality in the digital world by enabling equal access to digital products and services. Our UX and accessibility teams work with a variety of customers, including those from socially-critical sectors such as the public sector, healthcare, and financial institutions. We share the cases that have made social contributions in the **Digital Impact** section of this report.

## 11. Agenda for future improvement

As a result of this year's work on our Responsibility Program, we have identified the following areas where we see the potential for improvement:

### **Act local, think global**

We believe that locality is one of the most important principles of sustainable development. We want to listen to local needs, support the development of local initiatives and communities at Eficode, and give them all means of support to grow into global, group-wide programs. We also want to evaluate whether the initiatives address a particular local need and its relevance to other locations before scaling it to a company level. We want to continue with the existing initiatives and strengthen the ones that have been

piloted or newly established during the last financial year at Eficode.

### **Accessibility audit of all our offices**

We want to be proactive and know our possibilities for improving the accessibility of offices across all our locations. Currently, office accessibility has been addressed on-demand.

### **More structured approach to university cooperation**

Our Helsinki office has proposed Student Collaboration Practice as Eficode's strategy to improve existing collaborations and search for new opportunities in the student field. This can help Eficode in gaining a good understanding of current collaborations by summarizing

previous and current collaboration projects under one framework. We also want to onboard more Eficodeans who are interested in contributing to the process development and student projects.

### **Becoming more systematic in our green choices**

As a company, we want to become more systematic in our environmental initiatives and map out the work to be done in the future. For example, once business travelling returns after the COVID-19 pandemic, we want to ensure compensation for CO2 emissions and avoid any unnecessary journeys. We also want to ensure that our offices across all locations are supplied with green energy.

## 12. Further information and contact

We thank you for taking the time to read our 2020-2021 report. If you have any comments or questions, please contact:

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