



| Sustainability Report

Covering January-December 2023

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Letter to Stakeholders



Venelin Dimitrov
CEO



Martin Georgiev
CTO

Dear Stakeholders,

The Sustainability Report expresses SoftGroup's commitment to increasing sustainable and responsible development. As its third edition, this report marks SoftGroup's persistence toward responsible management and sustainable growth, declaring our main goal to leave a positive footprint and a legacy – both for the present and the future.

Concepts like sustainability, responsibility, and values are so often heard these days that they are in danger of becoming empty buzzwords. Therefore, it is more than essential to seriously consider our standpoints, actions, and values.

Sustainability is an evolving process and an ongoing challenge in which all of us, companies and individuals, are called upon to contribute, thus becoming a part of the change. Now, more than ever before, this challenge has become necessary and urgent. To achieve the transformative impact that is a fundamental purpose of ESG, we believe that it is required to engage all stakeholders. Our approach towards stakeholders' engagement aims to foster the transparency and credibility of our ESG objectives and goals.

Here, therefore, is the sustainable route that we, as a company, have already undertaken for some time, explaining how today it can offer even more significant insights to look at where we want to go and how we intend to do it.

The edition that we present this year acquires greater significance, showing the progress of our continuous strategy and objectives. It is a moment of joy and satisfaction to be able to share that we registered progress across all three ESG aspects. Such milestones empowered us to continue going and leveling up, navigating toward a sustainable future.

Highlights Report 2023

Throughout 2023, we've achieved progress across the performance in the environmental, social, and governance aspects. Our team achieved its main goal as an organization to become more responsible regarding our footprint.

Our experience helped us to precise our strategy objectives and KPIs. We believe that such transformation reflects on our stakeholders, receiving value-added products and services, and enabling us to develop strong and long-lasting relationships with our customers, partners, suppliers, and employees.

The company's efforts have yielded a positive footprint across our business, driving broader change across the industry and the communities. SoftGroup will continue to encounter challenges and transform them into opportunities to continue to make a difference.



ESG Status – Advanced

The results from the monitoring concluded that SoftGroup reached Advanced ESG Status, improving the overall performance by 20% for a year.

[Read more on page 7 >>](#)

SDG Maturity – Aligned

The company's efforts reflected also on the SGD Maturity level, as the assessment showed SoftGroup leveled up, compared to the previous year assessment, reaching Aligned SGD Maturity.

[Read more on pages 7 >>](#)



Place the first container for collecting plastic caps

SoftGroup put the start of the joint contest with ACS for the design and construction of container for collecting plastic caps. ed in the heart of the largest offThe container was officially placice park in Central and Eastern Europe.

[Read more on page 26 >>](#)



Reduced energy consumption by 75%

SoftGroup is becoming increasingly energy efficient, implementing a variety of measures and processes` optimizations which is reflected in a 75% reduction in energy consumption.

[Read more on page 11>>](#)

Reduced water consumption by 75%

Regarding water consumption, generally, SoftGroup does not use a huge amount of water in its business activities and product development. However, the company successfully reached a 75% reduction in water consumption.

By reducing industrial water consumption of our company, we are addressing the global water crisis.

[Read more on page 11 >>](#)



Set company-specific SDGs targets and KPIs

Data shows what are the current used mechanisms and measures that SoftGroup applied for each aligned SDG, as well as the KPIs and objectives that have been set for 2025.

[Read more on page 8 >>](#)



Improvements in the Overall Social, Environmental and Governance Aspects

Evaluating the robustness of our company's governance mechanisms and our ability to manage environmental and social risks effectively, the data shows the status of our responsible development in the three main levels:

- ✓ Environmental – 47% (3% ↑)
- ✓ Social – 79% (15% ↑)
- ✓ Governance – 92% (25% ↑)

[Read more on pages 10, 13, 16 >>](#)

Strategy & Objectives



Strategy Core

ESG ratings have an increasingly important impact on the operation of capital markets and on investor trust in sustainable products. We commit to increasing sustainable and responsible development, constantly seeking to improve the way we plan and carry out our activities, aiming to leave a positive footprint and a legacy – both for the present and the future.

We have identified objectives linked to our values, commitments, and activities in line with the priorities set out by the company and also compatible with the Sustainable Development Goals (SDG).

GENERALLY ALIGNED



**SDG 9
Industry, Innovation
and Infrastructure**

- ✓ SoftGroup develops quality, reliable, sustainable, and resilient infrastructure with a focus on affordable and equitable access for all.
- ✓ SoftGroup upgrades infrastructure and retrofit industries to make them sustainable.

MOST ALIGNED



**SDG 13
Climate Action**

- ✓ Integration of climate change measures into our policies, strategies and business planning.

MOST ALIGNED



**SDG 17
Partnerships for
the Goals**

- ✓ Helps building innovation capacity and spreading it, especially in the least developed countries, through international partnerships and/ or campaigns.

MOST ALIGNED



**SDG 12
Responsible
Consumption and Production**

- ✓ Ensure sustainable consumption and production patterns.

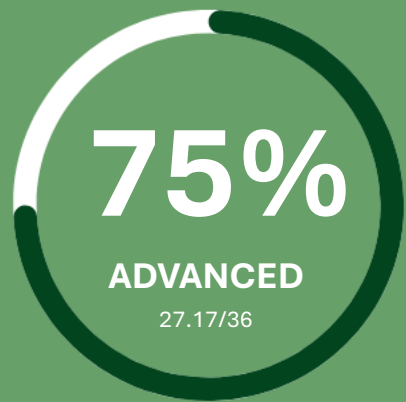
External Assessment of ESG & SDG Statuses

As a next step in our strategy for corporate responsibility enhancement, in 2022 we turned on external sources of support, undergoing an analysis by uIMPACT. The service provided by uIMPACT is based on proprietary methodology and long-standing expertise in the domain of sustainability development and impact investing.

In 2023 we underwent our second assessment an analysis of ESG and SDG criteria that measure the ethical impact and sustainability of investment in a company.

The shown data in this report regarding the Environmental, Social, and Governance aspects is based on the result of the second assessment, conducted by uIMPACT.

Overall ESG Status



BEGINNER 0%-33.3%	INTERMEDIATE 33.4%-66.7%	ADVANCED 66.8%-100%
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ESG Status Assessment

External assessments of the organization's ESG status were performed based on non-financial data against 12 sets of criteria and 70 data points.

The organization is thoroughly audited against 3 levels with 4 segments to each of them:

- **Ecological Level** – assessment of used natural resources, waste management, carbon footprint, lands and biodiversity;
- **Social Level** – assessment against the presence of human diversity and inclusion, healthy and safe working environment, working conditions, and protection of rights;
- **Governance Level** – corporate policies, compliance with regulatory requirements, relationships with suppliers and subcontractors, anti-corruption, and transparency.

The assessment is based on a point system, with the maximum number of points for each segment being 3, and for each level 12. Once the company's condition is assessed on the three levels, the company receives its ESG status.

The results in 2023 indicated that SoftGroup reached the highest possible **ESG status – Advanced**.

SDG Maturity Level

ALIGNED

Largely positive and actively managed impact on the relevant SDGs.

SDG Status Assessment

Moreover, SoftGroup also goes through an SDG (Sustainable Development Goals) compliance assessment, where the obtained results show which goals of the Sustainable Development Goals are supported by the company.

The results of the second external assessment indicate that the organization reached the highest possible level of maturity to **SDG Status - Aligned**.

Progress of Goals 2025

Straight forward to unlock the untapped potential of ESG goals, SoftGroup developed a plan, setting goals towards three aligned SDGs. We believe that such a strategy will drive meaningful business outcomes for all stakeholders and meet the growing demands of a sustainable future.



SDG 9 Industry, Innovation and Infrastructure

- T 9.1: Develops quality, reliable, sustainable, and resilient infrastructure with a focus on affordable and equitable access for all.



/Number of implemented projects in countries with lower levels of digitization increasing local capacity/

- T 9.4: Upgrades infrastructure and retrofit industries to make them sustainable.



/Number of supported organizations migrated from on-premises to cloud-based solutions/



SDG 13 Climate Action

- T 13.2 Integrates climate change measures into policies, strategies, and business planning.

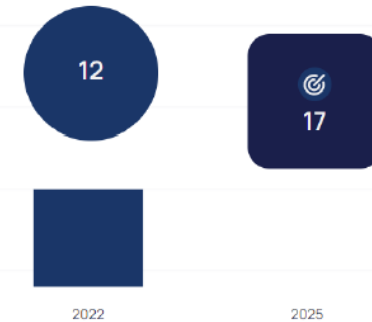


/Offseted carbon emissions (in %)/



SDG 17 Partnerships for the Goals

- T 17.8: Helps building innovation capacity and spreading it, especially in the least developed countries, through international partnerships and/or campaigns.

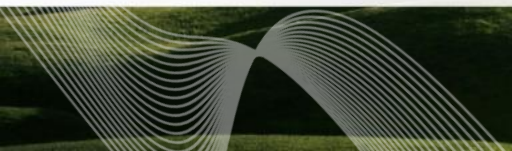


/Number of international partners for joint work in less developed countries/



Environment

Overview & Results

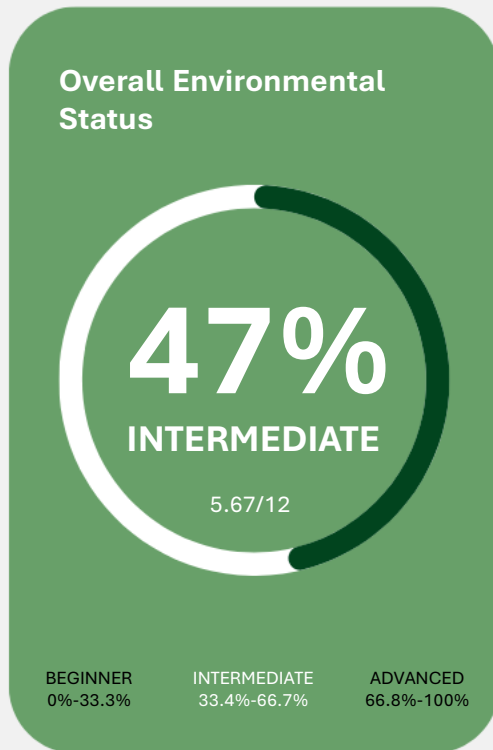


I “E” for the Environment

The letter “E” in ESG stands for “Environmental” not by chance. In the last couple of years, the condition of the environment attracted the attention of all stakeholders. Climate change is a field under priority supervision due to the significant observed changes and the resultant consequences of them.

Analysis* showed that in the period of 2022/2023, SoftGroup achieved an improvement of 3% in the Overall Environmental Assessment which is a result of implemented measures and policies, processes` optimizations, and mechanisms for effective management of environmental footprint.

**The evaluation is made by a self-reporting platform for assessment whose methodology is based on a point system, with the maximum number of points for each segment being 3 for each. Each level consists of 4 key segments Once the company's condition is assessed on the four levels, the company receives its status for the concrete level. The raw data for the assessment is provided by SoftGroup.*



After the first assessment, SoftGroup implemented recommended policies and practices in an effort to improve its performance in the Environmental Aspect. Based on the extensive audit of the four key segments of the Environmental Aspect, the results showed some improvements (Table 1).

Table 1. Detailed comparison of the results of external assessments of the state of the level of ecologically responsible development

ENVIRONMENTAL ASPECT	2022	2023	Improvement in 2023	Deterioration in 2023
Resources	1.3	0.7	No	Yes
Waste Management	1.0	2.0	Yes	No
Carbon Footprint	3.0	3.0	No	No
Land & Biodiversity	0.0	0.0	No	No
OVERALL ASSESSMENT	5.3 (44%)	5.67 (47%)	Yes	No

Results in 2023

SoftGroup fully supports the need for immediate actions towards the improvement of the environment. Regarding the Environmental Aspect, SoftGroup identified the key areas which need improvement and set goals related to them:

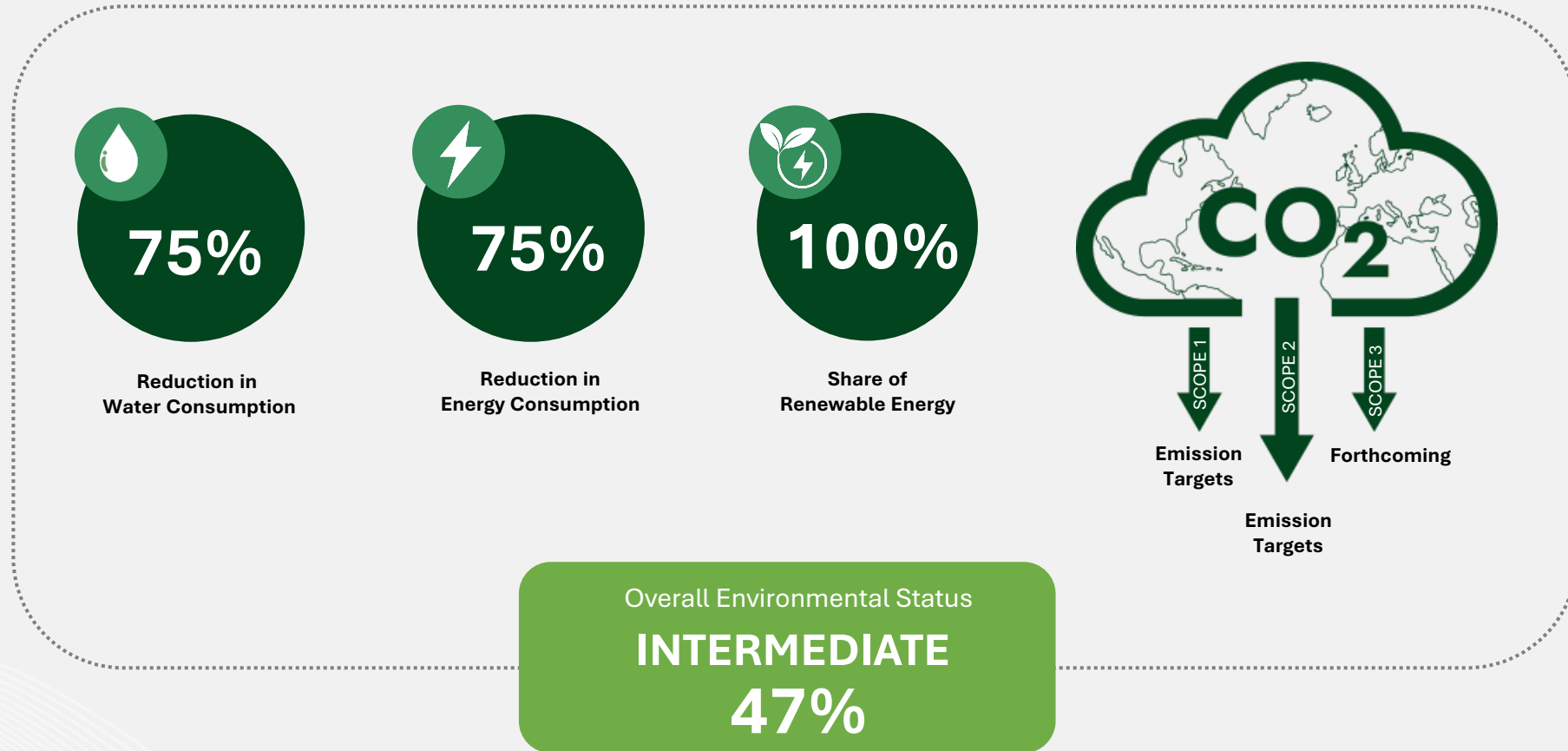
✓ Energy consumption

✓ Carbon footprint

✓ Share renewable energy

✓ Water consumption

✓ Waste management



Society

Overview & Results

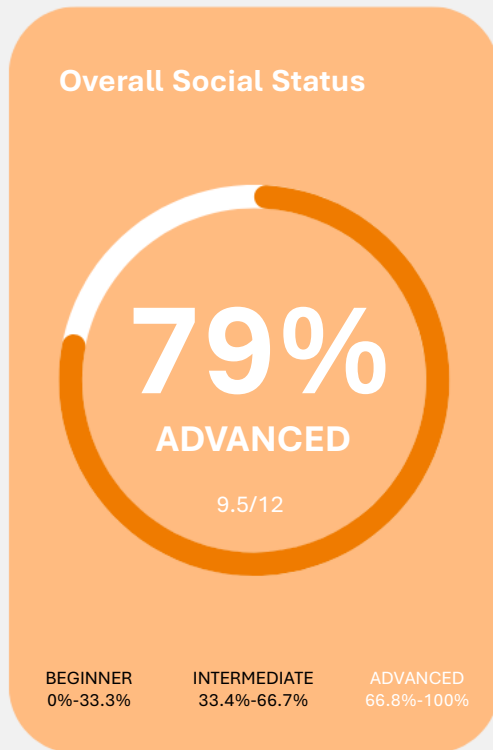


I “S” for the Society

The letter “S” in ESG stands for “Social” which focuses on everything that affects human individuals. Its dimensions cover the corporate environment, diversity and inclusion, community engagement, and human rights. Nowadays, there are a lot of drivers for an effective and efficient workforce that our company is striving to incorporate into its ESG strategy.

Analysis showed that in the period of 2022/2023, the company achieved an improvement of 25% in the Overall Social Assessment which is a result of collective efforts.

**The evaluation is made by a self-reporting platform for assessment whose methodology is based on a point system, with the maximum number of points for each segment being 3 for each. Each level consists of 4 key segments. Once the company's condition is assessed on the four levels, the company receives its status for the concrete level. The raw data for the assessment is provided by SoftGroup.*



After the first assessment, SoftGroup implemented recommended policies and practices in an effort to improve its performance in the Social Aspect. Based on the extensive audit of the four key segments of the Environmental Aspect, the results indicated for improvements in all 4 key segments (Table 2).

Table 2. Detailed comparison of the results of external assessments of the state of the level of socially responsible development

SOCIAL ASPECT	2022	2023	Improvement in 2023	Deterioration in 2023
Diversity & Inclusion	0.5	1.5	Yes	No
Safe & Healthy Work Environment	2.0	3.0	Yes	No
Labor Conditions	2.0	3.0	Yes	No
Rights Protection	2.0	3.0	Yes	No
OVERALL ASSESSMENT	6.5 (54%)	9.5 (79%)	Yes	No

Results in 2024

SoftGroup`s efforts are directed to cover all the key fields of the “Social” aspect, implementing various measures and practices that could benefit its employees and drive their motivation for growth.

Stepping on the recommendations from the previous assessment, SoftGroup introduced formal mechanisms for compliance, a program for continuous improvement of the work environment, and established a dedicated section on human diversity and inclusion in the Code of Conduct, as well as other measures.

The data from employees' profiles evolution allows the tracking of changes regarding professional experience and the growth of the human potential of the company.

The latest data from 2023 shows that the company has opened 12 new workplaces in more than 6 departments (Table 3).

Table 3. The evolution of employees' profiles evolution based on gained experience

EMPLOYEES PROFILE EVOLUTION		2021	2022	2023
TOTAL EMPLOYEES		57	59	71
Gender	Women	20	19	19
	Men	37	40	52
Position	C-Level Management	4	5	5
	Middle Management	14	13	13
	Employee Level	39	41	53
Years of Service	<3	21	22	38
	3-6	28	25	19
	6-9	3	7	9
	>9	5	5	5
Age Groups	<31	10	13	18
	32-44	28	27	36
	>45	19	19	17



New Workplaces



Serious Work Injuries



New internal mechanism for compliance and continuous improvement of the work environment

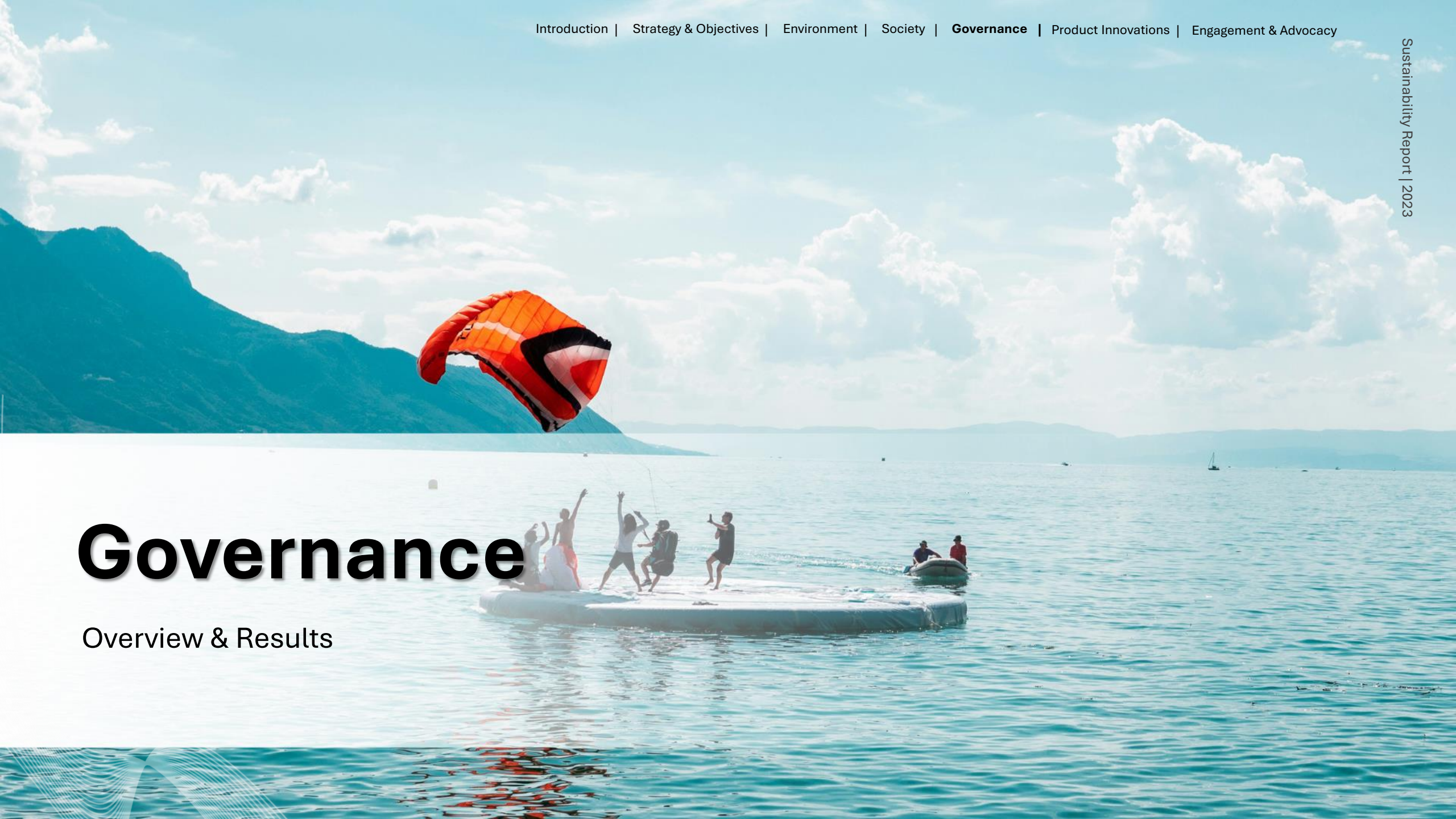
Overall Environmental Status

ADVANCED

79%

Governance

Overview & Results



I “G” for the Governance

The letter “G” in ESG stands for “Governance” and addresses the corporate approach and management of organizational structure, board composition, business ethics, anti-corruption, regulatory compliance, etc. This aspect has a crucial role in the whole understanding of ESG conception and realization of Environmental and Social Aspects.

Analysis showed that in the period of 2022/2023, the company achieved an improvement of 25% in the Overall Governance Assessment which is a result of collective efforts.

**The evaluation is made by a self-reporting platform for assessment whose methodology is based on a point system, with the maximum number of points for each segment being 3 for each. Each level consists of 4 key segments. Once the company's condition is assessed on the four levels, the company receives its status for the concrete level. The raw data for the assessment is provided by SoftGroup.*



After the first assessment, SoftGroup implemented recommended policies and practices in an effort to improve its performance in the Governance Aspect. Based on the extensive audit of the four key segments of the Governance Aspect, the results indicated for improvements in all 4 key segments (Table 4).

Table 4. Detailed comparison of the results of external assessments of the state of the level of governing responsible development

GOVERNANCE ASPECT	2022	2023	Improvement in 2023	Deterioration in 2023
Corporate Policies	1.0	3.0	Yes	No
Regulatory Compliance	3.0	3.0	Yes	No
Suppliers & Subcontractors	2.0	3.0	Yes	No
Anticorruption & Transparency	2.0	3.0	Yes	No
OVERALL ASSESSMENT	8.0 (67%)	12.0 (92%)	Yes	No

Results in 2024

SoftGroup`s efforts are directed to cover all the key fields of the “Governance” aspect, implementing various measures and practices that could benefit the management in different aspects such as organizational management, ethical relationships with stakeholders (business partners, clients, employees, etc.), and regulatory compliance.

Stepping on the recommendations from the previous assessment, SoftGroup wrote and distributed a Code of Conduct, implemented a policy for implementing ethical purchasing, corporate responsibility, and sustainable principles and policies with vendors and suppliers, as well as other measures.

One of the crucial milestones that we recognized is that for a third year in a row, SoftGroup published reports with non-financial data about corporate performance in implementing ESG and CSR strategies.



**Consecutive years
SoftGroup published
reports with non-
financial data about the
corporate performance
in implementing ESG
and CSR strategies**



**Written
Code of Conduct**



**Policy for
implementing ethical
purchasing, corporate
responsibility, and
sustainable principles
and policies with
vendors/ suppliers**

Overall Governance Status

**ADVANCED
92%**

Product Innovations

Overview & Results



I Our approach

Aiming to extend our product longevity and sustainable growth, our approach is built on the use of innovative technologies contributing to a circular economy without compromising performance. Our formula for the development of sustainable products and enablement of efficient uninterruptible workflow includes:

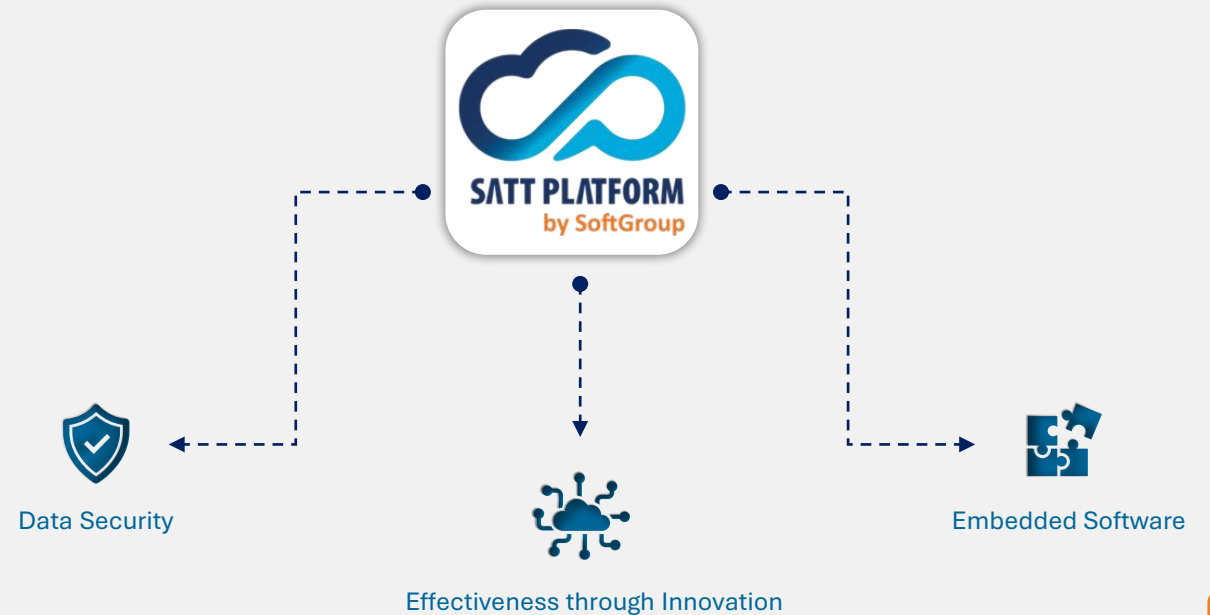
- ✓ **Keeping up with emergent requirements and regulations**
- ✓ **Extending product lifecycle by enabling reuse through enhancement of repairability, refurbishment and recycling**
- ✓ **Keeping product and services up-to-date with software updates**

CONTRIBUTE TO THE CIRCULAR ECONOMY

I SATT PLATFORM®

Developing the future-ready traceability service SATT PLATFORM®, SoftGroup continues to go straight forward in amplifying innovative Track and Trace products to enable global regulatory compliance and overall pharma supply chain transparency.

SATT PLATFORM® is a comprehensive SaaS solution that offers end-to-end traceability and compliance to pharmaceutical companies while leveraging state-of-the-art cloud infrastructure design. The solution covers the Track and Trace vertical from Level 2 to Level 5, enabling the seamless integration of pharmaceutical serialization and aggregation into production processes, significantly reducing supply chain complexity, and ensuring full compliance across both mature and emerging track and trace regulatory environments.





Scalability & Flexibility

Microsoft Azure provides unparalleled scalability and flexibility, enabling pharmaceutical companies to scale their operations seamlessly. Whether handling a ton of data, running complicated tests, or adjusting to changes in the amount of work, Azure's cloud infrastructure ensures optimal performance.



Data Security

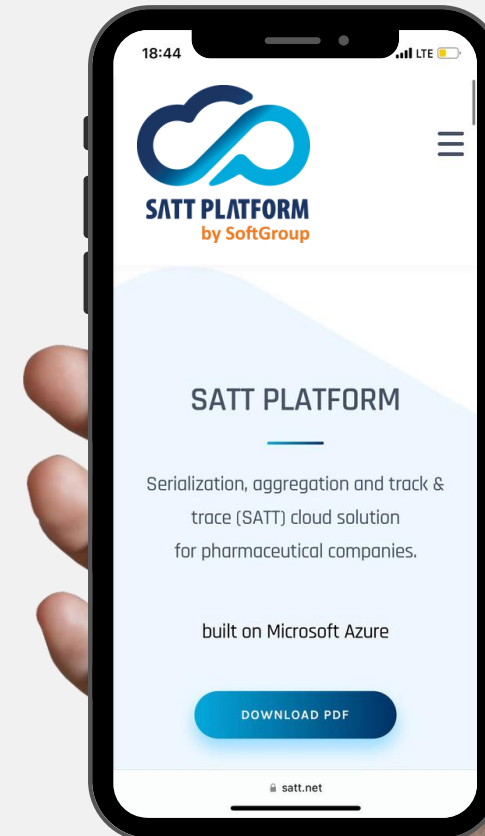
The system follows strict security rules, making sure that important information is safe. This strong security system builds trust among stakeholders and makes it easy for people to collaborate safely throughout the entire process.



Cost-efficiency

A flexible pricing model enables pharmaceutical companies to optimize their budget by paying solely for the services and resources they actively use. This adaptability promotes financial efficiency and allows organizations to allocate resources strategically, maximizing the value of their IT investments.

by 80%
Reduction of the expenditures for equipment



Engagement & Advocacy



Our approach

To achieve the transformative impact that is a fundamental purpose of ESG, we believe that it is required to engage all stakeholders. Our approach towards stakeholders' engagement aims to foster the transparency and credibility of our ESG objectives and goals.

We focus our efforts on engaging all stakeholders which are conditionally divided into four main groups – customers, employees, business partners (incl. suppliers, investors, regulatory authorities, other supply chain partners), and communities (incl. industry communities, non-profit organizations).

We believe that working together with our stakeholders could bring positive change within and beyond our operations. Our participation in various industry initiatives allows us to share knowledge, experience, and pathways to master our strategy and advocate for the change.

Customers

We believe that sharing our strategy for sustainable growth plays a crucial role in the development of our relations as well as with current and potential clients. ESG enhances the establishment of strong business relationships based on mutual benefit, transparency, and credibility.

Employees

The driver for the success of each business is the human potential behind it. That is the reason why the effective implementation of ESG on the corporate level requires the involvement and education of employees as a first step. To believe and be engaged in such a conception requires creating a powerful internal community that raises awareness and supports the development of the strategy on the internal level.

Business partners

Nowadays B2B relations require much more than just service provision. The various supply chain participants must have valuable partnerships and collaborations that leave a positive footprint and legacy for the future.

Communities

Gaining knowledge requires going out of the box. The engagement with various industry communities helped us to become more aware of the ESG experiences of others and respectively to reuse the know-how in the best working way for our organization. Moreover, responsible governance is inevitably related to the support of different causes and initiatives.



Key Partnerships & Memberships

Sustainable growth requires collaborative actions, engaging the organization with all stakeholders in the supply chain to keep the pace of emergent trends, being aware of the opportunities for growth and development, as well build a strong and value-added partner network.

Apart from the sales partnerships, we created an environment for the enhancement of strategic partnerships that support our mission, vision, and the creation of cutting-edge value-added solutions.

As a part of our strategy, we established strong partner relations with various technology providers, regulatory institutions, national agencies, industry associations, and non-profit and business organizations.

As we have stated that our product portfolio will go beyond, we also state that our sustainable growth strategy will go beyond. Due to that fact, we are going to continue to go straightforward in developing our partnership network, encouraging the development of the potential through collaborations, addressing the challenges, and enriching the stakeholders.

GS1 Healthcare Group	SoftGroup is a key contributor and participates actively in its activities in the field of the fight against drug counterfeiting and brand protection both on a global and local levels.
GS1 Bulgaria	GS1 Bulgaria appreciates the advanced capacity and value of our technologies, as well as our proactive participation in various initiatives in the field of Pharma traceability. In 2023, the organization elected our CEO as a member of the Management Board.
Microsoft	Partnering with Microsoft and harnessing the Azure technology, we strengthen the security, level up the scalability and ensure cost-savings of the provided products and services by our clients.
Telelink	The cooperation between SoftGroup and Telelink started in 2016. The rich experience and strong expertise of both companies scale the SoftGroup`s business position internationally.
IBM	Being part of the IBM Business Partner Ecosystem, we aim to maximize the channel program of our products and services while elevating collaboration opportunities.
Bulgarian-Swiss Chamber of Commerce (BSCC)	Such membership enables joint work with the Chamber of Commerce – Switzerland – Middle Europe, assisting and stimulating the economic and commercial relations between Bulgaria and Switzerland.
Bulgarian-Jordanian Business Club (BJBC)	Part of the active incubator of ideas and real practical approaches for encouraging and assisting the development of Bulgarian-Jordanian business through industrial and intellectual projects, expanding the range of collaboration.
Digital Health and Innovations Cluster Bulgaria (DHI Cluster)	Joining the development of an ecosystem in open healthcare for private entrepreneurs and organizations able to provide the technological and innovative tools and resources to create a value impact.
Bulgarian Entrepreneurial Association (BESCO)	Our membership declares that we share the vision for a future of “added-value activities based on research and development, innovation and entrepreneurial inspiration will shape our economy.”
Bulgarian Association of Software Companies (BASSCOM)	A community of the leading software companies that drives the positioning and development of the sector on an international level.
ENDEAVOR	A leading global community of high-impact entrepreneurs that accelerates the conversation around global entrepreneurship and long-term economic growth.
Bulgarian Small and Medium Enterprises Promotion Agency (BSMEPA)	Participation in the activities carried out by the Agency that are performed with the help of several measures aimed at maintaining sustainable economic growth, increasing the competitiveness of Bulgarian enterprises and promoting their development.

Communication

Aware that there is still a long way to go to transform our ideas and put in place our strategy for sustainable development into reality, we are communicating them regularly to enhance the virtuous experiences of our customers and talk about the small, but significant, goals achieved with commitment and determination.

We use various communication channels to share and gain knowledge. One of the most valuable sources of knowledge exchange is the participation and sponsorships of events. Whether the events are in-person, online, or hybrid, such communication channel allows us to be transparent about our approach, strategy, and results, and on the other side, they give us the opportunity to gain more awareness about the new tendencies and trends that help us to keep the pace.

Furthermore, to distribute our conception and build credibility we use integrated marketing communications (IMC) that also include Public Relations (PR), Social Media (LinkedIn & X) and email marketing.

Based on the IMC communicational model we were able to:

- ✓ Reach stakeholders from 4 continents;
- ✓ Promote the new flagship brand line on a global level;
- ✓ Build credibility and awareness about the state-of-the-art technologies that SoftGroup uses ;
- ✓ Engage, educate and inform our stakeholders of crucial topics (regulatory compliance, tendencies, technologies, etc.).



I “We Built our Future Together”

SoftGroup places social responsibility and care for nature at the center of its policy. As a next step of our sustainability commitment, we decided to initiate a joint contest with ACS Bulgaria for designing and building an eco-friendly container for collecting plastic caps. The contest was under the slogan “We Build our Future Together”, declaring our long-standing goal to leave a positive footprint and a legacy – both for the present and the future.

The winning project was designed by Julia Dobreva and Iva Ivanova, Class of 2024, at American College Sofia. In June we successfully placed the container in the heart of the largest office park in Central and Eastern Europe.

Our organization is glad to have the chance to motivate the development of human potential and creativity to achieve socially significant results. Moreover, our next motive behind was to support one of the widespread socially responsible practices in Bulgaria „Caps for the Future“ which donates infant incubators, medical equipment, and specialized children’s ambulances to hospitals across Bulgaria by collecting and recycling plastic caps.



What did we achieve for 6 months with our “Bear”?

- ✓ More than **100 kg collected caps**
- ✓ More than **100 people** are involved in the initiative
- ✓ **7 internal voluntary campaigns** engaging the whole SoftGroup team
- ✓ **1st participation** in the “Caps for the Future”





„Solar Futurism“

In 2023 SoftGroup marked its 20th anniversary gathering together clients, partners, and stakeholders. It was a celebration of success driven by technology and innovations. For the occasion, we decided to provide our guests with a state-of-the-art performance such as our products and services.

During the event, our guests had the pleasure to “touch” a special Augmented Reality Art Exhibition „Solar Futurism“, interacting with the art within the traditional spaces, which was created on the initiative and with the support of SoftGroup.

“Solar Futurism” was a project, inspired by the technologies and their potential impact on future development and human civilization. For the creation of the 12 works, we trusted Mr. Svetoslav Kosev, digital artwork and painting, and Mr. Atanas Markov, an augmented reality application, who specially created the exhibition for our anniversary.

The initial images that are printed on the canvas are constructed through digital drawing combined with 3D-generated objects. Painting with acrylic paints and other painting techniques was practiced on the printed digital images. Augmented reality has been created for each of the images.

The number of works from the "Solar Futurism" series also determined the mystical tone of the exhibition, which corresponds to the number of zodiacal constellations. For this reason, the names of the works are related to the brightest stars in them, surrounded by Dyson spheres.

After the event, we placed some of the pieces of art in our headquarter to remind and motivate us to continue to go beyond.





Christmas Charity

As a long-standing practice, in the last days of 2023, the SoftGroup team organized Christmas Food Charity Bazar. The initiative is internal which means that all funds have been entirely collected by the employees.

The edition in 2023 aimed to collect funds for the cause “Donate supplies and accessories for a learning center for disadvantaged children in Sofia”. Almost the entire team was able to get involved either as a “Food Guru”, or as a “Food Lover”. As a result of these collective efforts, we could proudly share that in 2023, SoftGroup employees were able to double the amount of collected funds compared to the previous year.

The collected funds were used for the purchase of stationery, sanitary utensils, and consumables. The donation went to the foundation “Donate Knowledge” which with the help of volunteers give free lessons in basic subjects to nearly 80 children from socially disadvantaged families at the learning center in Sofia.

/In order to protect the privacy of children, the used photo is illustrative/



About this report

The Sustainability Report 2023 - the 3rd edition of the report - is published to communicate our economic, social, and environmental performances and relevant activities to our stakeholders in a transparent manner.

Third-party Assessment

For the preparation of the report are used results from ESG & SDG assessment conducted by external organization – uIMPACT. The uIMPACT a self-reporting platform for assessment of the environmental, social and governance status of companies and their alignment with the UN Sustainable Development Goals at certain levels of impact realization. The service provided by uIMPACT is based on proprietary methodology and long-standing expertise in the domain of sustainability development and impact investing.

Covered Activities

The reported non-financial data covered our environmental, social and governance performance based on the activities of our business sites in Bulgaria.

Covered Period

The data in this report presented our performance and activities from January to December 2023.

Reporting Cycle

Annual reporting - previous edition published in June 2023 (Sustainability Report 2021/2022).

Further sustainability information

Further information on our commitment to sustainability and sustainability figures are available at:
www.softgroup.eu/sustainability-commitment/