

QAWERK

Software  
Testing  
Company

Corporate Social

Responsibility Report



# Table of Contents

---

## 02 OUR COMPANY

---

03 MESSAGE FROM  
OUR FOUNDER

---

---

04 ABOUT QAWERK

---

---

05 OUR TEAM

---

---

06 OUR SERVICES

---

---

07 OUR CLIENTS

---

## 08 OUR IMPACT

---

09 COMMUNITY  
INVOLVEMENT  
& DEVELOPMENT

---

---

10 LABOR PRACTICES

---

---

11 HUMAN RIGHTS

---

---

12 FAIR OPERATING  
PRACTICES

---

---

13 ENVIRONMENTAL  
IMPACTS

---

14 CONSUMER ISSUES

---

---

15 ORGANIZATIONAL  
GOVERNANCE

---

---

16 SUPPLY CHAIN

---

---

17 SUSTAINABLE  
DEVELOPMENT  
GOALS

# Our Company

# Message from our Founder

As I reflect on 2023, I feel proud about what we've accomplished as a team.

The war in Ukraine has presented new threats and difficulties, and the global economic recession has also affected our business environment. Nonetheless, thanks to the deep trust of our clients in our expertise and high work ethics, we have preserved our existing partnerships and won several new ones.

Despite the obstacles, we remain optimistic and continue learning and honing our skills. We have started upskilling ourselves to respond to the challenges of the new AI era. We also maintain a strong focus on cybersecurity with services like penetration and security testing.

Besides staying committed to delivering top-grade software testing services, we remember our responsibility towards society and the environment. We'll continue donating to nonprofits and arranging our own fundraisers to alleviate the brutal consequences of the war and support the least privileged.

I want to thank my teammates and our clients for their dedication, professionalism, and synergy with which they work together to deliver seamless and secure digital experiences and spearhead innovation.

I'm honored to work with incredibly talented people and look forward to reaching new heights together in the future.



Konstantin Klyagin, QAWERK Founder

# About QAwerk

QAwerk is a software testing company helping web2 and web3 businesses win users' love and industry recognition through impeccable software quality.

Since 2015, we have helped improve over 300 projects used by over 1 billion consumers worldwide.

We've worked with startups and well-established businesses in North America, Europe, Australia, South Korea, and Africa.

Startups leverage our expertise and resources to set up professional QA workflows and prepare their products for a smooth launch. Enterprises turn to QAwerk to speed up their releases and gain efficiency with [test automation](#).

Our expertise spans e-government, e-commerce, e-learning, media, entertainment, medtech, fintech, and game development industries.



**97%**  
of clients from  
the EU & USA



**300+**  
projects  
bug-proofed



**95%**  
of senior- and  
middle-level  
specialists



**80%**  
of team are QA  
engineers



TOP TESTING SERVICES  
COMPANY  
goodfirms.co



CLIENTS SAY  
WE DELIVER  
ON  
Clutch



SUPERBCOMPANIES.COM  
TOP SOFTWARE  
TESTING  
COMPANIES  
in 2023



RELIABLE  
COMPANY  
VERIFIED BY  
EXTRACT  
extract.co



TOP  
SOFTWARE TESTING  
COMPANY  
DESIGNRUSH.com  
— 2022 —

# Our Team

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

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

Latvia  
Poland  
Germany  
Ukraine  
Switzerland  
Portugal  
Italy



# Our Services

## → Game Testing

Helping ship immersive and unforgettable game experiences free of crashes, lags, freezes, sound, level design, animation, or AI behavior issues.

## → Mobile Testing

Carefully testing iOS and Android solutions for functional, UI, and integration bugs to help increase user retention and acquisition.

## → Web Testing

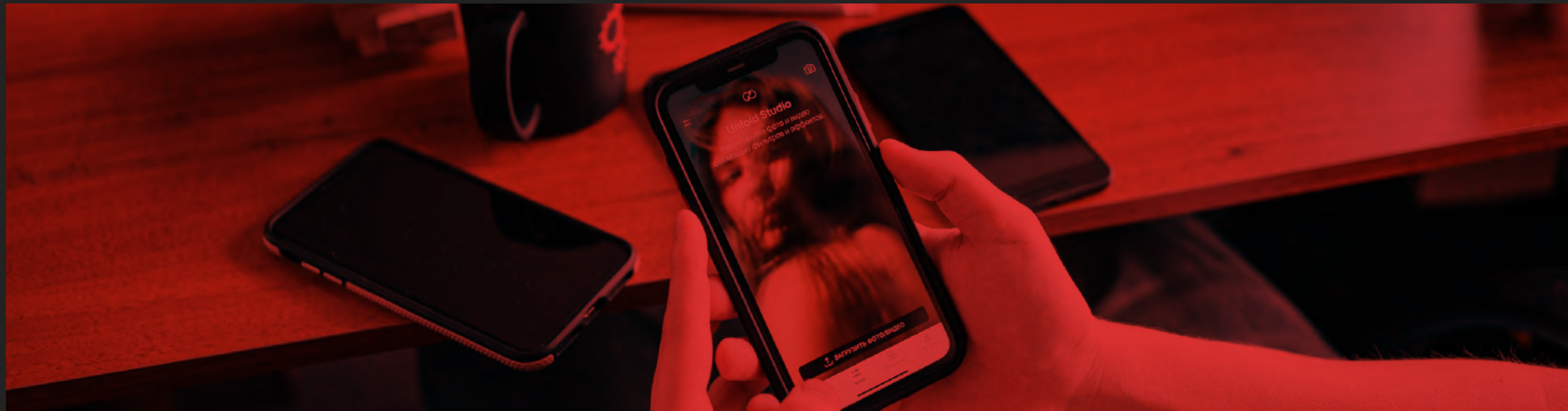
Performing functional, regression, usability, cross-browser, and API testing to guarantee an enjoyable web experience.

## → Overnight Testing

Leveraging the time zone difference of the US West Coast, Australia, and New Zealand with us to speed up releases.

## → Penetration Testing

Detecting critical vulnerabilities and potential exploits and providing our clients with clear action steps to improve their security posture.



QAwerk delivered super work. I'm happy with that. They did the regression testing really well. They helped improve our product, discovering problems during the whole development process.

– *Oana Timis, Senior QA at VirtaMed*



It wasn't like we had the QAwerk testing team and Magic Mountain team. It was one team working together. The communication was incredible from the very early stages.

– *Jon Pass, Chief Operating Officer at Magic Mountain*



There's a real commitment to get the task done in a timeframe that is expected. The quality of the work is very high. I would certainly recommend working with QAwerk's team.

– *Robert Severn, VP of Engineering at Evolv Technologies*

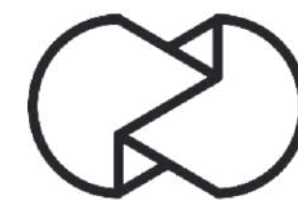
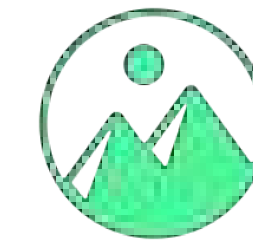


With the help of QAwerk we've really managed to reduce the number of bugs in production builds to almost zero.

– *Zach Naimon, Product Manager at Arctype*

# Our Clients

We focus on building long-term relationships with our clients. We understand that software quality is not only a technical issue, but also a business one. That's why we focus on delivering solutions that meet the needs and expectations of our clients, as well as the end-users. We believe that this is the true formula for success in the software industry.





# Our Impact

# Community Involvement & Development

## Supporting Ukraine

As a Ukraine-based company, we feel a strong sense of responsibility towards our country. We regularly donate to nonprofits that cater to the needs of our military and Ukrainians affected by the war. Our contributions aim to provide them with the necessary resources and support.

Since February 24, 2022, we've donated over \$220,000 in support of Ukraine together with Redwerk, our sister company.

**100+****nonprofits supported****\$220,000+****donated to support Ukraine since 2022****100%****matching of employee donations**

## Promoting education

Pre-war, we hosted free QA brunches in our offices in Kyiv and Zaporizhia, sharing our own expertise and inviting reputable speakers in our industry.

Every quarter we curate a [list of free and paid tech events](#) devoted to software testing, QA, penetration testing, and cybersecurity. We share this information with the global tech community to emphasize the importance of continuous learning and upskilling.

**2016****first QA meetup hosted****90****QA and cybersecurity events featured in our blog****10****QA events attended in 2023**

## Popularizing quality assurance

In 2016, we launched our [Bug Crawl program](#). In essence, any startup or even an established business can turn to us and request a free round of [manual testing](#).

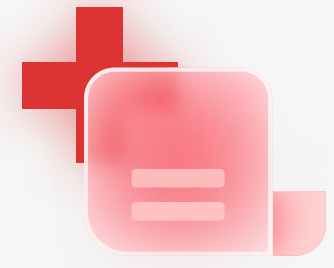
Those apps who pass our QA test, meaning we didn't find any critical or medium-severity bugs, are distinguished with our Remarkable Quality Award.

Another solution encouraging businesses to test their products more thoroughly is [Android Bug Hunter](#). It's a free app that allows teams developing Android solutions to thoroughly test an app's UI, performance under low memory conditions, and deep links.

**560+****mobile and SaaS apps tested for free****50+****apps received our Remarkable Quality Award****5000****businesses have benefited from Android Bug Hunter**



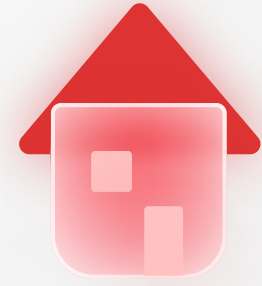
20 days of paid time off



14 days of paid sick leave



Flexible working hours



Unlimited work from home



Gym and yoga



Charity initiatives\*



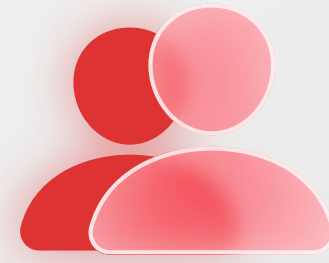
Eco-friendly and pet-friendly



PE accounting and support



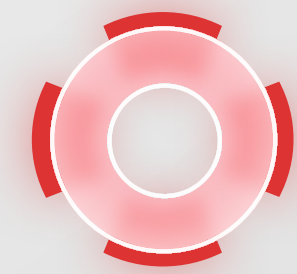
Education compensation



Horizontal management



Fun and cozy events



Support during emergencies

# Labor Practices

Our labor practices are designed to create a supportive and productive work environment for [our team](#). They reflect our commitment to respect the personal lives of our employees while ensuring productivity. We believe that a happy and healthy workforce is key to delivering high-quality [services](#). Here's how we ensure the well-being of our employees.

# Human Rights

QAwerk complies with the UN Guiding Principles on Business and Human Rights. As a responsible company, we uphold and promote human rights in all our operations. Here's how we ensure the protection of human rights in our organization.

40%

of team are women

0

pay gap

50%

of women in managerial roles

## At QAwerk

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

Our compensation packages are competitive and commensurate with the skills and experience of our employees.

We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

We have a zero-tolerance policy for harassment of any kind. We are committed to providing a safe and respectful work environment for all our employees.

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

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



# Fair Operating Practices

QAwerk has been delivering software testing services to [businesses](#) in North America, Europe, Australia, South Korea, and Africa since 2015. With our QA support, our clients can iterate and innovate faster.

Many of the products we contribute to receive prestigious awards or [get acquired by market leaders](#). Our clients rely on us, and this level of trust wouldn't have been possible without fair operating practices.

8+

yrs operating internationally

300+

successfully delivered projects

95%

client retention

## At QAwerk

We have Non-Disclosure Agreements (NDAs) in place with all our employees and clients.

Our Service Level Agreements (SLAs) guarantee timely service provision and set clear expectations about the level of service that clients can expect from us.

We ensure our policies and procedures are always up-to-date and in line with the applicable laws of the countries where we operate.

We are honest about our capacity and expertise areas because we prioritize building lasting and trustful relationships rather than short-term gains.



# Environmental Impacts

Our operations have a relatively small environmental impact. However, we are committed to further reducing our environmental footprint and promoting sustainable practices. Here's how we manage our environmental impacts.



## Remote Work

We operate remotely, which significantly reduces our carbon footprint. By eliminating daily commutes, we not only save time but also reduce greenhouse gas emissions associated with transportation.



## Paperless Operations

We strive to maintain paperless operations as much as possible. Most of our document management is digital, reducing the need for paper and helping to conserve forests. At conferences and events, we prefer to use digital handouts instead of printed materials. This not only reduces paper usage but also makes it easier for participants to access and store information.



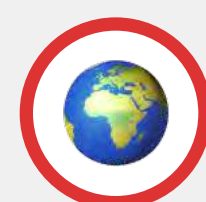
## Responsible Hardware Management

We understand that technology has a certain life cycle, and we want to extend it as much as possible. Our hardware management strategy involves donating old computers and equipment to foster homes or underfunded schools in the countryside. Also, if hardware can no longer be reused, it is disposed of in an environmentally friendly manner, minimizing electronic waste.



## Energy Efficiency

We strive to improve energy efficiency in our operations. This includes using energy-efficient equipment and encouraging our employees to conserve energy while working remotely, such as using energy-efficient lighting and optimizing computer settings for energy savings.



## Green Procurement

We prioritize purchasing products and services that have a lower environmental impact. This includes choosing suppliers who adhere to environmentally friendly practices and sourcing materials for promotional events locally.

# Consumer Issues

QAwerk is a customer-centric organization. We respect our clients' rights and interests and prioritize customer satisfaction.

**95%**

of senior and middle-level specialists

**50%**

of our clients received prestigious awards after our contribution

**1,000,000,000**

consumers use solutions we test

## At QAwerk

Each project is assigned a dedicated QA team overseen by a project manager (PM) who is trained to handle a wide range of issues and work tirelessly to ensure that our clients' needs are met.

We have stringent data privacy policies in place and employ robust security measures to protect our clients' sensitive information.

We highly value our clients' feedback and have established mechanisms for our clients to provide feedback on our services, such as surveys and one-to-one meetings.

Our focus on building long-term partnerships helps us prevent major conflicts or disputes. We strive to resolve any issues amicably and in the best interest of all parties involved.



# Organizational Governance

Our organizational governance is designed to ensure accountability and transparency at all levels. We believe in a flat structure with minimum bureaucracies, which fosters open communication and encourages employee initiatives.

## Flat structure

We operate on a flat organizational structure, which eliminates unnecessary layers of management and empowers our employees to voice their ideas and take the lead on projects or initiatives they are passionate about. Also, it helps us to cut costs and reinvest in employee perks and charities, creating a positive societal impact.

## Cross-department collaboration

We value the ideas and initiatives of our employees, and we want them to communicate with each other and exchange their knowledge freely. We have established barrier-free communication on a companywide level, meaning employees can reach out to top leadership without any roadblocks or mediators.

## Accountability

We hold ourselves accountable for our actions and decisions. Accountability is critical to building trust with our stakeholders and achieving our business objectives. Our employees have a lot of independence in decision-making, and they clearly understand their areas of responsibility and consequences in case of inaction or sloppy work.





### Ethical Procurement

We procure services and products only from suppliers who adhere to ethical business practices. This includes fair labor practices, respect for human rights, and compliance with laws and regulations.



### Environmental Sustainability

We prioritize suppliers who are committed to reducing their environmental footprint. For instance, we procure cloud services only from reputable organizations that are doing their part in reducing their carbon footprint and maximizing the use of renewable energy.



### Supplier Evaluation

We regularly evaluate our suppliers based on their performance, adherence to ethical standards, and commitment to sustainability. This helps us ensure that our supply chain aligns with our corporate social responsibility goals. We do not engage with suppliers from the aggressor countries like Russia and Belarus.

# Supply Chain

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

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

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

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

# Sustainable Development Goals

For 2023, QAwerk has established five sustainability goals. These are the pillars that allow us to continue operating as a responsible company and effectively navigate through challenges.

## Goal 1: Support NGOs and Ukrainians affected by the war

As the war continues, so does our support of Ukrainian nonprofits, defenders, and families affected by the war. We continue donating to charities and raising funds independently to help supply our defenders with the essentials they need and provide humanitarian aid to the most vulnerable members of society. Since February 2022, we've donated to multiple nonprofits, such as [Come Back Alive](#), [Serhii Prytula Charity Foundation](#), [Hospitallers](#), [Sprava Hromad](#), [United24](#), and many others.

## Goal 2: Fostering continuous learning

We believe in the power of continuous learning and professional development. We are expanding our areas of expertise, upskilling our QA engineers to test AI systems, and deepening our cybersecurity expertise with a focus on [penetration testing](#) and security auditing.

## Goal 3: Striking work-life balance

Our current work-life balance policies have proven to be fruitful as we've fulfilled all of our obligations to clients and keep the provision of our services at a high standard. 97% of our teammates report that they are happy with their schedules. We remain flexible to quickly respond to emerging needs and offer the most relevant perks and support.

## Goal 4: Creating job opportunities

Despite the global recession and the full-scale war in our home country, we strive to expand our business to create new job opportunities. This not only helps talented individuals in Ukraine implement their skills and earn a living but also contributes to economic growth.

## Goal 5: Celebrating our wins

We have a tradition of celebrating our major wins. Even though now, during the war, we don't have massive celebrations, we still want to thank our team for their hard work. So, we arrange online and offline team buildings, quizzes, and other entertainment activities to recharge and acknowledge our employees' contributions.

300+

successfully delivered projects

100+

nonprofits supported

1,000,000,000

consumers use solutions we test

\$220,000+

donated to support Ukraine since 2022

97%

of teammates are happy with their schedule

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mobile and SaaS apps tested for free

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of team are women

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companies benefited from [Android Bug Hunter](#)

# QAWERK

YOUR TRUSTED QA PARTNER

