

FOREWORD

CIVITTA is a mission-driven company. We exist because our ambition is to give our local, talented young people the possibility to work on international projects and bring that know-how back to their local societies. In this Annual Review you can read how following our mission has helped to achieve impact in our work – we have been side-by-side with the Ukrainian Government in facing the challenges of the last two years; we helped the fast speed internet market to be less monopolist in Estonia; the organizational culture of the Romanian Court of Accounts has been improved with our help; hundreds of startups have been getting trainings and investments with our help and, of course, fighting with the situation determined by the COVID pandemic, where we have taken active role in all our geographies. These are only a few examples.

From the results perspective, last year was the most successful in the history of CIVITTA. Our company is growing fast both organically and through mergers, and we are strengthening our position as the no. 1 management consulting company originating in CEE. 2021 brought the addition of new offices in Kosovo, Armenia and Poland (Warsaw), in addition to the previously existing 25 offices. With these new offices, we count more than 360 people on our team. In addition, our turnover rose from 20m EUR in 2020 to 29m EUR in 2021.

Our "one company" concept was again supported by the yearly offsite. All the people in the companies from our group had a chance to meet in person in October, in Cyprus, where we held our traditional week of meetings, trainings, along with a full day sports competition: the Olympics. Seeing each other in person after two pandemic years was a priceless experience. On the following pages you will also find a short interview with the organizing team of this exceptional event and you will get an understanding about the challenges and impact such an event can have in a pandemic year.

The final remark in this foreword is about our future. Our ambition is to create a professional services company that is active in a wider spectrum of services, going beyond traditional consulting. We already have today, in parallel to CIVITTA, an existing digital service line through our IT companies Mediapark and Singleton – and we would like to add other professional services like engineering, creative and data into our environment. We observe more and more that the problems our clients are dealing with are more complex, and very often need multidisciplinary teams. So, keep an eye on us or join us to do something truly impactful!

Ander Ojandu

Founder

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WHY WORK WITH CIVITTA



WE DELIVER MORE

With an effective management model, we ensure that the money paid for our work is invested in the project, not into overheads.

WE ASK THE TOUGH QUESTIONS

We challenge our clients to overcome the challenge themselves.

WE LIKE UNCONVENTIONAL PROJECTS

We have an entrepreneurial mindset allowing us to be flexible and work with niche or unusual projects.

WE GET THE JOB DONE

We collect facts, analyze them and deliver fact-based results. We are practical and we aim for impact.

WE HAVE ESTONIAN ROOTS WITH UNIQUE CENTRAL AND EASTERN EUROPE & NORDICS FOOTPRINT

We are stretching over 17 countries throughout Europe.

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OUR OFFICES









CORPORATE SOCIAL RESPONSIBILITY



HOSTING THE UN GLOBAL COMPACT NETWORK BELARUS

From August, 17, 2021 Satio, CIVITTA's research arm in Belarus, became the official hosting organization for the UN Global Compact Network Belarus.

UN Global Compact is the world's largest corporate sustainability initiative. It calls companies to align strategies and operations with ten universal principles on human rights, labour, environment, and anti-corruption. UN Global Compact aims to mobilize a global movement of sustainable companies and stakeholders to achieve Sustainable Development Goals and to create the world we all want to live in.

Today, the UN Global Compact is comprised of 15000+ companies from 160+ countries.

The Global Compact Network Belarus was created in 2006 and currently includes 31 participants. Among them are Belarusbank, Sber Bank, SAP, Alivaria Brewery, Belarusian Metallurgical Company, Mobile TeleSystems, Minsk Transit Bank and others. By catalyzing actions, partnerships and collaboration, UN Global Compact helps companies to implement responsible practices and develop innovative solutions to address poverty and inequality, and support education, health, and peace.

UN Global Compact Network Belarus organizes training programs (SDG Ambition, Climate Ambition Accelerator etc.), holds events and consults in the spheres of CSR and sustainability.

In 2021, the Global Compact Network Belarus held 21 events, including seminars on GRI, Due Diligence, Elderly employment, SMEs and COVID19, Development of the ecological projects, Best sustainable practices marathon, Forum Making Global Goals Local Business, and others. In 2022, the Global Compact Network Belarus continues SDG Ambition, Climate Ambition Accelerator programs, launched SDG Pioneers competition and plans to hold monthly online and offline events on the respective topics.



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THE "ZATIKAVAN" SMALL TOWN FOR ORPHANAGE GRADUATES

The "Zatikavan" project belongs to "Bareshavigh Unity" charitable NGO in Armenia, whose mission of is to support orphanages, homeless people and single mothers.

"Bareshavigh Unity" has founded an establishment called "Rainbow House", which gives the opportunity to female graduates of the "Zatik" orphanage, to access residence, food and study opportunities after 18.

Through the "Zatikavan"
Project, a small town for "Zatik"
orphanage graduates was
founded, enabling single
mothers who wish to do
farming and cattle breeding to
have a house – which has the
potential to become their own
– and a job.

During its 25 years of existence, the number of habitants of Zatikavan town reached up to 40 people. Currently, 25 orphanage graduates live and work in the town's farm.

CIVITTA Armenia decided that instead of Christmas gifts, they would contribute the equivalent sums to a social cause – by contributing to a long lasting project which will help individuals to find a workplace and a residence. This is what "Zatikavan" has been doing for more than 20 years and it fully coincided with the team's mission.



SUPPORTING YOUNG **ENTREPRENEURS IN ESTONIA**

In the last few years, CIVITTA Estonia has decided to support a cause or organization through donations, instead of offering gifts for Christmas to clients and partners.

The hardest part was finding "the one" cause to show their support to. The office searched for a cause that would be in line with the company's principles and also represent CIVITTA's values. After a guite long research, they found

Junior Achievement Estonia (JA).

The organization's main focuses are to develop entrepreneurship in young people, to support business-oriented choices, and to shape the young people's economic thinking. JA does guite an impressive job, preparing study materials, holding trainings on economics and business, and organizing different student events.

In 2020, CIVITTA Estonia did a study for the Ministry of Finance, called "Analysis of Financial Literacy Development Possibilities in Estonian General Education and Vocational Schools". The main objective of the study was to find out the extent to which general education and vocational schools contribute to the teaching of financial literacy. One thing that the analysis showed was that there are not many study materials available focused on the topics of financial literacy. Hopefully, in the future, Junior Achievement Estonia can help in this area.

Since this topic was already close to our hearts and familiar to us - and we strongly believe it is important to guide young people into entrepreneurship - we found JA to be the best choice for our support. As the numbers for the last academic year are not released, we are looking at the previous one (2019/2020), which was guite impressive: thanks to Junior Achievement, 450 Student Companies were established, including 96 mini-companies and 56 Vocational School Student Companies. In addition, 219 schools and 13.817 students used Junior Achievement programs and materials.

CIVITTA's support will help them to organize the Estonian Student Companies Fair in February 2022.

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OUR SERVICES



STRATEGY

We work side-by-side with our clients on strategic planning, expansion to new markets, change management and organizational transformations to create meaningful changes in their business, organization and society. In our work, we offer the best strategy practices and experience gained across many countries and industries.

INNOVATION

We help start-ups to grow and scale; universities to connect research with business and commercialize R&D; corporates to build and accelerate innovation inside the company, and governments to build innovation communities and ecosystems.

FUNDING

We help clients identify funding opportunities, develop the project and follow through the implementation process. We provide advisory services in national EU program funding, EU-level program funding (Horizon 2020), equity investment attraction and private sector lending.

RESEARCH

We gather and analyze external and internal information in order to deliver valuable insights for decision-making of our clients. We perform market research, product market research, attitude market research, public policy research, evaluations of projects, public policies and programs, as well as impact assessments.

DIGITAL

We help clients become more competitive in the digital era by using Big Data and the latest IT technologies. Our services include digital strategy, customer journey analysis and redesign, UI/UX, web and mobile development, customer base analysis and segmentation, churn analysis, and other IT and Big Data services.

IMPLEMENTATION

We offer assistance at any stage of the project implementation, by setting up and running project management office (PMO), helping with business development/expansion and filling temporary capacity and competency gaps with on-hire consultants, as well as building outsourcing teams in Central Eastern Europe.

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OUR WORK



PRICING STUDY FOR ONE OF THE MAJOR TELECOM COMPANIES IN ESTONIA

Estonia has been, for a while already, credited as one of the **world's most digital societies**, ranging from Wi-Fi access to widely used digital services. However, the European Commission studies have shown in the last years that **usage of fast speed internet** in Estonia is **much lower than in other EU countries** and, therefore, one of the major telecom companies in Estonia asked CIVITTA to understand what are the reasons behind that and how to overcome them.

CIVITTA's team discovered that the main reason for the low usage of fast speed fixed broadband is that it is just **too expensive** – incumbent operator controls the market and can charge extremely high prices compared to the situation in neighbouring countries. In addition, CIVITTA's margin squeeze study highlighted that the incumbent is engaging in **anti-competitive measures** as the wholesale prices for other operators are so high that they are not able to offer retail services to end customers through the wholesale option.

After bringing up these results with market regulators, **CIVITTA's pricing study in 2021** showed that the wholesale prices on the market dropped by approximately 50%, followed by a similar drop in B2B retail prices. However, retail prices are still significantly higher than in most of the other EU countries, hampering the usage of fast speed internet which will in long term have a negative impact on innovation and economic growth. CIVITTA will continue the close collaboration with the client to work towards reasonable fixed internet prices in Estonia.

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MARKET GROWTH OPPORTUNITY ASSESSMENT FOR AN INTERNATIONAL, PREMIUM GRILL PROVIDER

Our client, an established manufacturer of premium outdoor grills and related accessories was looking to boost their **understanding of local trends** that drive their target or potential markets. The main goal of the project was to understand the market specifics in order to fully utilize its potential and improve market performance.

The company operates in over 50 countries around the world, primarily through partnerships with distributors. Limited local management presence in specific markets makes it challenging to fully understand the opportunities and risks specific to different geographies.

To ensure high-quality delivery, CIVITTA has developed a structured, comprehensive approach and provided local resources, including local market experts. The proposed approach consisted of four areas:

- Current market size (estimation based on company financials, market reports, export data, expert interviews);
- Market potential (estimation based on the methodology that uses secondary data to analyse socio-economic aspects that affect the readiness to consume premium grill products);
- Local market insights (analysis of market trends, consumer sentiment and local market specifics based on store visits and expert interviews);
- Distribution network (analysis of distribution channels, identification of potential areas for expansion).

The used approach allowed us to transform the gathered knowledge into specific, actionable solutions improving the client's market performance. After the successful delivery of the first project, the client asked CIVITTA to support their growth also in other countries of their interest. As of today, our cooperation has resulted in **9 completed consulting projects** in different countries of the EMEA region.

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IDENTIFYING GROWTH OPPORTUNITIES ON THE SMART BUILDING SERVICE MARKET

Over the recent decades, buildings have become more complex concatenations of structures, systems and technology. At the same time, modern building owners have become increasingly interested in their buildings' impact on such things as the global environment, the electrical grid, productivity of employees and the mission of their organization. To meet these kinds of objectives, it is not enough anymore for a building to simply contain the systems providing warmth, light and safety but instead, the buildings of the future must connect the various pieces in an integrated, dynamic and functional way - best enabled by smart building solutions.

During 2021, CIVITTA supported a stock listed construction company in **increasing its knowledge** and identifying growth opportunities on smart building service markets. First, CIVITTA conducted a smart building market analysis, interviewed more than 20 industry experts, and estimated EUR/month value of smart solutions in terms of energy savings, operative savings and increased user experience. Based on its findings, CIVITTA proposed the company to advance its smart building business with a development of a **new functional business model**.

The project continued by creating a feasible smart building business model together with the Client, designing smart building service baskets to simplify the customer decision-making process and making financial calculations to test the feasibility of the business case and to find commercial price points for the service packages. During the project, CIVITTA also validated the interest of the services with three reiterative interview rounds with various industry stakeholders.

In the fall of 2021, the management team of the company approved the proposed smart building business model and the pilot to be carried out in practice. The company is taking active steps in implementing their smart building business forward, and CIVITTA is **committed to continue the collaboration on smart building endeavors in the future**.



IMPROVING THE ORGANIZATIONAL CULTURE OF THE ROMANIAN COURT OF ACCOUNTS

The Romanian Court of Accounts (RCA), an institution that controls the establishment, administration, and use of state and public sector financial resources, drafting reports on their efficient use and administration, in terms of economy, efficiency and effectiveness, has taken the initiative to develop a project that aims to **improve its organizational culture**. CIVITTA Romania in partnership with ASCENDIS have won the bidding for implementing the project that is financed from European funds.

The proposed program of diagnosis and intervention on the organizational culture of the Romanian Court of Accounts is based on a model created by Dr. Robert A. Cooke, which contains a way that integrates the current culture of the Court of Accounts, the ideal culture defined by the organization's management and the organizational climate (which includes the causal factors that become the levers of change in the intervention plan and the consequences of the organizational culture).

The client, represented by RCA employees assigned with overviewing the project, has shown great interest in the solutions provided by CIVITTA, being the first time in Romania when such an organizational diagnostic instrument has been used on a public institution.

The project is still in implementation and the results of the first phases are already showing an improvement in the organizational climate. An organization with departments that were isolated from each other now has all its employees involved in a common activity that is aiming to radically redefine the overall culture of the organization.

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CIVITTA'S INPUT TO THE CHANGE IN ESTONIAN TOURISM PROMOTION

CIVITTA, together with Singleton – one of the digital companies in its group – conducted a business analysis of Estonian Tourism Information system (TIS), managed by the Tourism Development Center of Enterprise Estonia. That meant estimating the current situation of the IT system and developing ideas and alternatives of how to eliminate today's problems. The aim of the TIS is to increase the attractiveness and awareness of Estonia as a travel destination by collecting and sharing high-quality and up-to-date tourist information at visitestonia.com and puhkaeestis.ee.

The analyses revealed several bottlenecks of the system: outdated technical platform, software and architectural solution, poor performance in the user interface, lack of travel planner and data analytics, lack of ability to add campaign solutions and other user expectations. Considering the technological condition and functionality of the site, the development costs per year were estimated to be very high.

To eliminate these bottlenecks, our project team came up with **four suitable alternatives, selected the best of them and described the technical aspects of the selected alternative**. Analysis of target groups, client personas, vision, mission, and strategic goals of the IT system were described in order to make these suggestions. In addition, an impact analysis was conducted, where the costs, risks and the impact of alternatives on the set objectives and defined indicators were analyzed. The technical description of the selected alternative included the technical concept, the roles of the target groups and connections with the business processes, as well as the implementation schedule. Additionally, the main business processes, sub-processes and related processes were described, the critical and necessary business requirements were determined, and the approximate timeframe of the development plan calculated accordingly.

Developing the new concept for <u>visitestonia.com</u> is a work that demanded different expertise in strategy building, business analysis, service design and IT, which therefore offered a great opportunity to leverage achievements.



INSTITUTIONAL CAPACITY BUILDING OF THE UKRAINIAN GOVERNMENT

In 2020, Ukraine encoutered enormous economic and healthcare challenges requiring fast, knowledgeable, and well-coordinated response.

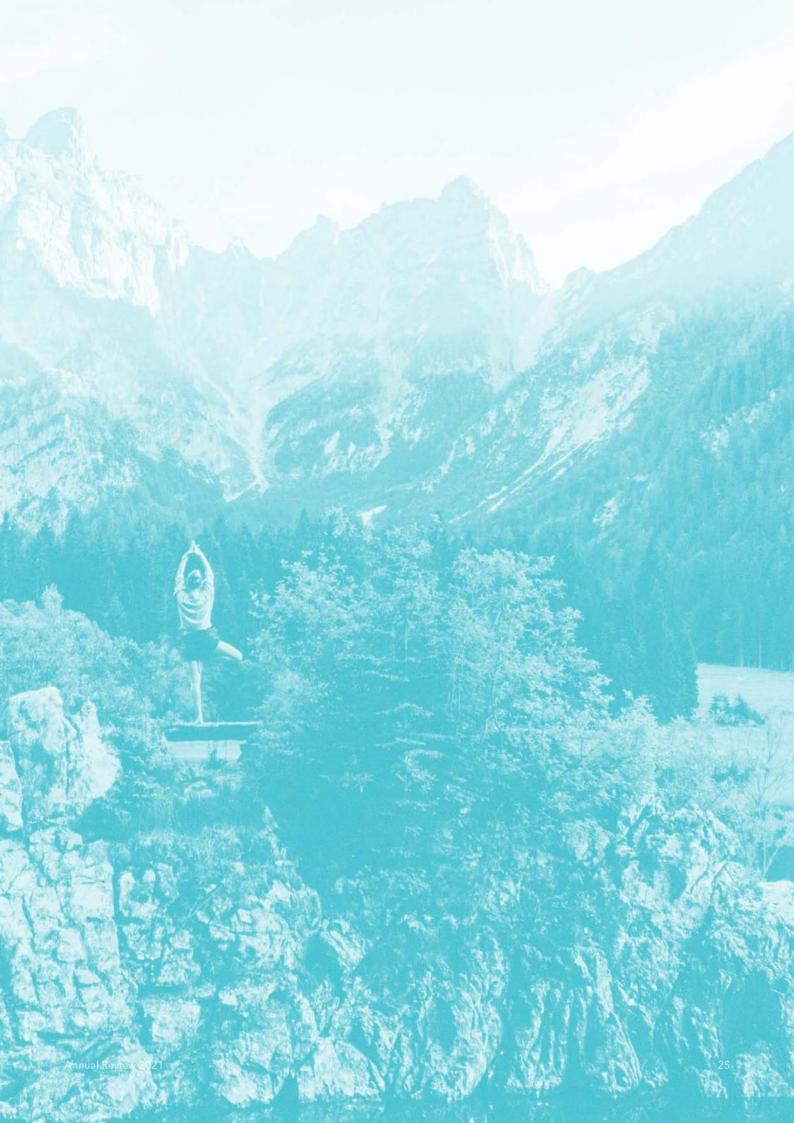
CIVITTA responded to the ambitious initiative of the President of Ukraine and **co-founded the**Centre for Economic Recovery (CER) as an independent think-tank to provide the Ukrainian government with cutting-edge public policy advice on strategic development and ways to tackle economic challenges. CER became a platform for the consolidation of expert and business proposals on the economic growth in Ukraine whereas two CIVITTA Associate Partners (CER management) became the official advisors to the Prime Minister of Ukraine on a voluntary basis.

During the last years, our CIVITTA/CER team significantly advanced towards building an institutionally strong Ukraine via leading two directions:

#1 We enhanced strategic planning on the country level by successfully producing national strategies and introducting a revolutionary information system on result-based management. **#2 We coordinated the implementation of strategically important initiatives**, including the ones on budget planning, green transition, IT education, tourism, Chernobyl zone development, innovation ecosystem development and many others.

Meanwhile, we are moving forwards and are hoping for even greater results in 2022.







DATA 4 HEALTHY RECOVERY HACKATHON AND ACCELERATOR

The European Commission contracted CIVITTA and Garage 48 to organise <u>Data 4 Healthy Recovery</u> Hackathon and Accelerator dedicated to solving the most pressing smart health challenges of the European industry and helping Europe bounce back stronger from the coronavirus pandemic.

During the project we identified 10 most burning smart health challenges of the European industry and engaged European top-notch challenge partners to support them. Among the challenge partners were corporations (Roche and Janssen), R&D institutions (Estonian Biobank), European associations and networks (EuropaBio – Europe's largest biotech industry group and European Network of Living Labs), startup support organisations (Digital Pharma Lab), successful start-ups (Bolt, MyVitale, Spaceti, Psious, Certific and Minddistrict) and educational institutions (UBT) from across Europe. There were 500+ Hackathon applicants engaged and 32 teams selected to develop solutions for the challenges during the Hackathon.

In the next stage, we designed and implemented the **Accelerator for the best 12 teams to speed-up the successful commercialisation** of their smart health solutions. It was an intensive 3-month programme consisting of workshops with top notch world-class trainers, **1:1 mentoring** with assigned lead mentors and additional on-demand mentors, inspirational **events and experience sharing**, access to challenge partners and other industry ecosystem players and **supportive network** and fellow start-ups to lean on.

At the end of the Accelerator, all start-ups successfully presented their solutions to the potential partners and investors at the **Demo Day**. Until today, several teams have raised investments to continue the development of their products and services.

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INCREASING THE POOL OF INVESTOR-READY START-UPS IN ESTONIA AND FINLAND

New Nordic Leads was designed to **increase the pool of investor-ready start-ups** to improve the deal-flow for angel investors and to increase cross-border experience sharing between start-ups and investors. The project was initiated together with Estonian and Finnish Business Angels Networks.

The program consists of four key elements:

- Online training modules for start-ups;
- Hands-on mentoring of start-ups by business angels;
- Practical homework for start-ups to implement the learnings based on their own company;
- Online resources and video materials for individual work and general awareness raising on the topic.

New Nordic Leads consists of 4 batches in total, with 3 batches already completed by the end of 2021. In total we have worked with **98 start-ups from 6 countries** and matched them with a pool of **105 investors**. The trainings have been held on topics like the investment process, valuation, CAP table, due diligence, investment documents, but also softer topics such as productivity and worklife balance for start-up founders. All topics were covered by active business angels and always included hands-on work and experience sharing elements.

The feedback for the programme has been highly positive with start-up founders valuing the high level of trainers knowledge in the programme, as well as the option to connect with a large pool of angel investors. Investors have appreciated the variety of topics and trainers, as well as the high quality of start-up companies involved – and many have returned to the programme as mentors across batches. The Net Promoter Score has been 100 for all 3 batches.

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FIGHTING COVID THROUGH DATA-DRIVEN PROJECTS

The COVID-19 pandemic remains a global threat, taking millions of lives and affecting all industries under the sun. In the face of these challenges, the **COVID-X programme was launched** under H2020 in order to support **new emerging solutions** to "fight the good fight" with the power of Data.

29 teams have joined the efforts either as "single" solutions, matched with one of the internal clinical partners, or as "team" solutions, coming into the programme with their own healthcare provider, receiving substantial funding to fast-track their technology to the market. The "Game Changers" are participating in a **10 month-long acceleration programme**, working together with hospitals around Europe and technical partners within the consortium, jointly accumulating anonymized data into the COVID-X Sandbox, receiving individual mentorship from CIVITTA mentors and attending impactful webinars and events.

In the business acceleration program, managed by CIVITTA, each Game Changer is matched with a personal business mentor, supporting them on their journey. The solutions are presented with 8 monthly topics covering various business development areas, including 1 on 1 sessions with topic mentors and pitch training. By building relationships with the Game Changers, CIVITTA offers tailored support and continuous follow-up on their progress.

COVID-X was selected as EU Project of the month by EU Research magazine in April 2020. With the second batch of solutions onboarded in December 2021, CIVITTA is proud to contribute to the global fight against COVID-19.

Key numbers:

10

Consortium partners

2

Open Calls

191

Applications

29

Game Changers selected

4_m

EUR distributed 8

business topics 550+

hours of business mentoring and webinars



THE CHALLENGES AND BENEFITS OF ORGANIZING AN OFFSITE EVENT IN A PANDEMIC YEAR

Offsite meetings and activities were shown to increase the engagement of employees, with changes in scenery and environment impacting the creativity and collaboration factors.

In 2021, CIVITTA employees were fortunate to be able to meet in Cyprus after 2 years of not meeting face to face. Read an interview with 4 of the event's organizers on the challenges and rewards of such an event.





MARINA SKRIPNIK

1. What was the greatest challenge organizing the offsite in 2021?

I think the greatest challenge was to have it live and bring everyone to one place. Because of the flight restrictions, we were monitoring the country entry restrictions on a weekly basis, trying to find ways of how people can come even if it seems impossible.

2. What is your best memory from this year's event?

Honestly speaking, it's impossible to choose as every day was bright and special. But maybe the Boat party could be a top memory because it was the biggest yacht in Cyprus and it was a challenge to find it! Oh, and the Olympics – renting a whole stadium for our team is the next level.



EMILIJA DANGVECKAITĖ

1. Can you tell us a bit about what happened during the Olympics day?

Wow... Such a day! The Olympics day for the organizing team started 2 months before the event! But honestly, the most stressful time began from the evening before the DAY. To prepare every team lead, explain the rules, give cheering attributes, inform everyone to be well rested and not be late, take a rest for yourself - very hard and interesting at the same time. Being an analyst and having an opportunity to organize such an event was a huge engagement and experience! (I am putting a lot of exclamation points, because it is how I am feeling when I speak about it excited). Our organizing team woke up at 7:00am that DAY, gathered every referee, had a productive breakfast, then split and started preparing for the grand 9:30 opening relay race. When we started a whistle to begin the run, my heart started to beat and did not stop till the last contest...

Everyone ran around, a lot of smiles and laughs, so many competitive and happy people, and so much joy in the sun of Cyprus! And every step was organized successfully – we did not have any major issues, and that is thanks to the wonderful team!

2. What's your best memory from this year's event?

Honestly, from what I wrote above – definitely the OLYMPICS! I am not even sad that I was not participating as a member, I am more than happy that we, the Olympics' team, organized this event and made so many people smile!

Also, it was amazing to see 20+ (or even more) quad bikes rolling around the mountains and stopping near the sea for swimming! I did not believe that this idea was implemented and also made so many people happy.



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GUNDEGA ĒLERTE

1. What was the impact that the event in Cyprus had on the mood of the employees and the general atmosphere?

Collaboration is key for our organizational culture. Since we are spread across 17 countries, we aim through these annual offsites for our co-workers to really get to know each other and build rapport. Moreover, by providing our employees with a better understanding of the company's positioning and overall strategy we aspire to improve the general engagement as well. This has already been demonstrated through our internal climate survey, that showed a clear

increase in employee satisfaction after the offsite.

2. What's your best memory from this year's event?

Though to choose! But I would have to say it's the first day that we had a live organizers' meeting. We travelled to Cyprus a week before everyone else arrived – and it was the first moment when I realized the event was really happening. There was this "busy bee" atmosphere, where everyone had a task and started running around. It felt good to be in such a dynamic environment for the first time in 2 years!



PAULIUS PELYS

1. What is the impact the event in Cyprus had on business? Were there any developments in terms of CIVITTA's approach or plans for the future?

We have hosted all Partners meetings that we attempt to have twice per year, where we present the company results and key initiatives. This year we hosted the meeting with our sister companies, Mediapark and Singleton.

In addition, we discussed our group strategy for the upcoming years, which relates to working more closely with our group companies mentioned before.

We have a tradition to invite companies to discuss possible collaborations to our company events. This helps them and us to get to know each other. We had around ten company guests this year, and some of them already developed into new partnerships.

2. What's your best memory from this year's event?

The biggest moment comes not from the event itself but the week before the actual event. The fact that we hosted the whole group for the first time, with approximately 500 people participating in the middle of the Covid pandemic, was a huge challenge with many aspects to consider in order to safely organize everything. We had a 15 person task force working almost 24/7 from the hotel lobby to ensure that the event would be smooth for all employees and Partners.

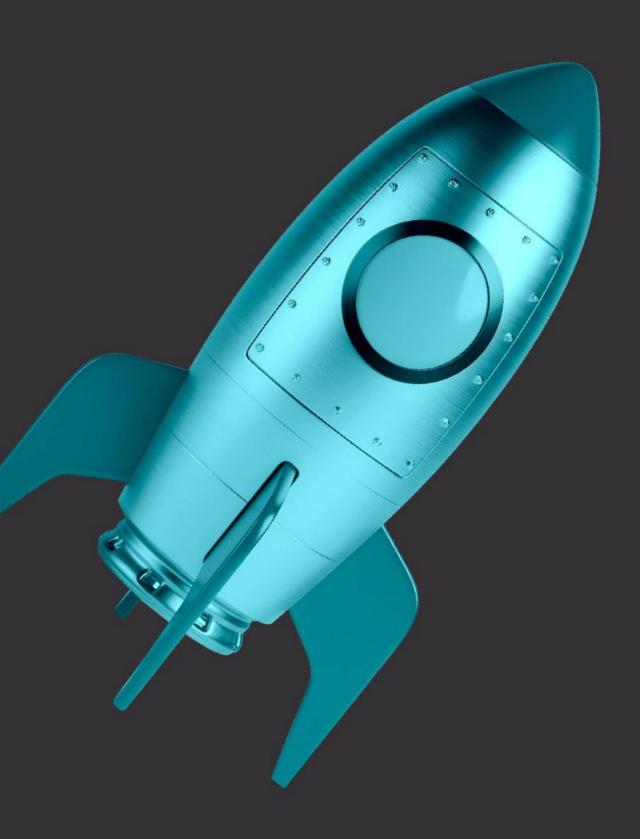


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OUR VALUES





IMPACT / IGNAS MAZILIAUSKAS

There are three angles that drive a project: earnings, personal development, and impact. Personally, the most important of these is the impact. If you cannot find the value you create in your work and an impact on your client, you will certainly not find personal improvement in it either. A project that does not create long-term value for the client will not create incentives for him to return to you next time. Only the impact created for the client can ensure the constant motivation of you and your team, and with it – continuous earnings and personal development.



GROWTH / DAIANA GHINTUIALA

For me, growth describes every experience in this company – from working on strategies for small villages to projects covering the entire European continent, from starting as an Intern to being a Project Manager and even contributing to the management of local office, or from working in a team of 4 people to an extended family of approximately 15 members, who are part of a constantly evolving group of more than 550 employees. All of these have helped me to permanently grow both as a professional and as a human being who is excited for more future challenges.



ADVENTURE / NATASA SILJKOVIC

This year, I changed my job position in the company and joined the innovation team. I found myself in a new role and started to utilise my unique work experience to help our clients. CIVITTA allows its employees to pursue authentic interests, and innovate their future business adventures.



INTEGRITY / LUKASZ PUPEK

Integrity is the key to build trust and create good relationships in the company. For me, being loyal to employees and honest at every stage of working with the clients are fundamental elements of business development. I believe that an ethical attitude in everyday interpersonal contacts has allowed us to find ourselves in the place we are today as CIVITTA.

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- Riia st. 24a, 51010 Tartu, Estonia
- info@civitta.com
- eivitta.com

