

SOVOS

# Grow & Thrive at Sovos

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An FY21  
Recap



# A Note from Colleen Schlagel

FY21 was a year like no other. Still in the grips of a global pandemic, and against a backdrop of social, political and economic instability, we adapted to rapid business growth and escalating market demands. We Kept Our Promise to our customers by providing exceptional solutions and services and acquiring leading global businesses to meet their evolving needs, and we also Kept Our Promise to each other, supporting our colleagues through the strangest and most difficult of circumstances.

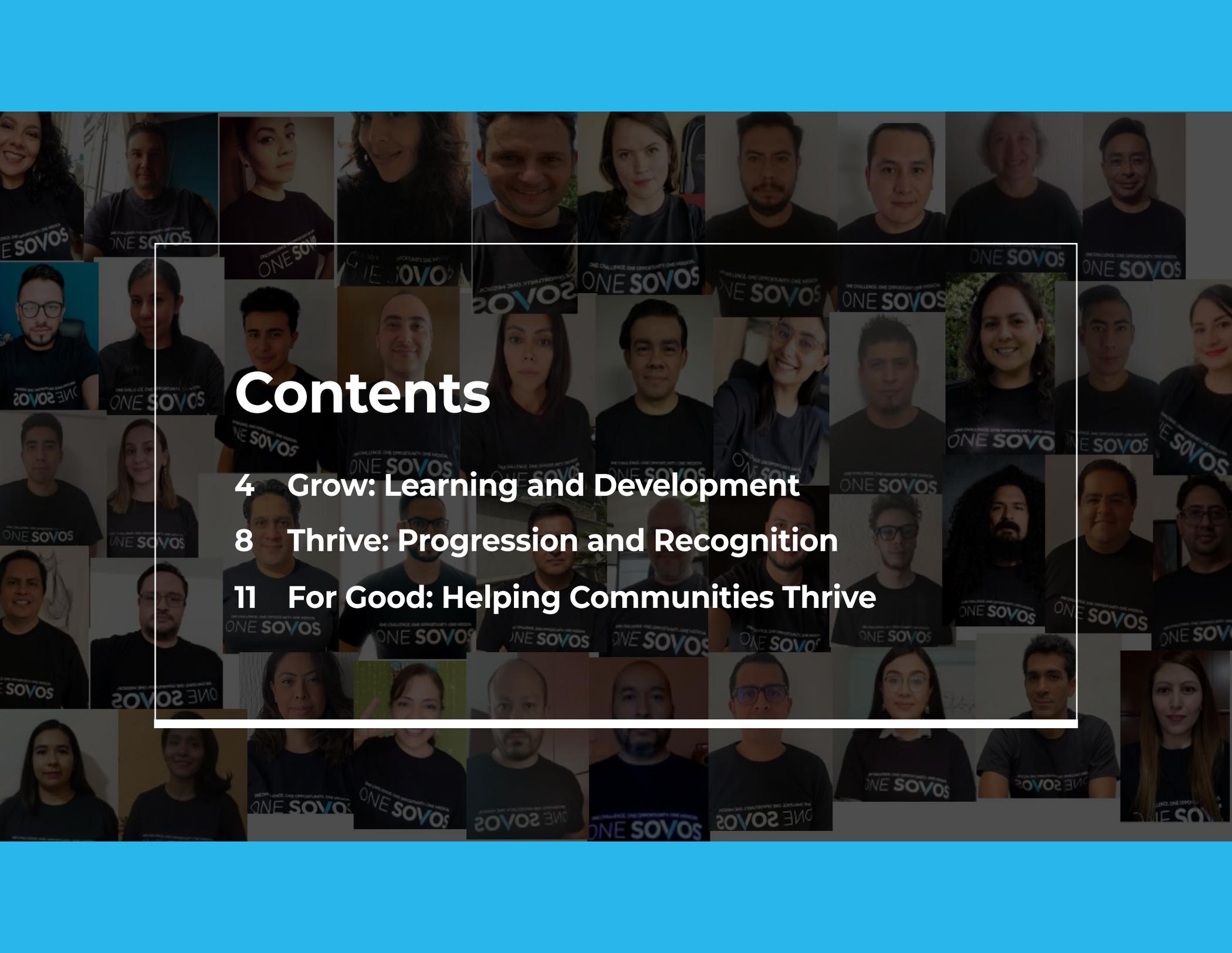
More than ever we needed to lean on our Core Values to overcome the year's challenges and from them, extract opportunities. We stepped up our effort to hold ourselves accountable for the Diversity, Equity and Inclusion of our business. Employees from around the world collaborated with this effort, and you'll hear from a few of them in this Recap. We held a global survey to check-in on our remote employees, understand your unique challenges and be guided by you as we look to a time when in-person work is again possible. Finally, we laid the groundwork for a Future of Work that better meets the needs of the business and the individual based on lessons learned from remote working.

The numbers and stories in this Recap are testament to our global team's ability to rise, and thrive, above our circumstances, and of Sovos' culture to help people to flourish.

*Colleen Schlagel*

VP, Chief Talent Officer





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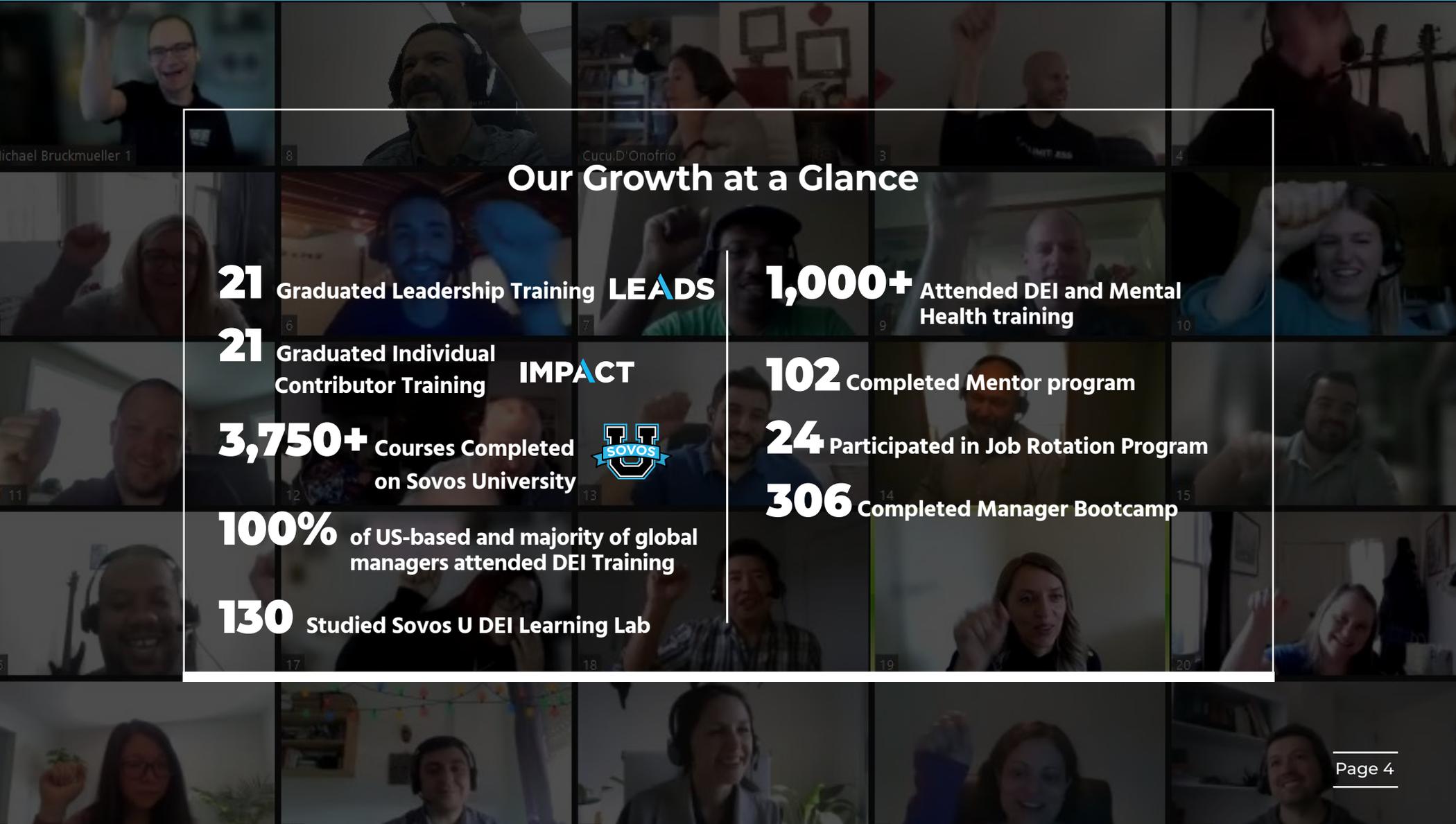
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# Grow

So our talented, career-minded employees can bring their best, and whole selves to work each day, Sovos is committed to providing every opportunity to learn and grow - and to growing as an organization.



## Our Growth at a Glance

**21** Graduated Leadership Training **LEADS**

**1,000+** Attended DEI and Mental Health training

**21** Graduated Individual Contributor Training **IMPACT**

**102** Completed Mentor program

**3,750+** Courses Completed on Sovos University 

**24** Participated in Job Rotation Program

**100%** of US-based and majority of global managers attended DEI Training

**306** Completed Manager Bootcamp

**130** Studied Sovos U DEI Learning Lab

# Grow: Sovos Stories

## LEADS Graduates

### Beverleigh Gunner, Director, Compliance Services (LON)



LEADS was hugely informative. I gained new strategies to develop my team, improve my cross-functional communication skills, and built the confidence I needed to push myself further in my career.

### Christina Wilcox, Director, Customer Success (LON)



It's amazing to collaborate with managers from across different locations, functions and lines of business. The final capstone presentation is a great opportunity to put your ideas directly in front of the leadership team and get instant feedback.

### Francisco Parra, Manager, CloudOps Application Services (SAN)



The LEADS program has been a great opportunity to collaborate and grow with other leaders across our organization. Guided by our global leaders, each session allowed us to consider our common challenges, re-enforce our technology focus, foster teamwork and communicate with impact. LEADS gave me valuable time to think, review my personal strengths and weaknesses as a leader, and gave me the motivation to not stop here and to always search out continuous learning.

## IMPACT Graduates

### Bradley Reed, Senior Software Engineer (CID)



IMPACT helps you encompass our Core Values in order to collaborate and lead successfully. I'm from an acquired company, and it was great to see so many people gathering in order to grow as employees and give ideas to better our company.

### Kyle Pederson, Principal Software Engineer (MSP)



IMPACT opened my eyes to some of the more subtle ways in which cultures can differ and how important it is to be conscious of those differences when you're in a position that requires you to lead, so you can establish trust, enact positive change and achieve mutual goals. The tools I gained through IMPACT will have a life-long benefit.

### Juan Pablo Sanchez, Technical Lead, Quality (TUC)



IMPACT has strengthened me professionally and made me more effective at work. It nurtured my sense of worth at Sovos and gave me the confidence necessary to apply for a new position, and succeed!

### Carlos Dias, Principal SAP Functional Analyst (SPO)



IMPACT has helped me develop my leadership skills. I've learned to act more strategically - to judge when is the best time to share my thoughts and ideas, and when to wait and listen, and how to seek better results through simple solutions.



# Mentors and Mentees



**Ruth Fornell, COO (ATL),  
Mentor**

Being a mentor has been both enjoyable and rewarding. Being new to Sovos, it was wonderful to build a relationship with an experienced Sovosian. A mentoring relationship is a two-way street. Being a mentor provides the opportunity to give as you share your experiences and learnings; it also provides the opportunity to get, as you see and learn a new perspective.

I absolutely recommend the mentoring program to others. It's a great way to get to know other Sovosians and to take a few moments out of the week for self-reflection and to help another associate. It's highly motivational!



**Carolina Salomao, Senior  
Product Owner (SPO), Mentee**

The best part about being a mentee was connecting to someone from another Department and region with so much experience! Our discussions will help me evolve professionally, find new ways to grow, and support my team to do the same.



**Natalia Escobar, Senior Sales  
Operations Analyst (SAN),  
Mentee**

The thing I enjoyed most was meeting a brilliant, empathetic, professional woman in Joyce Kvalsvik. It was fascinating to understand how she faces each new challenge as a leader. Thanks to our conversations, I discovered that I would like to continue deepening my knowledge in the Integration area of the company. I am very happy to have been a part of this program and would encourage my colleagues in LATAM to apply and live this experience too.



**Joyce Kvalsvik, VP, Technical  
Program Management (BOS),  
Mentor**

I loved connecting with Natalia to learn about her journey at Sovos - coming through an acquisition herself and then growing and developing to help integrate acquisitions today. That is what Sovos is all about! Also, we were able to connect personally as driven women in a high-tech industry.



**Gabriel Dos Santos, Corporate  
Account Executive (LON),  
Mentee**

My mentor and I are from different countries, LOBs and even have very different insights profiles. Through these differences, Duston was able to provide a fresh perspective and look through unbiased eyes. His ideas helped me overcome challenges and find new solutions. I have learnt so much from him!



**Duston Littlefield, Manager,  
Sales Engineering (MSP),  
Mentor**

To me, the biggest value was in finding the similarities and differences to build rapport. By looking at interactions from a different lens (cultural, regional, professional title, leadership tactics, etc.) we were able to learn from, and challenge each other - providing insight on ways to approach things that we wouldn't have considered on our own.

# Sustained Commitment to DEI

## **Christie Lindor, Principal, Tessi Consulting**

From the beginning of the project, it was evident that Sovos senior leadership was genuinely committed, and laser focused on creating real change towards a more inclusive culture. Clear commitment from the top is the #1 indicator for DEI success at any organization and Sovos was primed for success. The Tessi team enjoyed working with Sovos employees and leaders alike, and the passion we saw exhibited in the beginning of the project remained constant throughout the assessment.



Within one year, Sovos has made tremendous progress in the DEI space. From launching DEI trainings last summer, to the survey assessment and focus groups, to a comprehensive assessment, to the array of DEI trainings now available globally. So much work, so much change. Nina Fleming recently joined as the inaugural VP of DEI at Sovos and will only accelerate the global DEI agenda. Sovosians should be proud of the evolution the company has made over the past year in jumpstarting its DEI journey.

## **Nina Fleming, VP, DE&I (ATL)**

Sovos has made great DEI strides in FY21. We identified opportunities that will set the foundation for our continued growth for the next few years. The commitment our organization is making to DEI shows we value DEI as an integral part of business strategy, not a passing phase and that motivates me even more.



Inclusion is vital for our company and there is no one size that fits all. Since I joined Sovos, I've spent a lot of time speaking to employees at every level of the company to understand our organization from each employee's perspective, identify opportunities and build relationships. I am looking forward to speaking to even more members of our team in FY22, as we work to position Sovos as DEI leader.

# SovosU DEI Learning Lab Graduates



## **Ozan Akcay, Training and Documentation Specialist (IST)**

Raising awareness of the value of collaborating with people from different backgrounds and with different ideas is important in the workplace. It aids understanding, and leads to better team cohesion, collaboration, and business results.

DEI Learning is not a "nice-to-have" - it was a need for me and our team leaders to help our team-mates and strengthen our relationships. Through its DEI Program, Sovos, as an Equitable employer, is ensuring that we feel a sense of belonging in the workplace by respecting the unique needs, perspectives and potential of all team members.



## **Lorenza Barone, Compliance Services Supervisor (BRI)**

The Sovos DEI training has pushed me even more to reflect on my behavior as a people manager, and to be more sensitive to other people's perspectives and comfort levels.

The part of the training on implicit biases was particularly eye-opening. I was aware of the concept, but I never fully realized the huge impact that biases can have on how we interact with each other without us consciously realizing it. It was good to take time to reflect, recognize these patterns and take appropriate action.

# Thrive

Central to our mission to Solve Tax for Good® is ensuring Sovos is a place where talented, career-minded professionals can progress in their careers, and where celebrating success belongs to every employee.

## Thrive at a Glance

**26.2%** Promoted

**440** Completed Award  
Winning Onboarding  
program, First 48 

**490** Completed Insights

**950** Referred candidates  
to Sovos

**82** Won High Five Peer  
Recognition Awards 

**51** Qualified for Presidents  
Club Rewards Program 

# Thrive: Sovos Stories

## Promotions and Progressions

### **Gabriel Romero, Sales Leader, Reachcore to Country Manager, Mexico (MEX)**

Having come from an SMB, I always dreamt of Reachcore having a larger team that could help to accelerate growth. Now, with Sovos' expertise and investment, I feel that Sovos Mexico's growth can be exponential.



I've been really impressed at the support for career growth at Sovos. It's clear to me that Sovos believes in and trusts the people and talent they are acquiring. They know we are a key part of executing this ambitious global strategy "Solve Tax for Good". And I've loved seeing my new colleagues' career paths. The advantage of Sovos compared to other top organizations is that it won't take decades to grow if you understand the culture and internalize the Core Values.

### **Sydney Hitchcock, Compliance Services Representative to Field Marketing Specialist (BOS)**

Transitioning from the sales tax managed services team onto our Go to Market team has been a great opportunity to further my contributions to the business. I'm able to use my previous experience to design creative campaigns that will resonate with organizations trying to manage their sales tax obligations. I absolutely feel that Sovos is a great place for career progression, and I've always felt recognized and appreciated for my efforts.



### **Kaelyn Schachter, Regional VP, Sales to VP, Sales Indirect Tax (ATL)**

I'm excited that Sovos has given me the ability to run our newly formed Indirect Tax sales organization to truly bring a Global Indirect Tax solution to the market for our largest customers. Sovos provides a plethora of career progression opportunities for all individuals. The constant growth and change continue to open doors for those who embrace it, commit and are adaptable.



### **Stephan Resende, Technical Lead to Development Manager (SPO)**

I have been working at Sovos for almost four years, and during this time myself and my colleagues have been able to move through many different departments and roles. Sovos also has plenty of different programs to support employees in their careers. Career progression is real at Sovos, the only requirement is to be motivated and hold yourself accountable.



### **Matias Berettoni, Software Engineer III to Senior Software Engineer (TUC)**

I think that Sovos gives great flexibility to carry out new projects, ideas and grow in our careers. Personally I like challenges and learning new things, and in that aspect I feel that I always had the support of the company.



### **Natasha Arnold, Head of Compliance, Accordance to Director, Compliance Services (BRI)**

Since the Brighton acquisition I've had the opportunity to step into a new role and expand my remit. I've loved getting to know new colleagues, processes and a whole new tax in IPT. I feel I'm now in the position to use all my previous experience in a new way which wouldn't have been possible prior to the acquisition so I'm grateful for the new responsibilities and opportunity to learn.



## High 5 Winners

### Eberson Silva, Software Developer III (SPO)

Being recognized with a High Five award is something above average for me. It was a big surprise, and I am extremely happy for this moment. Sovos values its professionals, and regardless of their working position, everyone is seen and our efforts are valued.



### Murat Veysel Aslan, Software Engineer III, (IST)

Winning a High Five award motivates and makes me happy. It means that all the efforts that I make are noticeable and valuable. High Fives are a nice way to recognize achievement because the criteria are our Core Values, and in this way, Sovos proves how important these values are to success.



### Chris Alvarez, UX Architect (BLD)

It feels great to be recognized for your contributions and to recognize the contributions of others, and High Fives are just one way Sovos makes individual and team contributions visible. Making space for – and being intentional about – highlighting our achievements and success is tough when done remotely, but it's clear Sovos believes this is an important part of our culture.



## New Hires



### Nina Fleming, VP, DEI (ATL)

My first impression of Sovos is that it's such a dynamic organization; we are constantly changing. Sovosians are flexible and adaptable, and it's inspiring how open everyone is. Diversity & Inclusion is change management, which is the perfect match for our culture and our team.



### Elcim Sirek, Country Manager, Turkey (IST)

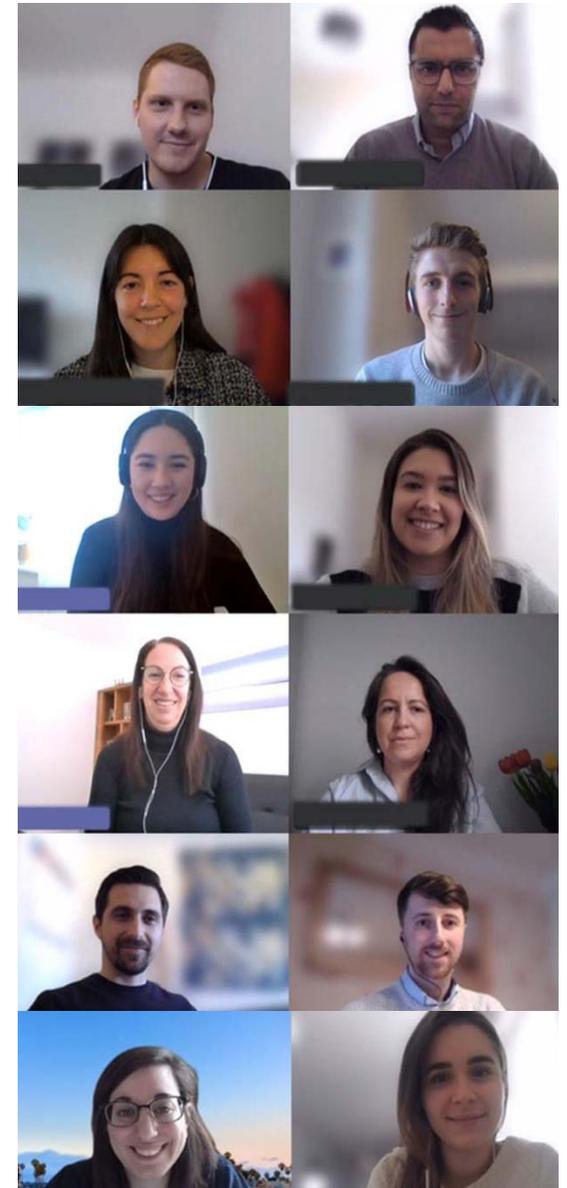
Since starting at Sovos I've been impressed by the values and culture. Our Core Values are so clear and well applied among the whole organisation. I feel that everybody is chosen carefully to maintain the values, and grow with Sovos.



I'm very proud to work for an organization with an inspiring mission to 'Solve Tax for Good!'

### Rodolfo Peña, Technical Consultant II (LIM)

Even though I worked at Sovos previously, F48 felt like a new experience since the current situation forced us to make all the training 100% remote. FY21 was a challenge for everyone, but something that I saw at SOVOS that I have not found in other companies is the companionship. This helped us overcome the challenges, and is why I enjoy being part of this great team.



# For Good

Sovos exists to help people improve their way of life, so when we say Solve Tax for Good, we mean For Good in every sense of the word. In FY21, Sovosians all over the world continued to support their communities despite the restrictions and supported each other through challenging times.

## For Good at a Glance

**\$4,500+** Employee  
charity contribution & \$303  
Kazoo Donations



**2,153** Kazoo Recognitions



**\$18,000** USD Sovos charity  
contribution

**82** Whole Living Committee  
Events



**404** toys collected & \$4,864 USD  
donated through Toy Drive

# Whole Living in the Community: Global Christmas Toy Drive

In December our Whole Living Committees (WLCs) across the globe partnered with local charities and invited employees to donate toys and funds to put smiles on little faces. Every location came out in force to support the Toy Drive, and none more so than Tucuman who made record donations. The Tucuman WLC pitched to a local toy store, JORRAT, to set up a special donation page on their online store. They collected 253 toys, \$1,300 in donations, and helped the store to realise the viability of their nascent e-commerce business in the process. All donations went to a local NGO Fundación Mujeres de la Patria Grande.



## Tucuman Whole Living Committee

Last year we were determined to make the Toy Drive happen despite the lockdown. We partnered with JORRAT and were overwhelmed by the willingness of our employees to contribute to the cause. The toys were distributed through a local NGO. We would have loved to be part of that moment, but with lockdown it wasn't possible. We're looking forward to partnering with both organizations again this Christmas.



### Vicente Chibilisco, Senior Software Engineer and generous toy donator (TUC)

I feel that these kinds of initiatives, where we have the opportunity to bring a little affection and love to the children, are very important to raise awareness in our society about the needs of Tucuman families, especially in these times when the pandemic complicated everything in our province. Children are our future and we must take care of them.



### Mariano Jorrat, owner of JORRAT toy store

Our company started in 1958 and this was the first time anyone had approached us with this kind of initiative. As well as donating huge numbers of toys, Sovos also helped us to see the viability of our e-commerce business. We were so happy to partner with Sovos and inspired by the spirit of solidarity of its employees that we decided to collaborate with our own donation as well.



# CID Disaster Relief Effort



On August 10 2020, an inland storm (Derecho) tore through the Cedar Rapids community, leaving devastation in its wake. The storm - at the time the most expensive in US history - left Sovos employees without power, internet, and in many cases, in unsafe and damaged homes. All this while trying to remote work amid a global pandemic.

As the community came together to start the long journey to recovery, Sovos stepped up to support our incredible and resilient team to overcome two simultaneous and unprecedented disasters while continuing to Keep Our Promise to customers.



## Jennie Henderson, Customer Success Manager & WLC Chair (CID)



It was really meaningful that leadership took the time to understand how this devastation in our community affected us on a personal level. They made contact with every last person, gave us a space in which to work and connect with each other, and supported us and our communities when it was most needed. Their actions lifted a bit of the burden for many, many people.

I spoke to one client who said that she was only out of contact with the Cedar Rapids team for two days during this time. It is testament to the ability of the whole team, with Sovos' support, to come together to keep each other safe and to Keep Our Promise no matter what.

**Tim Ferry, Principal Systems Engineer,** volunteered his evenings for two months to help his community recover

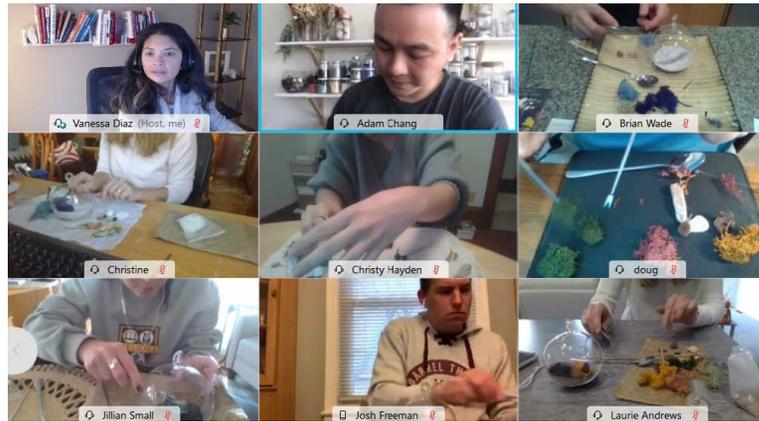
## Danielle Herring, Compliance and Regulatory Supervisor (CID)



In the aftermath of the derecho, we were without power or cell phone service and faced gas shortages. Many of us sustained extensive property damage. When leadership got word, they sprang into action. They opened the office with pandemic safety rules in place, and we were given a financial boost to use toward repairs to help us return safely to our homes during the pandemic. It is wonderful to work for a company that cares for their employees. Thank you Sovos for supporting us through this devastating event.

# Global Whole Living Events

Throughout FY21 our Global Whole Living Committees helped us stay social and keep connected while we couldn't be together in person. From calming yoga to competitive baking, our WLCs lifted our spirits and reminded us that we're at our best when we're OneSovos.





# SOLOVE TAX FOR GOOD

**SOVOS**

A huge thank you to all our featured Sovosians, and to all our colleagues for helping to Keep our Promise in FY21. Keep Growing & Thriving!