

JAN - APR 2026 | Issue 16

ABSL LATVIA NEWSLETTER

MESSAGE FROM THE ABSL LATVIA

Welcome to the January – April 2026 edition of the ABSL Latvia newsletter.

The first months of the year have passed quickly, and as we step into May, it is a good moment to pause and reflect on the activities, milestones, and community moments that have already shaped 2026 for ABSL Latvia.

We began the year by focusing on data, insight, and collaboration. At the start of the year, our annual industry survey was launched, collecting valuable input that will form the foundation of the 2026 industry report, to be published later this year. In parallel, we continued to strengthen our cooperation with academia by sharing the updated visiting lecture portfolio with universities, supporting knowledge exchange between the business services sector and future professionals.

Knowledge sharing within the ABSL Latvia community remained a key priority throughout these months. Our events once again served as a platform for members to connect, exchange experiences, and discuss both ongoing developments and future challenges for the industry. These conversations are an essential part of building a strong, informed, and engaged community.

March marked an important moment for the association with the Annual General Meeting. During the meeting, we welcomed one new member to the ABSL Latvia Board and re-elected two current Board members for another two-year term, ensuring continuity while also bringing in fresh perspectives.

The first quarter of the year was not only about meetings and insights - it was also a time to celebrate. We recognised the achievements of our industry and came together for one of our most anticipated traditions, the annual Beach Volleyball tournament, which once again offered a great opportunity to connect in a more informal and energetic setting.

In this newsletter, we invite you to take a closer look at everything that has taken place across the ABSL Latvia community during the first four months of 2026 - from key initiatives and events to achievements and highlights that continue to shape our industry.



KNOWLEDGE EXCHANGE PLATFORM

Operations Continuity for a Disrupted World

In January, ABSL Latvia, together with GoCardless, Circle K Business Centre and Arvato Systems Latvia, brought the community together for an insightful discussion on Operations Continuity for a Disrupted World, hosted at Circle K Business Centre.

The event focused on how organisations can operate effectively in an environment where disruption is no longer an exception, but a constant. From technology and supply chains to people, data, and trust, participants explored how continuity planning must evolve to meet today's realities.



The discussion was opened by Pēteris Daliņš, VP Operations and Rīga Office Lead at GoCardless, who shared practical insights into how GoCardless prepares for uncertainty and builds resilience into its operations. This was followed by an interactive discussion that brought together diverse industry perspectives on moving beyond traditional risk management and treating continuity as a strategic capability.

Key themes included preparing for disruption before it happens, challenging assumptions, stress-testing scenarios, and recognising that while not everything can be predicted, much can be intentionally designed. A common takeaway was that operational continuity is not defined solely by systems and processes, but also by decision-making under pressure, clarity of roles, and the ability to adapt when plans meet reality.



KNOWLEDGE EXCHANGE PLATFORM

Navigating Latvia's New Transfer Pricing Rules

In February, ABSL Latvia, together with Deloitte, hosted an informative session on Navigating Latvia's New Transfer Pricing Rules, kindly hosted by MSC Shared Service Center Riga.

The discussion addressed the rationale behind the new requirements and examined how the approach of the State Revenue Service (VID) to transfer pricing oversight is expected to evolve. Particular attention was given to practical considerations for companies, including preparation, documentation, and compliance in an increasingly complex regulatory environment.

The session was led by Elīna Putniņa, Director, Tax, and Helmut Krūskops, Senior Manager, Transfer Pricing at Deloitte Latvia, who shared expert insights and practical guidance based on real-world experience.

With new transfer pricing reporting requirements coming into force from the 2025 financial year, the event focused on helping organisations understand what these changes mean in practice. Participants explored the introduction of the controlled transactions report in the Electronic Declaration System (EDS), the scope of the new obligations, and the types of companies affected by the EUR 250,000 related-party transaction threshold.



KNOWLEDGE EXCHANGE PLATFORM

Operational Intelligence: How AI Is Reshaping GBS Operations

At the end of February, ABSL Latvia, together with DNB Latvia Branch, SSE Riga, and Ideaport Riga, hosted the event Operational Intelligence: How AI Is Reshaping GBS Operations, kindly welcomed by SSE Riga.

As organisations continue to explore how artificial intelligence can elevate their operations, the event focused on what it truly means to become an AI-mature organisation — one that not only adopts new technologies, but also empowers its people, strengthens its processes, and sharpens collective decision-making.

Across three focused sessions, participants gained insights into different dimensions of meaningful AI adoption. The discussions explored how leaders can cultivate AI competence and learning cultures at scale, how organisations can move beyond individual productivity gains toward process-level transformation, and how professionals can maintain sound judgment and responsibility in an era of increasingly capable AI systems.



The agenda featured perspectives from:

- Lars Erik Klæthe, SVP, Konto og kunde at DNB Latvia Branch
- Renāte Zakutajeva, Business Development Professional at Ideaport Riga,
- Rihards Garančs, Strategic Advisor of Executive Education at SSE Riga

The presentations were followed by an interactive debate, where participants connected ideas across sessions, challenged assumptions, and discussed what practical, responsible, and value-creating AI adoption looks like in the context of GBS operations.

KNOWLEDGE EXCHANGE PLATFORM

Inclusive & Resilient Workplaces: Diversity, Mental Health and Leadership

In April, ABSL Latvia, together with DNB Latvia Branch, hosted a presentation on Inclusive & Resilient Workplaces: Diversity, Mental Health and Leadership at the DNB office in Riga.

As organisations continue to navigate evolving expectations around employee wellbeing, engagement, and performance, the session highlighted how diversity and inclusion and mental health are increasingly interconnected topics. Rather than being addressed separately, they form a shared foundation for sustainable performance, psychological safety, and resilience in the workplace.

The session was led by Wenche Fredriksen, SVP Head of Inclusion & Diversity at DNB, who shared practical insights and Nordic perspectives on embedding inclusion and mental wellbeing into everyday leadership and operations. The discussion focused on how leaders can move beyond good intentions and translate values into concrete actions that support people and strengthen organisational culture.

Key themes included the role of leadership in fostering psychological safety, supporting engagement during change, and building workplaces where individuals can perform effectively while feeling respected, included, and supported.

**WENCHE
FREDRIKSEN**

SVP HEAD OF INCLUSION &
DIVERSITY AT DNB



INDUSTRY RECOGNITION

CEE Business Services Awards



These achievements reflect not only individual organisational success, but also the collective maturity and competitiveness of Latvia's GBS ecosystem across leadership, people practices, innovation, education cooperation, and technology adoption.

ABSL Latvia is proud to celebrate the success of our members at this year's CEE Business Services Awards, where Latvia's GBS community once again demonstrated its strength, innovation, and growing impact across the region.

This year's awards highlighted the excellence, ambition, and diversity of capabilities within Latvia's business services sector. We are delighted to congratulate the following outstanding winners:

- Atea Global Services – Business Centre Director, GBS, CEE
- GoCardless – Most Vibrant Employer, Latvia
- MSC Shared Service Center Riga – Best University–Business Cooperation, Baltics
- Roche Services & Solutions EMEA (Riga & Budapest) – Top AI Application or Implementation Project of the Year



OTHER NEWS FROM ABSL LATVIA

AABSL Latvia Volleyball Tournament 2026



This spring, our community once again came together for one of ABSL Latvia's most anticipated traditions - the Indoor Beach Volleyball Tournament, delivering great energy, friendly competition, and plenty of summer vibes on the sand.

The tournament kicked off with two qualification rounds, bringing together teams from across our member companies.

As always, the atmosphere was defined by teamwork, sportsmanship, and friendly rivalry. After the qualification rounds, the top 16 teams secured their place in the finals, setting the stage for an exciting showdown.

The tournament culminated on Saturday with a full day of final matches, where determination, skill, and team spirit were on full display. After an intense competition, we are proud to announce this year's top teams:

- 1st place – GoCardless
- 2nd place – IF P&C Insurance
- 3rd place – IF P&C Insurance

In addition to team achievements, individual excellence on the court was recognised with this year's Best Player awards:

- Anete Balode, IF P&C Insurance
- Igors Šersts, GoCardless

A heartfelt thank you to all participating teams, supporters, and everyone involved in making the tournament such a success. The energy, commitment, and community spirit once again proved that this event is about much more than competition — it's about coming together as a community.

We look forward to seeing everyone back on the sand next year, when we celebrate the 5th edition of the ABSL Latvia Beach Volleyball Tournament — see you there!



OTHER NEWS FROM ABSL LATVIA

Annual General Meeting 2026



In April, the ABSL Latvia community came together for the Annual General Meeting, providing an important opportunity to reconnect, reflect on the past year, and look ahead to the priorities and initiatives shaping the association's future.

During the meeting, members reviewed key activities and achievements from the previous year, followed by an overview of planned initiatives for the year ahead. The AGM also served as a collaborative forum for discussion, with participants actively contributing ideas and suggestions for future knowledge-sharing topics and events that reflect the evolving needs of the business services sector.

A central part of the meeting was the Board elections, as the terms of three Board members came to an end. From a strong pool of five candidates, two current Board members were re-elected for a new two-year term, ensuring continuity, while one new member joined the Board, bringing fresh perspective to the association's leadership.

We are pleased to congratulate:

- Maija Opmane, IF P&C Insurance
- Meryem Okluoglu, Cembra Latvia
- Rodion Shiryayev, MSC Shared Services Center Riga

Their combined experience and engagement will continue to support ABSL Latvia's mission to strengthen the community, drive meaningful knowledge exchange, and represent the interests of the sector.

We would like to thank all members who took part in the meeting and contributed to shaping the direction of the association, as well as Cabot Corporation Latvia for welcoming us into their office and hosting the AGM in such a warm and professional setting.

NEWS FROM ABSL LATVIA MEMBERS

Tieto

Starting 2026 with purpose and people

The first quarter of the year 2026 has already set a clear direction for what matters most to us at Tieto. The opening months of the year have been filled with energy, inspiration, meaningful connections and teamwork.

A major focus of this quarter has been the engagement with students and young talent. Tieto proudly took part in some of Latvia's most reputable career fairs, including Riga Technical University and Riga Stockholm School of Economics, where we had the opportunity to meet driven and curious students, and introduce them to career possibilities within our company. Our mission is to show what it means to grow professionally in a technology-driven and people-focused environment. Tieto's long-standing commitment to the education of youth continued through our involvement in the Riga Business School Greenhouse program, which has been a tradition for several years already. Supporting this initiative and maintaining a strong partnership with RBS remains a key aspect of our long-term vision.



Being part of this program is always rewarding. Challenging young minds, learning from their fresh perspectives, building something impactful together is exactly what we love to do. And as Q2 began, we welcomed it in the most inspiring way - with Shadow Day at our Riga office. 26 pupils and high school students from across Latvia joined us for a day of discovery, guided by 10 mentors from different departments. Through conversations and real-life insights students explored what their future careers could look like. Being part of a Latvia-wide initiative like Shadow Day is a reminder of the responsibility and joy that comes with opening our doors and sharing our knowledge.

NEWS FROM ABSL LATVIA MEMBERS

Tieto

This quarter wasn't just about new talent and external partnerships but also a moment to celebrate those who already are with us and make Tieto what it is every day. Continuing a yearly tradition, we hosted the Tieto Group Support Functions Employee of the Year awards, recognizing outstanding contributions across teams. Success is never individual, it's built on collaboration and dedication!



These initiatives capture the spirit of the year's beginning, and as we move forward into the rest of 2026, we carry this energy with us by continuing to grow, learn, inspire the next generation and build a workplace where people truly matter!

NEWS FROM ABSL LATVIA MEMBERS

Cognizant

Cognizant Delivery Center Leadership Update in the Baltics

Cognizant is pleased to announce a leadership update across its Delivery Centers in the Baltics. Effective May 1, 2026, Jaroslav Sadovski has been appointed Head of the Cognizant Delivery Center in Latvia, as well as Lithuania.

Jaroslav will take this responsibility in addition to his current role as Head of Digital Engineering Studio (formerly *Devbridge*, acquired by *Cognizant*) for Lithuania and Poland. With more than 20 years of engineering experience, extensive international project management expertise, and strong leadership credentials, Jaroslav brings a proven track record of driving growth and delivering complex, high-impact solutions.

In his expanded role, Jaroslav will oversee Cognizant's operations across Latvia, Lithuania, and Poland, with a focus on continued growth, strengthened delivery capabilities, and business development throughout the region. His key priorities will include ensuring unified employee experience across all Delivery Centers and establishing a common governance model across service lines, supporting consistency and operational excellence.

Previously, the Latvia Delivery Center was led by Erik Hechmann. Erik will continue with Cognizant and will now focus on supporting his insurance portfolio while contributing to the growth of Cognizant's Baltics business through closer, hands-on engagement with clients across the region.



This leadership transition reflects Cognizant's continued commitment to the Baltics as a strategic delivery region and to providing exceptional value to its clients through strong, unified leadership.

Cognizant (Nasdaq: CTSH) is an AI Builder and technology services provider, building the bridge between AI investment and enterprise value by building full-stack AI solutions for our clients. Our deep industry, process and engineering expertise enables us to build an organization's unique context into technology systems that amplify human potential, realize tangible returns and keep global enterprises ahead in a fast-changing world. See how at www.cognizant.com or @cognizant.

NEWS FROM ABSL LATVIA MEMBERS

SEB Global Services Riga

Zanda Čudere has been selected as the new Deputy Head of SEB Global Services centre in Riga, assuming responsibility for coordinating its daily operations. She started in her new capacity on March 23.

In 2006, Zanda was among the first 100 employees that were hired when SEB group started its business services centre in Riga. She moved to her new role from her current position as Head of Subcustody Services team with 200 employees.

During her career in SEB, she has worked in various business areas and held management positions in Fixed Income & Derivatives Operations, FX Operations and FX and Money Market Trading Settlement as well as FX and Money Market Trade Confirmation unit.

Zanda has extensive experience with centralization and optimization of business processes, leadership, creating new teams and devising strategies. She has graduated from the BA School of Business and Finance with a master's degree in business and organizational management.



SEB has been recognized as the best and most popular employer in Latvia, winning 1st place in the 'Top of Mind' category in the Top Employer 2025 survey by CV Online Latvia!

In addition, SEB has scored the #2 spot in the finance industry and #4 place in the global business services sector.

'Top of Mind' is the most important category in the annual survey, which offers the overall ranking of employers across all industries. This award reflects which employer comes first to people's minds when they think of a good workplace in Latvia. We have reached an outstanding result in a highly competitive environment – almost 18'000 respondents participated in the survey, and more than 1'600 companies were evaluated.

This year's result is an improvement in comparison with the previous year when SEB reached the #2 place in the 'Top of Mind' category.

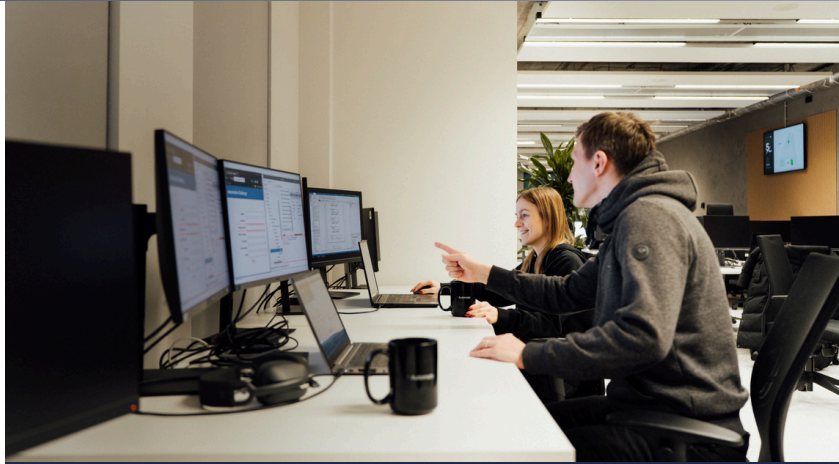


Atea Global Services

Atea Automation Center of Excellence in Riga marks one breakthrough year

What started as a small RPA team in Riga has now evolved into Atea's Automation Center of Excellence. For over a year now, they are the central force behind AI and automation across the entire group. Today, the team plays a key role in driving Atea's AI Automate strategy, having doubled in size, expanded its technology scope, and moved well beyond traditional automation into AI-driven solutions with tangible business impact.

The first year was intentionally focused on exploration and capability building, understanding where automation and AI could create real value, developing the right competencies, and proving the concept step by step. Ambitions were set carefully, with a target of ten solutions – a goal that was not only reached, but surpassed. At group level, this translated into 10 chatbot solutions, 5 document intelligence solutions for smart PDF handling, 4 request-handling assistants, 2 insights and forecasting automations, and 2 order and procurement assistants.



Building on this momentum, the team has entered its second year with significantly higher ambitions. With a solid foundation in place, the focus has shifted decisively from experimentation to execution at scale. The portfolio continues to grow, combining new developments with the expansion of proven solutions rolled out more broadly across the organization. Current deliveries include AI-driven request categorization and dispatch, automated item creation, and chatbot-based solutions supporting HR, accounting, bid management, and other core functions. These and other solutions developed by the team are in active use both locally and across other Atea countries like Norway, Denmark, Finland, and Sweden. This growing international footprint firmly positions Riga as a strategic hub for automation and AI expertise within Atea – a place where ideas turn into scalable, production-ready solutions for the entire group.

From cautious beginnings to confident delivery, the Automation Center of Excellence has matured rapidly. With increasing demand, strong trust from the business, and even bolder goals ahead, Atea Global Services is no longer just contributing to Atea's automation journey, but helping to lead it.



NEWS FROM ABSL LATVIA MEMBERS

GoCardless



"Most Vibrant Employer - Latvia" for 2026

For the second year in a row, GoCardless Riga has been honored with the 'Most Vibrant Employer - Latvia' award at the Central and Eastern European Business Services Awards in Warsaw. The jury distinguished us among high-level competition for our consistent focus on employee benefits and values-driven culture. This award highlights GoCardless as a top destination for talent within the Latvian GBS sector.



GoCardless Riga hits 200!

GoCardless is proud to announce a significant growth milestone, with our Riga office now surpassing 200 employees - this signals a major phase of growth for the entity. We have built a stable, high-performing team of unique individuals, all driven by a shared vision and a commitment to excellence. This growth reflects our continued investment in local talent and our long-term dedication to the Riga tech ecosystem, as we continue to build our team with open roles in Software Engineering (Python, Ruby), Data Science, and Customer Support Operations.

Environment Day - Restoring Nature at Kazas Sēklis

On April 24, the Riga team swapped laptops for shovels for Environment Day, partnering with the urbanLIFEcircles project. Our team spent the day at Kazas Sēklis clearing litter and invasive plants to pave the way for new communal gardens and restored urban biodiversity. The event served as a meaningful conclusion to Wellness Week, providing a wonderful opportunity for the team to use their dedicated volunteering days to bond outside the office while making a tangible difference in the local community.

NEWS FROM ABSL LATVIA MEMBERS

GoCardless



DevClub x Riga Tech Girl event collaboration

We recently celebrated two fantastic collaborations with Riga Tech Girls and DevClub. With Riga Tech Girls, we explored the power of mentorship and how structured programs can accelerate professional growth for both mentors and mentees. We also opened our doors to host DevClub, providing a space for the developer community to dive into the fascinating world of Health & Biohacking. These partnerships reinforce our commitment to knowledge-sharing and community growth, and establish GoCardless as a central hub for collaborative learning in the Latvian developer and tech community.



NEWS FROM ABSL LATVIA MEMBERS

Arvato Systems Latvia

Winter and first part of the spring have been a busy time in Arvato Systems Latvia, and we have managed to take part and organize many different activities - starting from valuable trainings to Shadow Day to charity events. Some of these events we hosted in our office, but some of them took us outside - not just the office building, but also the IT world.



Change management training

Strengthening change leadership is becoming a clear priority for us. Not because it's trendy - but because sustainable performance depends on how confidently and consistently our leaders guide their teams through transitions. Frameworks like ADKAR provide structure. But ownership, communication, and consistency make the real difference. Together with an external partner we strengthened this capability and challenged our leaders to think beyond process - and focus on people.



Computer donations

In Arvato Systems Latvia we like to invest in our people, but at the same time we like to give to others. So, this year we continued the annual computer donation initiative by donating 5 company laptops to the local non-profit organization "Palīdzēsim viens otram"!

The organization provides practical support to families and individuals in need across Latvia. By donating our laptops, we help ensure that school-age children have access to the technical equipment required for learning.

In addition to benefiting multiple families, this initiative supports our sustainability commitment by reducing electronic waste and promoting the responsible reuse of resources.

NEWS FROM ABSL LATVIA MEMBERS

Arvato Systems Latvia



International Women's Day

On International Women's Day we focused on something many of us experience but rarely stop to think about - the effects of long hours of sitting and static work.

Our team gathered for a session exploring how sedentary habits affect the body, along with practical tips on how to move more and feel better throughout the workday. And of course, it wouldn't be a wellbeing session without some movement - stretching, small exercises, and healthy smoothies to recharge.

Shadow Day

Like many companies during Spring, we also took part in Shadow Day where we opened the doors to our office and roles we have.

During Shadow Day we introduced students with roles from Office Administration to Cyber Security, Finance Controlling, and team leadership. They stepped into real roles, joined actual meetings and experienced what each profession actually does day to day, as well as how collaboration, problem-solving and decision making come together in practice. They saw that IT isn't just about coding. It's about communication, teamwork, and adaptability.

Maybe most importantly, they got a clearer sense of where they could see themselves in the future. Experiences like this help bridge the gap between education and real work, giving young people more confidence when thinking about their next steps.



NEWS FROM ABSL LATVIA MEMBERS

Arvato Systems Latvia



Physical activities

As the spring and warmer weather is arriving, we at Arvato Systems Latvia also pay more attention to physical activities – from volleyball to football and bike maintenance. We took part in the IT football cup organized by LIKTA, also participated in ABSL volleyball cup and organized bike maintenance for our employees, so they're ready for the spring season.

The result? Great games, strong collaboration, and a reminder that team spirit goes far beyond the office.



The Big Cleanup

Not all responsibility is loud. Some of it looks like clearing a path, one bag at a time.

This year's Big Clean-Up brought together a small group of our colleagues and their families, working alongside other volunteers at Labās mājas Animal Shelter and in the nearby Jugla Forest. Leaves from last year, fallen branches, litter along the forest paths - the kind of work that quietly improves everyday life for shelter animals and the people who care for them.

What mattered wasn't the size of the group, but the way everyone showed up. Even the youngest helpers were fully involved and happy to help. Arvato colleagues not only helped to clean up the area but also managed to take the dogs for a walk and even welcomed a new cat into their home.

NEWS FROM ABSL LATVIA MEMBERS

MSC Shared Service Center Riga



This spring, MSC Shared Service Center Riga actively engaged with youth through several events, including the highly crowded RTU Career Day and Universs@LU, where prospective students were curious about future career path and academic education. The team shared insights about working in a global company in logistics and promoted current vacancies.

University Partnerships and Youth Engagement at MSC SSC Riga

MSC Shared Service Center Riga received the “Best University–Business Cooperation – Baltics” award at the CEE Business Services Awards, recognising consistent long-term collaboration with universities across Latvia. This partnership includes 50+ expert guest lectures annually, workshops, hackathons, mentoring, scholarships and internships that help students turn theory into real business experience. The initiative has become a strong talent pipeline, with nearly one in three interns continuing into permanent roles at MSC.



On 1 April 2026, MSC Shared Service Center Riga participated in the National Shadow Day (Ēnu diena), welcoming 34 pupils, which is the highest number of applicants MSC Shared Service Center Riga has hosted. Pupils explored careers in shared services and global logistics. Participants shadowed colleagues, attended presentations and experienced the office environment, supported by over 20 MSC Shared Service Center Riga employees.



NEWS FROM ABSL LATVIA MEMBERS

MSC Shared Service Center Riga

The AI Hackathon at MSC Shared Service Center Riga was a highly successful internal initiative that brought employees together to apply Microsoft Copilot and AI tools to real business challenges. Over the hackathon period, participants developed practical, creative solutions focused on productivity, automation, and insights, many of which demonstrated clear business value and strong potential for everyday use. The event significantly boosted AI awareness, hands-on skills, and cross-team collaboration, reinforcing Copilot as a standard productivity tool across MSC Shared Service Center Riga.



At the end of April, MSC Shared Service Center Riga achieved its best-ever result in the ABSL beach volleyball tournament playoffs, with the first team reaching the semifinals, ultimately finishing in fourth place after a closely contested match against strong opponents. The second team faced setbacks due to injury and lost in the 1/8 final against the eventual champions, GoCardless2, finishing 13th overall.



In the end of April, colleagues from MSC SSC Riga joined the nationwide Big Clean-Up (Lielā Talka), volunteering their time at the SOS Youth House in Riga to refresh indoor and outdoor spaces used by young people. By rolling up their sleeves and working side by side, the team combined environmental responsibility with meaningful social support, contributing to a safer and more welcoming environment for adolescents. The initiative reflects how business communities can actively support local causes through simple, hands-on actions done together.

NEWS FROM ABSL LATVIA MEMBERS

Circle K Business Centre Riga

Business Centre Riga Celebrates Top Employer Award in GBS.

Circle K Business Centre Riga has once again been recognized as a Top Employer in the Global Business Services sector in Latvia, earning the award for the sixth consecutive year, according to CV Online's Top Darba Devējs 2025. This achievement reflects the strong culture and people-first mindset fostered by the teams in Riga, where more than 900 colleagues support key functions including Finance & Accounting, HR, Customer Care, Global Fuels, Global Technology, and more.

Commenting on the recognition, Artūrs Andžāns, Managing Director of Circle K Business Centre Riga, said:

"Being recognized as a Top Employer for the sixth year in a row is something we are incredibly proud of. In a highly competitive job market, this recognition helps us attract great talent and keep our teams engaged. Above all, this award belongs to our team members, who are at the heart of everything we do."



Ieva Zirne, ABSL Latvia Board Member and Director HR Europe for Circle K, added:

"This recognition is not only an achievement for Circle K Business Centre Riga, but also a testament to the strength of the Global Business Services industry in Latvia. It demonstrates our collective commitment to building a strong, value-creating industry and investing in people in Latvia."