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Metinvest Business Service Wins Award for Service Provision Resilience During Wartime at Deloitte Shared Services Awards 2024



Metinvest Business Service, [Metinvest](#) Group’s service company, won in the “Resilience in Shared Services” category at the Deloitte Shared Services Awards 2024. The award ceremony took place during an international conference held from 8 to 10 October in Amsterdam, the Netherlands.

Deloitte, a leading global audit and consulting services firm, organises both the conference and the awards. As one of the “Big Four” auditors, it operates in over 150 countries, including Ukraine.

Each year, the international Deloitte Shared Services Awards recognises leading companies that operate shared service centres across four award categories. In addition to Metinvest Business Service, the expert jury also recognised _VOIS, an IT firm, in the “Innovation through Emerging Technologies” category; MARS, a food company, in the “Diversity & Inclusion. Leader in Shared Services” category; and

BAT, a tobacco producer, in the “Environmental, Social & Governance (ESG)” category.

This year’s conference, titled “The Power of Possibility,” focused on tools to help businesses endure and succeed. More than 60 executives from leading companies across various industries shared their transformational ideas, real-life examples and lessons learned.

Yulia Dankova, the Group’s Chief Financial Officer (CFO), and Oksana Zaremba, CEO of [Metinvest Business Service](#), represented Metinvest at the conference. They discussed business transformation and adaptation to the changing business environment of customers during wartime.

The executives highlighted several key tools that ensure the Group's sustainability, including flexible management, proactive planning and innovative thinking to maintain operational continuity and stable service delivery. They also emphasised the introduction of new technologies to enhance efficiency and reduce dependence on manual operations, as well as risk management planning to safeguard resilience.

Yulia Dankova, CFO of Metinvest Group, said:

“For Metinvest Group and Metinvest Business Service, this is the first-ever nomination and the first international recognition in the field of service provision. It is a strong endorsement of our sustainability strategy and expertise. The Deloitte Shared Services Awards honour those who truly impact lives, society and the environment by creating new business formats and redefining how business is done.”

The speakers identified continuous process improvement, grounded in the application of successful past experiences and monitoring performance indicators, as an important tool for ensuring the sustainability of service delivery.

Oksana Zaremba, CEO of Metinvest Business Service, said:

“International recognition is an important validation of our actions. Deloitte experts assessed Metinvest Business Service’s experience as relevant and valuable, and our practices as highly adaptable and resilient, with significant impact and the potential to serve as an example for many companies. All of this is about a business that has been successfully operating in a country that has been at full-scale war for three years. It is about a business that spares no effort to provide uninterrupted services while also supporting the country during the war. I am deeply grateful to each member of our team for their contribution to our shared mission.”

During the conference, Metinvest representatives also shared their experience in establishing communications, fostering mutual assistance within teams and ensuring prompt feedback. The speakers highlighted the importance of supporting employee well-being and mental health and discussed how to stabilise a company’s operations during blackouts, blockades and shelling.