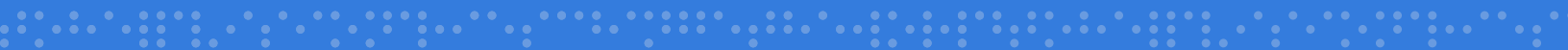




Miratech 2019 Corporate Social Responsibility Report

How Relentless Performance is Making a Better World





Message from the CEO

“Miratech’s mission, to help visionaries change the world, is ingrained in everything we do. With our mission in mind, we realize that CSR is an integral part of any business aiming for long-term sustainability. We believe that there is a strong connection between a sustainable business and a sustainable community.

Every year, we strive to do more and do better. We deliver more than technology – we deliver change. Our goal is to expand the influence of the positive change to the community around us. Our CSR is tied to the UN sustainability development goals (SDGs), and while covering 9 out of the 17 goals, our key initiatives mainly focus on quality education and gender equality. We want to build a future where technology helps people around the world to reach their potential, and we do so by developing IT education, supporting visionary tech start-ups and thus accelerating the adoption of new technologies, and promoting gender parity in education and workplace through dedicated mentorship programs.

We encourage everyone in our organization to join initiatives that support the community around us in a sustainable way; and we are pleased to see the number of employees involved in CSR projects grow every year. When we say ‘we help visionaries change the world’, it’s much more than changing it with technology.”

Valeriy Kutsyy,
Miratech CEO

A handwritten signature in blue ink, appearing to read 'Valeriy Kutsyy', with a stylized flourish above the name.

Harnessing technology to empower sustainable development and future for everyone



Message from the President

“Years ago, we realized that giving back not only helps change and improve our own corporate culture and creates greater satisfaction for our employees, but done with the purpose these CSR efforts can help change and improve the world.

The ultimate goal of Miratech’s CSR program is to help engage and involve the global community with technology to make an impact, not only on the future of our industry, but also on the future of the world’s welfare. It is in Miratech’s DNA to contribute to the sustainable development of society worldwide through innovation, our fair business practices and putting our corporate values into practice. In 2019, we set CSR focus areas that will integrate CSR more deeply into our daily operations.

We are excited to continue embracing an active CSR strategy and strengthening our commitment to investing in impactful initiatives with our international partners. As a global IT company, we understand the value of digital education and development, and believe that our efforts will contribute to the welfare of the digital economy worldwide.”

Nikolay Royenko,
Miratech President

A handwritten signature in blue ink, appearing to read 'N. Royenko', written in a cursive style.

MIRATECH AT A GLANCE

Miratech is a global IT services and consulting organization that enables start-ups, midsize companies and large multinational organizations to achieve their strategic business goals by providing dedicated high performing technology teams to plan, manage, develop and support information technology infrastructure, operational and client facing solutions.



Founded in 1989



700 employees and growing



Global headquarters are in New York, USA, operating in Europe, America and Asia



The current audit firm is Baker Tilly



Named in FORTUNE magazine as one of the best 100 outsourcing service providers



Trusted service provider to Forbes Global 2000 companies



Listed in key industrial ratings: Global Outsourcing 100®, Global Services 100, Software 500®, EOA's Award, NOA's Outsourcing Professional Awards; Best Five Companies in Eastern Europe by the IAOP®



Most of the company activities are relating to strategic partnerships with a lifetime of relationship exceeding ten years



Software CMM Level 3, ISO 9001:2008, ISO 27001:2013 and ISO 22301:2012 certified



Track record of the highest customer satisfaction



FIVE PILLARS OF IMPROVING LIVES – SUPPORTING SUSTAINABLE DEVELOPMENT GOALS

OUR MISSION IS TO HELP VISIONARIES CHANGE THE WORLD

This mission is in line with our core corporate values. Consistent with these values, Miratech's CSR commitments are structured around five key areas:

- **Improving IT Education**
- **Empowering Communities: Startup and Value Innovation Ecosystem**
- **Talent Development and Fair Operating Practices**
- **Environmental Sustainability**
- **Gender Equality and Women's Empowerment**

All of our activities are carried out according to ISO 26000 standards, which establish that the sustainability of a business requires it to ensure customer satisfaction without risking damage to the environment and while acting in a socially responsible manner.

We know that the actions we take within our five focus areas will have ripple effects across the globe. Miratech's targeted CSR activities and initiatives align with many of the United Nations Sustainable Development Goals (SDG). We share the UN's vision for a peaceful, inclusive future. The image below summarizes the topics most relevant to our business.

Values:

KNOW OUR CLIENT, AND LISTEN

THRIVE IN COMPLEXITY

EARN TRUST THROUGH RELIABILITY

STRIVE FOR VERSATILITY

DO WHAT'S RIGHT. DO WHAT'S GOOD

CSR Efforts:

IMPROVE IT EDUCATION

EMPOWER COMMUNITIES

TALENT DEVELOPMENT

FAIR OPERATING EFFORTS

GENDER EQUALITY & WOMEN'S

EMPOWERMENT

UN Sustainable Development Goals:



CSR Committee and Mentors

The company's CSR strategy is handled by the CSR Committee, which is chaired by the President of Miratech, Nikolay Royenko. Committee members are selected on the recommendation of colleagues or on the basis of employee nomination. The Committee has 7 members with the right to vote on financing social projects proposed by Miratech employees, stakeholders, and partners. When choosing social projects for implementation, the CSR Committee gives priority to those that meet the following criteria:

- **Match Miratech's mission and strategy**
- **Comply with ISO 26 000 standards**
- **Adhere to the principles of the UN Global Initiative on social business**
- **Measurable, scalable, and have development dynamics**
- **Involve the largest possible number of company employees in their implementation**

Miratech's management actively supports the volunteer initiatives of its employees in becoming mentors in IT educational projects and joint social projects with partners. Being a mentor and volunteer is an honorable and responsible mission, their number and renown within the company is constantly growing and has already become a popular movement.



IT EDUCATION

Cultivating digital talent	168 locations
Developing IT and leadership skills	1432 children trained
Making IT more accessible	
Engaging employees in volunteering	12 Miratech mentors

Technology Nation Kids

Our program to support and develop IT education began in 2016 with our partnership with the BrainBasket Foundation, an international non-profit IT education company. Together we have launched Technology Nation Kids, a free IT educational program for children. The goal was to create an alternative educational model in an effort to engage children and connect them with practical examples of how technology is used in our world, today and tomorrow.

Technology Nation Kids provided free training on programming for children from nine to eleven years old. The educational initiative Code Academy is the educational partner of the program. The courses were held at libraries and partner locations after school classes. The program focused on teaching kids Scratch (a visual programming language developed by MIT), basics of HTML/CSS and Python.

Our program has been recognized as an innovative approach to IT education. In 2019 we opened 34 new locations for free IT education and trained 262 children. Through a 3-year partnership with the BrainBasket Foundation, Miratech made a positive impact on 1,432 children worldwide.

IT Kids Club Miratech

In 2019 we launched Miratech IT Kids Club, a volunteer project initiated by our employees with the goal of teaching children aged 6 to 15 the principles of programming languages and robotics. The courses took place every weekend at Miratech locations worldwide. In total, 12 employees were actively involved in the project as mentors. They spent 272 hours and trained more than 40 children. This program will be expanded and developed next year and will involve more than 50 Miratech employees.



Taking IT Education to Rural Areas

Miratech participates in collaboration with Astarta, a public agro-industrial holdings company, and the BrainBasket Foundation, in an initiative to bring pilot educational projects to children and adults in rural areas, enabling residents of these towns to obtain basic IT/computer skills.

The course organizers created the program to allow children to develop deeper analytical thinking skills, initiate interest in new technologies, and instill a desire to pursue IT education in the future. For the adults the program was designed to help them tackle their everyday computer needs and to develop basic IT skills to open up new, more varied employment opportunities.



“Join IT Community” Program

One of the focuses of Miratech’s corporate social responsibility strategy is to support IT education development at all Miratech locations. For many years, the company has been supporting students of technical universities seeking to pursue a career in the IT industry within its long-term program “Join IT Community”. Year 2019 was not an exception as it was filled with many student events supported by Miratech.

Pablo de Olavide University Polytechnic High School in Seville, Spain, hosted the Conference “Professions with Future”. The main purpose of the conference was to present to students first-hand accounts from technology leaders on the current demands of the job marketing in the technology sector. Amongst the companies in attendance, Ivan Alba, Recruiting Team Leader, who was also a speaker at the conference, represented Miratech.



Physical Mathematical Department of National Technical University “Kyiv Polytechnic Institute (KPI) of Igor Sikorsky” held the traditional annual international scientific-practical students to mark the anniversary of the founding of the university. Miratech representatives were members of the judging panel selecting the best scientific work and presentation. As a master class for beginner presenters, Alexey Perekatov, Doctor of Sciences in Physics and Mathematics and Miratech’s VP, Corporate Marketing, delivered the animated presentation “Join IT. Where are vacancies available for KPI graduates?”

Miratech’s representatives were invited as speakers at the Interregional business-oriented innovation forum Open Poltava region, which was held at Poltava University of Economics and Trade. In their presentations they shared Miratech’s experience and success stories in constructing long-term relations with customers as well as argued for joining the IT community.

The State University for Telecommunication and International Telecommunication Union held the Regional conference “Digital Future that is based on 4G/5G”, where Miratech exhibited. Moreover, the company donated computers to equip the educational laboratory.

Miratech’s Vinnytsia R&D center has established a good relationship with Vinnytsia National Technical University and supports an annual all-Ukrainian programming contest for students.

Miratech opened a fully equipped educational laboratory at Kharkiv National University for Radio-Electronics. Several Miratech specialists also teach there. Moreover, the brightest students have an opportunity to intern at Miratech with a chance to secure a permanent job.



EMPOWERING COMMUNITIES: STARTUP AND VALUE INNOVATION ECOSYSTEM

Since 2013, twice a year Miratech hosts its exclusive networking event called M-FORCE, gathering attendees from over 15 countries in Europe and North America, including industry leaders, investors, startups, technology experts, clients and partners. M-Force brings together global enterprise and startup community, enabling attendees to accelerate the adoption of new technologies. Today, innovation is happening faster than most companies can adapt, and M-Force helps bring innovation to scale by bridging the gap between these two communities to discuss changes from different perspectives – from the nimbleness of a startup and from the scalability of a large multinational corporation.

In 2019, the event host partner for the R&D4Equity Pitch Night in the US was SAP Next-Gen, a purpose driven innovation university and community, which drives innovation with purpose supporting SAP's commitment to the 17 UN Global Goals for sustainable development.

Participants
from

15+

countries

300+

IT Industry
Professionals

30+

Startups



TALENT DEVELOPMENT AND FAIR OPERATING PRACTICES

At Miratech, we believe that in a fast-changing and competitive world, a company's human resources are the most important driver of its performance and have a key role to help a company achieve its CSR objectives. Moreover, employee involvement is a critical success factor for CSR performance.

In 2019, we made a number of steps towards creating a stronger performance culture and providing our associates with the best support, education and professional development. These efforts include but are not limited to:

- an equal and transparent hiring procedure and working environment for everyone, regardless of gender, race, sexual orientation, or social status
- comfortable and flexible working conditions for all of our associates
- a number of corporate policies that regulate the protection of human rights, as well as ethical norms of conduct
- internal events dedicated to diversity and inclusion (Mirafest celebration, Software Engineering Day, Workplace community events, etc.)
- constant workplace environment improvements (Miratech's offices are equipped with gyms, changing rooms and showers, massage rooms, kids rooms and indoor relaxation zones)
- corporate medical insurance package and regular on-site health checks, vaccination, and immunization activities
- learning and development courses and activities
- measuring employee satisfaction with a new corporate survey tool



Ones
to Watch
AWARDS



ALEXANDER MAXIMENKO

Director, Applications Development Services, Miratech



PROFESSIONAL
AWARDS 2019
WINNER



MAXIM POTOMAKHA

Program Manager, Miratech

ENVIRONMENTAL SUSTAINABILITY

Under the United Nation's Development Program (UNDP) Miratech developed software for the GHG emissions estimations, evaluation and prognosis and tested it at pilot region practical ecosystem with further software adaptation to real life. Miratech launched a scientific monitoring program in order to compare GHG emissions modeling with real life case and adjusted the model. The objective of the pilot was to demonstrate how within one landscape certain areas of abandoned degraded agricultural peatlands that emit carbon can be restored, while adjacent areas can be protected at the same time to increase carbon sequestration. The model demonstrates local community involvement and resolution of land tenure difficulties, and will be fed into the National Green Investment Scheme. Miratech engaged 5 ScD and 7 PhD experts to meet project objectives.

Moreover, in 2019 Miratech launched a series of green initiatives to become more eco-friendly and environmentally aware – go paperless, bring a desk plant to the workplace, buy energy-friendly items, decrease the consumption, etc.



GENDER EQUALITY AND WOMEN'S EMPOWERMENT

Miratech and its team actively take part in social initiatives empowering women and promoting gender parity in education and the workplace. STEM Girls is one such initiative in cooperation with our partner CSR Center intending to create role models for girls in STEM-careers, to draw attention to women who have achieved success and made a significant contribution to the development of technologies worldwide, to create a platform for communication between successful women and a generation of young girls.

In 2019 Miratech employees participated in the Women in Sourcing Initiative by GSA, encouraging the industry to embrace social inclusion and remind everyone that gender equality is everyone's issue.



TECHNOLOGY WITH A PURPOSE

Along with the aforementioned programs, Miratech plans on launching many more initiatives that meet our CSR program objectives. We are enabling more of the world to explore how technology can improve our daily lives. Miratech takes this important responsibility very seriously. We are thankful and grateful that our talented and dedicated team members serve as the foundation of our efforts. With their commitment and efforts to build upon we will be able to affect hundreds of thousands of people worldwide.