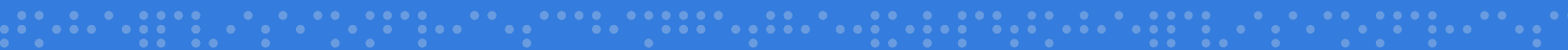




# Miratech 2020 Corporate Social Responsibility Report

How Relentless Performance is Making a Better World





## Message from the CEO

Miratech's CSR efforts have always been driven by our company mission, to help visionaries change the world. Throughout decades of operation, we've contributed to building technologies that will make this world a better place to live. Launching IT education programs, supporting visionary tech start-ups to accelerate the adoption of new technologies, as well as promoting gender equality in both education and the workplace.

Today, in the face of the challenges brought about by COVID-19, businesses have an even bigger role to play in delivering a better future for all. Now, and throughout 2020, the safety and health of our employees and their families, our clients, and our business partners, remains Miratech's highest priority. Having taken appropriate measures to prevent the spread of the virus, including fully remote working practices, we continue fulfilling our CSR responsibilities.

Tied to the UN sustainability development goals (SDGs), last year our CSR programs covered 9 out of the 17 goals. In 2020, due to pandemic-related challenges, we accelerated our efforts and now cover 11.

All Miratech employees have demonstrated resilience and discipline, as well as a keen understanding of the need to protect the environment and contribute to economic prosperity. Their integrity and high ethical standards are especially critical, at this difficult time. I admire everyone in our organization for staying committed to our mission and living our values.

Valeriy Kutsyy,  
Miratech CEO

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



## Message from the President

With new challenges emerging almost every day, it is of the utmost importance that we play our part in building a sustainable future.

We live in an evolving world; one which is constantly changing, also driven by technology. As a leading IT services and consulting company, one of our key CSR initiatives in 2020 was to help the world by uniting the IT community. There is always more we can do, and we continue to make a positive social impact and contribute more to creating a healthy, sustainable society.

Operating responsibly, in alignment with universal sustainability principles, has always been at the core of Miratech's values. We care about helping to build a sustainable future for generations to come and contributing to the establishment of prosperous communities. By encouraging IT education, over the years, we continue to demonstrate our commitment to delivering valuable knowledge and helping launch hundreds of successful careers in the field of Information Technology.

In 2020 we invested far more in incorporating CSR into the company's daily life. At the same time, we empowered our global community, driving professional growth across the organization, through critical self-development, in these challenging times. We continue to push sustainability further into our DNA, and plan to drive more technology education initiatives globally, making a positive impact on the future.

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 HELPS VISIONARIES TO CHANGE THE WORLD.

We are a global IT services and consulting company that brings together global enterprise and start-up innovation. Today we support digital transformation initiatives for the largest enterprises on the planet.



Founded in 1989



500+ employees



Corporate headquarters located in New York, USA



20+ year business relationship with Genesys



Operating in the Americas, EMEA (Europe, Middle East & Africa), and Asia Pacific



50+ global clients



Listed in key industrial rating: Global Outsourcing 100® 2013-2020



Track record of the highest customer satisfaction



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



Many activities are delivered through collaboration with long-term strategic partnerships, often exceeding 10 years





# Miratech's Five Pillars for Improving Lives

Our corporate values define how we operate and deliver on our Company's mission, of helping visionaries change the world. We have built our CSR strategy and planned milestones to reflect these values in everything we do.

Our CSR committee is particularly focused on five key areas. Known as the five pillars. These enable us to deliver on our vision to improve lives, sustainably.

- **Improving IT Education**
- **Empowering Communities**
- **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, while acting in a socially responsible manner.

The five focus areas of our CSR commitment are designed to make a global impact on the world's sustainability and development. Therefore, we have aligned our objectives with the United Nations Sustainable Development Goals (SDG), sharing a vision for a peaceful, inclusive future, focusing on health and safety at the time of a worldwide pandemic.

The impact that COVID-19 has had on our global community further demonstrates the important roles CSR plays in supporting and driving business sustainability.

## 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
- ENVIRONMENTAL SUSTAINABILITY
- FAIR OPERATING EFFORTS
- GENDER EQUALITY & WOMEN'S EMPOWERMENT

## UN Sustainable Development Goals:



## CSR Committee and Mentors

Miratech's CSR strategy is managed by our CSR committee, chaired by the company's President, Nikolay Royenko. The CSR Committee is constituted to assist the Board in carrying out its duties regarding corporate social responsibility (CSR).

The CSR Committee includes seven members qualified for reviewing and making recommendations, as appropriate, concerning the company's missions. 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**

As a result of the pandemic, the focus has shifted from the pre-planned framework of CSR to activities related to the fight against the coronavirus disease, and despite most sessions of the Committee being held online, it did not impact the effectiveness of their implementation. The primary focus in 2020 was, and remains, a sustainable response to COVID-19.



# I. IT Education

The support and development of innovative IT education remain a consistent component of Miratech's CSR activities. Miratech thrives on helping people, especially younger generations, to benefit from the rapid development of technology through forward-thinking education.

The COVID-19 outbreak has not impacted the implementation of our CSR projects in IT education. Moreover, it provided an opportunity to expand Miratech initiatives, making technology lessons available globally. Due to the pandemic we've shifted our regular activities and adapted them to an online format which facilitated the reorganization of the educational process. This has enabled us to offer training to many more students and scale the projects to a broader international level.

Cultivating digital talent	3 countries /176 locations
Making IT more accessible trained	270 hours
Engaging employees in volunteering	12 Miratech mentors
Developing IT and leadership skills	1565 children

## Miratech IT Kids Club

Launched in 2019, Miratech IT Kids Club became a critical CSR project in 2020. It brings to life our vision of a non-profit social initiative, providing a free IT education program to children aged 6-15, with Miratech volunteers teaching them the principles of programming languages and robotics.

Despite the COVID-19 restrictions, and as part of implementing the Miratech IT Kids Club project, we have significantly expanded our area of work.

In the first quarter of 2020, we managed to hold a few offline training sessions focused on robotics; however, all further lessons shifted to online platforms, including scratch programming online courses for children 6-12 years old.

## Feedback from the participants

*"Thank you and all the mentors for the course! For your work, creativity and your time! It was an educational and fun course!"*

*"I'd like to express mine and my daughter's sincere gratitude for arranging the course for Miratech children. Thank you to the mentors for being so proactive and volunteering your time and making the lessons fun. Thank you all, for your enthusiasm and genuine selflessness in making this world a better place!"*

*"I would like to express my gratitude to Miratech for organizing programming courses, and making a significant contribution to the development of our children. Personally, I'd like to acknowledge the high quality of the organization, the approach and the feedback. A special thank you to the mentors for their work, and their ability to present the training with patience. The program was top-notch."*

## The following courses were added to the main program in 2020:

- Online course on Arduino robots and 3D-printing
- Web-programming courses for high schoolers and university students
- Training for teachers on delivering innovative technologies

By restructuring Miratech IT Kids Club, Miratech delivered many benefits 'virtually', as we significantly broadened our global presence with online courses. We expanded to three countries and eight cities and reached students with three different languages.

## Mentoring

In addition to supporting our young generation of future masterminds, Miratech mentors also significantly upgraded their own skills and qualifications so that we could deliver lessons on a new level. We advanced the current online programs, including full design and development of IT products courses, demonstrating the practical benefits of these newly acquired skills.

By investing in our educators we have lifted the quality of knowledge delivery in the IT area this year. The Miratech mentors also volunteered to conduct multiple master classes for IT school teachers, showing the benefits of alternative methods and innovative approaches in kids' IT education.

## “Join IT community” Project

To facilitate the development of hard skills amongst older students, Miratech launched an online web-programming course for high-school and university students, to offer a distinctly new level of IT knowledge.

Despite the pandemic and quarantine measures, Miratech continued to supply universities with high-end technology to facilitate the advancement of IT education. In spite of restricted conditions, we managed to provide specialized educational software, digital hardware for conducting interactive lessons, and robotic technology for non-profit organizations, schools of innovational education, and local universities.





## II. Empowering communities

The COVID-19 outbreak has enabled Miratech to demonstrate its resilience and preparedness to manage risks and adapt to new circumstances, while helping different communities adapt to the new reality. We have successfully overcome the pandemic's potential adverse economic impact on our business, whilst proactively engaging in more CSR activities, to help others respond more effectively and positively, during these challenging times.

Miratech encourages businesses to unite and work together to help us all respond more effectively to our restricted and embattled world.

In response to the COVID-19 outbreak, Miratech offered support to healthcare services with the provision of vital equipment. We funded the repair costs of three critical pieces of pulmonary ventilation equipment. Additionally, we provided multiple protective clothing and masks for healthcare workers to keep them safe during the pandemic.

Also, Miratech has made a donation to repair cutting-edge Artificial Lungs Ventilation equipment, further encouraging the global business community to unite in an effort to slow the spread of the disease.

*"We, medical professionals, cannot face this challenge on our own. It is widely known that severe cases of coronavirus require advanced respiratory care. Miratech has made the kind donation to help us in fixing our cutting-edge Maquet machines. We would like to express our most sincere gratitude for this. United, we can overcome anything,"* said Petr Blych, Head of Intensive Care Unit, City Clinical Hospital 12.



## Miratech Employees in Charity Run for Children with Incurable Diseases

Human resources are a top priority and is the most critical driver for Miratech's performance and CSR strategy implementation. As a part of the CSR plan for empowering communities, our employees took part in a fund-raising marathon. The purpose of the marathon was to fund the acquisition of medical equipment to help children with incurable diseases.

Additionally, Miratech sponsored the purchase of specialized medical aspirators '7 FA' and pressure reducing support surfaces for small patients.

## Supporting families with health impaired children

Under an employee initiative, Miratech organized a volunteering community for families that have children with health problems. The newly-created association took 48 children under their wing, providing necessary medication, toys, diapers, books, and gadgets.



### III. Fair Operating Practices

The pandemic has influenced each aspect of our lives, including behavioral patterns, significantly changing the way we perceive the world. However, Miratech has stayed committed to delivering its five pillars by successfully implementing the best operational practices of corporate management, which adhere to the CSR directions according to the UN standards, especially relevant in such crisis conditions.

In 2020 Miratech needed to ensure the safety of each employee during such uncertain times, forcing the company to react quickly and act upon the unfolding pandemic. We continue to foster a strong corporate culture, supporting our employees in education and professional development. These measures include:

- An equal and transparent hiring procedure and working environment for everyone, regardless of gender, race, sexual orientation, or social status, and
- A number of corporate policies that regulate the protection of human rights, as well as ethical norms of conduct, and
- Corporate medical insurance package and regular on-site health checks, vaccination, and immunization activities, and
- Learning and development courses and activities, and
- Measuring employee satisfaction with a corporate survey tool.

In response to the COVID-19 pandemic, we closed our offices around the world, supporting our employees in making their families' health a top priority.

We focused on open communications, throughout, to keep our people up-to-date and provide them with all necessary tools to quickly adapt to the new remote reality. We are proud to have completed a fast and highly effective transfer of all employees to a remote mode of working, without affecting the quality of our services to our clients. After establishing efficient working practices, Miratech decided to transition to a 'remote working approach', giving each employee the option to work remotely, not just for the period of the pandemic, but for the foreseeable future.

*"The nature of our industry and our business model means we can easily adapt to a remote service model. These past few months have proven that we can operate effectively with employees doing their jobs remotely – our teams show largely equal or higher productivity while working from home," – commented Miratech CEO, Valeriy Kutsyy.*

During 2020, we offered programs to assist with employees' personal wellness, including:

- Weekly health analysis and reporting
- Medical insurance from the first day one of employment (for the period of the pandemic)
- Unlimited data on all mobile devices
- Purchase of protective equipment
- Counseling for COVID-19
- Emergency phone line
- Psychological support
- Online training and team-building activities



## IV. Environmental sustainability

At Miratech, we are committed to reducing any harmful environmental impact by driving operational excellence and adhering to the principal UN Sustainability Goals. 2020 has become a transformational year for our company, allowing us to significantly benefit our environment by switching to a remote workforce.

### Reducing carbon footprint

#RemoteTogether movement has significantly decreased traffic congestion and the carbon footprint created by traveling to the office each day. By working from home, Miratech employees were able to reduce transportation-related carbon emissions by about 400 metric tons of carbon dioxide, during the first three months of the pandemic.

We also managed to achieve an absolute reduction in total greenhouse gas emissions. Additionally, home working has decreased energy consumption, financial spend, and water resources used in the on-site work premises. Miratech will continue with our commitment to operate as a responsible and sustainable business and will deepen our engagement with clients to ensure that our emissions reductions.





## V. Gender Equality and women empowerment

One of Miratech's primary missions is supporting and driving gender equality and empowering women. In order to achieve a gender-inclusive environment, the company frequently engages in social initiatives that support women, their professional development, and education.

### STEM Women's Girls Program

In 2020 Miratech continued its long-lasting support of the STEM (Science, technology, engineering, and mathematics) Girls program in partnership with the CSR development Center. The intent is to create role models for girls in STEM-careers, demonstrate and establish STEM-career role models, and showcase women who achieved significant success and contributed to the development of the IT industry. Participation in the program allows Miratech to create an influential communications platform between successful female IT entrepreneurs and an aspiring generation of young women.

### Women in Information and Communication Technologies Day

This year the movement for supporting women in IT has moved online. One of the significant online events Miratech participated in was a 16-hour online marathon "Girls in Information and Communication Technologies Day (ICT)," organized by the international CSR development center. International Girls' Day in ICT is a world-wide initiative aimed at creating a global environment that empowers girls, and young women, encouraging them to consider a profession in the growing ICT field.

Thirty-six IT companies spoke in-front of more than 10,000 female participants sharing success stories, and describing their work. They provided valuable advice to the students, building their knowledge and confidence in the opportunities available.

**Inna Sedykh**, program manager and site manager at the Miratech Warsaw office, was one of the speakers at the forum and shared her personal experiences, recipes for success, triumphs and failures, and the secret weapon of women in IT.



# Embracing “Remote Together”

The challenges of 2020 did not stop Miratech from progressing in our CSR initiatives. In fact, it provided even more impetus and opportunity to successfully adapt our CSR strategies and agendas to deliver solutions, aligned with this new reality.

Miratech has transformed the disruptive impact of the pandemic into organized and effective action. Extending our support internationally, through charitable work and training endeavors. We have offered a helping-hand to more people, of all ages, than ever before, and accelerating our corporate responsibility by tackling emerging social issues, resulting from the crisis. The great feedback we've received inspires us to continue our work.

Moving forward, we remain committed to ethical business practices and fulfilling our CSR vision through activities focused on these five pillars. Everything we do will be done with a determination to keep delivering our valuable support. With many small steps we are making a big difference in helping to transform and sustain this world in which we live.