



MIRATECH

2021 Corporate Social Responsibility Report

How Relentless Performance is Making a Better World



MIRATECH AT A GLANCE

Miratech is a global IT services and consulting company with a stated mission to help visionaries to change the world.

We bring together global enterprise and start-up innovation.

Today, Miratech supports digital transformation initiatives for the largest enterprises on the planet, especially in Customer Experience (CX). Partnering with both global brand leaders and small entrepreneurial players makes us more versatile. We are at the leading edge of technology through learning and sharing expertise and experiences of delivering digital transformations that help our clients achieve their business goals.

Everything we do is underpinned by our culture of Relentless Performance that enables over 99% of Miratech's engagements to succeed by meeting or exceeding scope, schedule, and/or budget objectives. Our reliability helps us stand out from our competitors and has done so since our inception in 1989.



Founded in 1989



Global presence with headquarters in New York



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



Listed in key industrial rating: Global Outsourcing 100® 2013-2022



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



600+ employees



Track record of the highest customer satisfaction (2021 NPS score is 65)








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



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 value:

-  **Know our Client, and Listen**
-  **Thrive in Complexity**
-  **Earn Trust through Reliability**
-  **Strive for Versatility**
-  **Do What's Right. Do What's Good**

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.

Miratech values align with the United Nations Sustainable Development Goals:

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

United Nations 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 5 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



I. IT Education- Miratech invests in future technology talent

In today's rapidly changing, technologically developed world, we help younger generations both access IT opportunities and make their valuable contribution to the digital future, globally. As a technology industry leader, Miratech cares deeply about making a positive difference by investing in IT education for youngsters. Technology training for future generations is an important element of the company's Corporate Social Responsibility (CSR) strategy.

CSR technology project purpose and selection

Over the years, Miratech's CSR activity program has implemented dozens of successful IT education projects. The ongoing COVID-19 pandemic has not stopped us from fulfilling this responsibility to the future of technology resourcing. We care about the future of our children, and the sustainability of our industry and have continued to conduct IT Education projects online throughout lockdowns. To identify which initiatives to support, Miratech uses its corporate values for guidance. The CSR Committee prioritizes projects that best align with Miratech's mission and strategy. Also, it selects projects which comply with ISO 26000:2010 standard and fulfill the United Nations Sustainable Development Goals (SDG).

Programming and robotics at IT Kids Club

IT Kids Club, based in Ukraine, is one of the core CSR projects currently run by Miratech - making technology education accessible to younger generation. Launched in 2019, this project provides free IT education programs for children, Miratech employees volunteer their spare time to train the children in programming languages and robotics – inspiring them with the possibilities inherent in the digital world.

A huge amount of effort was put into creating the initial on-site robotics courses for kids, completely equipping the lab with specialized equipment, and finding great Miratech mentors. Despite the pandemic and the classes moving online, the instructional process continues -encompassing Arduino robots and 3D-printing, and web-programming. As well as supplementary training to the mentors to help them deliver courses on innovative technologies. The new format has allowed us to expand the program's geographic reach, which now includes two more countries.

Mentoring

To ensure we deliver the best results, Miratech always aims to select the best mentors among its employees – those who value the educational process and understand the difference they can make to our future generations. Many of our mentors use ground-breaking techniques, thinking 'outside the box' to overcome challenges and deliver on the company's promise of 'relentless performance'.

In 2022, Miratech is planning to expand its IT Education outreach, adding more new and engaging courses to the Miratech IT Kids Club. The company aims to improve the quality of IT knowledge delivery to expand the future network of highly competent young professionals by continued investment into IT education programs.



Cultivating digital talent	3 countries /176 locations
Making IT more accessible	250+ hours
Engaging employees in volunteering	10+ Miratech mentors
Developing IT and leadership skills	1500+ children

International Programming Competition

In 2021, Miratech became a Platinum Sponsor for the International Programming Competition by Vinnytsia National Technical University (VNTU).

It is a prestigious competition where 70 teams from all over Ukraine, representing different institutions, compete for the right to be named the best.

The support and development of innovative IT education remain a consistent component of Miratech’s CSR activities. The sponsorship of the events that encourage youth to develop in the IT sphere and grow professionally is part of the way we work. This cooperation, with VNTU, has ensured we can do more to encourage the learning and development of our future technology talent.



II. Empowering communities

MIRATECH ENCOURAGES BUSINESSES TO WORK TOGETHER COLLABORATIVELY TO BRING MORE OPPORTUNITIES FOR GROWTH TO DISADVANTAGED COMMUNITIES.

One of the positives from the ongoing pandemic has been the ability to demonstrate the value of our resilience and the impact of our proactive risk management. Our versatility in the face of new circumstances has proven invaluable for both our clients and many different communities, whom we've helped to adapt to today's new normal. 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 has received the certificate of appreciation for leadership in times of crisis, supporting the Ukrainian economy and people, demonstrating exceptional resilience during the COVID-19 outbreak by the American Chamber of Commerce in Ukraine.

The ongoing pandemic has meant a reassessment of our goals. In fact, we're reinforced our core values in our the 'Remote Together' initiative, which promotes the concept that working remotely makes our business stronger. It's given us access to wider global talent pools and driven the creation of an ever more effective diverse global team.

All our actions are driven by three priorities: to protect the health and safety of our employees, to minimize disruptions to business operations, and to call on the global business community to unite and work together to overcome the negative impacts of the global pandemic.



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 50+ children under their wing, providing necessary medication, toys, diapers, books, and gadgets.



III. Fair Operating Practices

At Miratech we believe commitment to forward-thinking Human Resources (HR) policy is pivotal to grow successfully in a fast-changing competitive world. Investing in HR not only attracts, develops and retains the best talent, it enables us to deliver our CSR goals.

We maintain fair operating practices by complying with laws, regulations, and social norms to contribute to the healthy development of the market economy society.

In 2021, we made several 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
- Several corporate policies that regulate the protection of human rights, as well as ethical norms of conduct
- Corporate medical insurance packages and regular on-site health checks, vaccination, and immunization activities
- Comfortable and flexible working conditions including remote and hybrid modes of working for all our associates
- Learning and development courses and activities
- Measuring the impact of our EX-policies by asking about employee satisfaction with a corporate survey tool



IV. Environmental sustainability

Miratech is committed to reducing its harmful environmental impact by driving operational excellence and adhering to the principal UN Sustainability Goals. And, 2021 has been a significant year for our company, allowing us to further benefit our environment by supporting a remote workforce.

Reducing carbon footprint

The #RemoteTogether movement has significantly decreased traffic congestion and the carbon footprint created by traveling to the office each day.

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 promote emission reductions.

Building sustainable future

Under the United Nation's Development Program (UNDP) Miratech has developed software for the GHG emissions estimations, evaluation and prognosis. This has been tested at a pilot region practical ecosystem. Our scientific monitoring program, which compares GHG emissions modeling with real life cases, has had adjustments made to the model, because of test feedback

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 five ScD and seven PhD experts to meet project objectives.



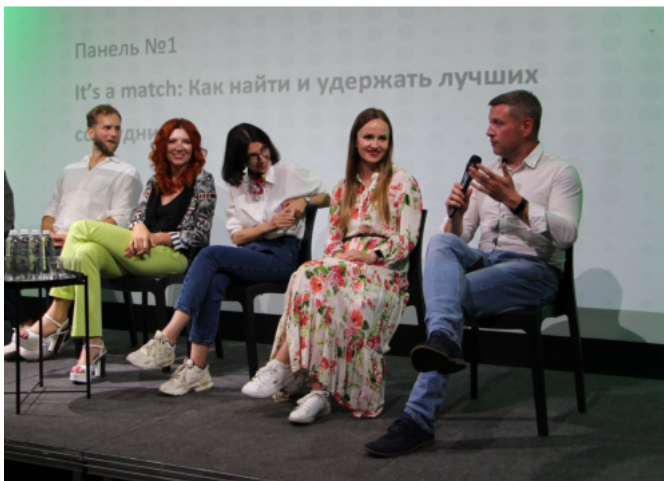
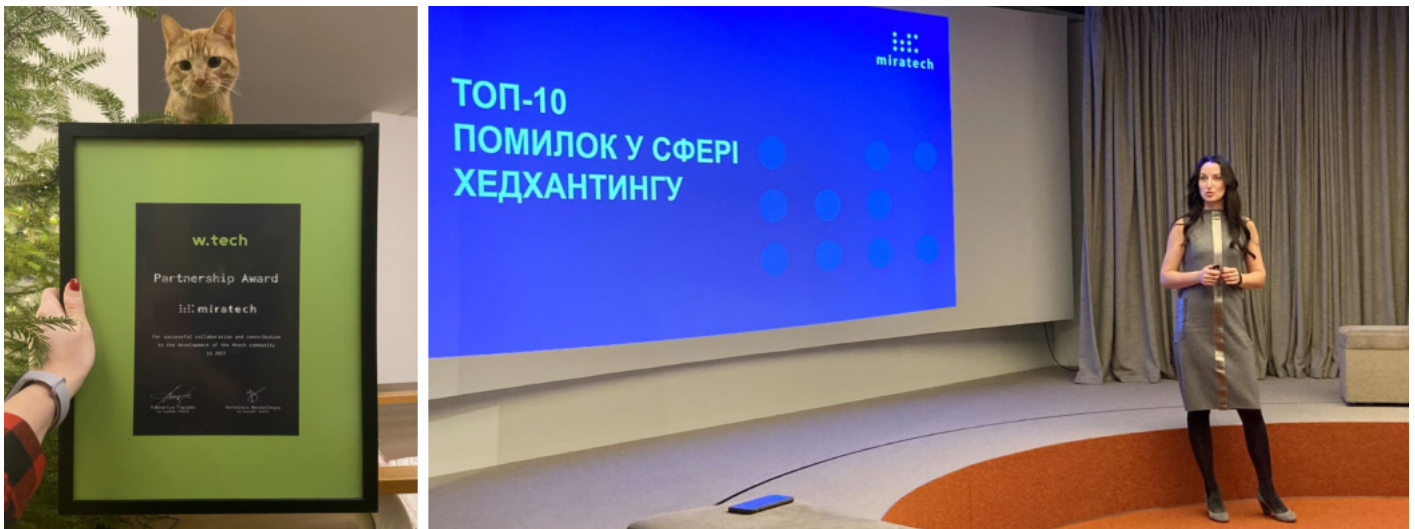
V. Gender Equality and Empowering Women

Achieving a gender-inclusive environment is a top priority for Miratech. To support our CSR commitment, amongst numerous activities we actively engage in social initiatives that support women, in their professional development, and education.

In 2021 Miratech was recognized for its contribution to the development of a growing international community that empowers women leaders in technology. Known as 'W.Tech', it is an influential international networking community for women leaders in technology and online business.

As part of Miratech's collaboration, Ostap Malaniuk, Miratech's VP of Employee Experience, shared his expertise and insights at a W.Tech discussion entitled, "It's a match: How do companies find and retain the best employees?"

Another W.Tech event explored what the team of the future will look like – with Nataliia Zaitseva, Director, Employer Brand at Miratech, contributing as a panel expert. She shared her insights and tips on how to hire A-Players and avoid common recruitment mistakes.



Embracing “Remote Together”

The ongoing pandemic and the market challenges of 2021 did not stop Miratech from progressing 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 today’s new reality.

Our versatility, relentless performance and focus on doing what’s good and right has contributed positively to us being able to turn disruption to our advantage and continue to help support the communities around us. Extending our reach internationally, through charitable work and training endeavors, we have offered a helping hand to more people, of all ages, than ever before - 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’ll continue to strengthen our commitment to ethical business practices and fulfill our CSR vision through activities focused on our five CSR pillars. Everything we do will be done with a determination to keep delivering responsibly. To provide valued support and make a positive difference to both local, as well as global, economic growth. Through our clear focus and determination and our many small steps we can continue to make a big difference to sustainability and the technological transformation of the world we love.