



2023 Corporate Social Responsibility Report





Dear Partners and Supporters,

I am honored to address you in this year's CSR report, reflecting on the remarkable journey Miratech has embarked on in 2023, amidst unprecedented challenges and opportunities in the volatile market environment.

This year, we transformed our CSR strategy embracing a holistic and global approach aligned with Environmental, Social, and Governance (ESG) principles.

At Miratech, we are deeply rooted in our values of community and solidarity. Our heartfelt appreciation goes to all team members who actively volunteered and raised funds to support Ukraine's fight for freedom. Their selflessness and dedication serve as an inspiration to us all.

As we reflect on the past year, we cannot overlook the ongoing Russia's War in Europe, which has profoundly impacted our team and operations. Despite these challenges, our employees have demonstrated remarkable resilience, delivered exceptional performance, and maintained our commitment to clients.

Our 2023 priorities included the areas of gender equality and women's empowerment, building and developing various local communities, and implementing cross-cultural practices to foster diversity and create equal conditions. We have made significant progress in these areas, which we intend to discuss in more detail on the following pages.

Despite global uncertainties, I am pleased to report a commendable 20% growth in our revenues, a testament to our resilience and adaptability in navigating these turbulent times.

In closing, I extend my deepest gratitude to all Miratech partners and supporters for their support and dedication. Together, we will continue to navigate challenges and seize opportunities, guided by our commitment to excellence, sustainability, and positive social impact.

Thank you,
Valeriy Kutsyy
Miratech, CEO

MIRATECH AT A GLANCE

Miratech is a global IT services and consulting company providing digital transformation solutions to enterprises leading in their areas. We believe that innovation can come from anyone, and we are dedicated to fostering creativity and collaboration to drive impactful change.

At Miratech, we're committed to delivering exceptional value to our clients. Headquartered in New York, we proudly employ individuals from diverse backgrounds worldwide, embodying diversity by design. Our "work from anywhere" approach not only enhances employees' well-being and adds to environmental sustainability, but also enables us to attract top talents globally.

We cherish our culture, built on strong values, which has helped us achieve a remarkable success rate of over 99% in the delivery of our projects. This reliability has been a cornerstone of Miratech since our founding in 1989.

Our priorities in ESG are close to our hearts: Improving IT Education, Empowering Communities, Fair Operating Practices, Environmental Sustainability, and Gender Equality and Women Empowerment. By partnering with visionaries who share our values, we believe we can drive positive change in the world.



Founded in 1989



30+ years in software development



25+ countries



900+ people



Location-agnostic work model



27% of workforce are women



39% of all managers are women



38% of senior management team is represented by women



4.6 on Glassdoor



6 total internal communities



4 internal communities started in 2023

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:

- 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.

1. Improving IT Education
2. Empowering Communities
3. Fair Operating Practices
4. Environmental Sustainability
5. Gender Equality and Women 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:



TRANSITION FROM CSR TO ESG

During 2023, we reviewed our CSR strategy and took a flexible approach, moving from CSR (Corporate Social Responsibility) to ESG (Environmental, Social, and Governance).

This shift allows us to adopt a more comprehensive and flexible approach to sustainability, ensuring that environmental, social, and governance factors are integrated into our business operations. ESG provides a more structured framework for measuring our impact and progress, aligning with global standards and investor expectations. This change reflects our commitment to creating long-term value for our stakeholders and driving positive change.

A big thank you to our CSR 2023 enthusiasts who led the development and implementation of the 2024 ESG Foundation.



Olga Skydan,

Executive Vice President, Corporate Services,
Executive Committee

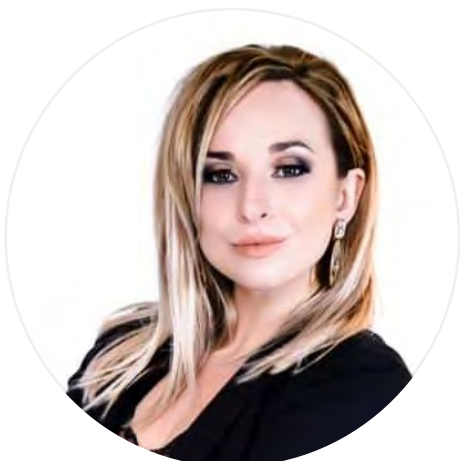
In 2023, our embrace of ESG principles led us to initiate several impactful endeavors. This included the establishment of Employee Resource Groups dedicated to supporting women in Miratech and cultivating an inclusive AI community. This pivotal shift from CSR to ESG marked a significant milestone in our ESG journey, underscored by the formation of a dedicated ESG committee with diversity as a central tenet. Throughout this period of evolution, our commitment to educational initiatives remained steady. I extend my sincere gratitude to our dedicated CSR enthusiasts - Oksana Ogneva, Amanda Traynor, and Andrii Kozlovsky who inspired our projects and supported the transition.



Justin Kearney,

Senior Vice President, People

Throughout 2023, we witnessed a transformative journey within our organization as we transitioned from traditional Corporate Social Responsibility (CSR) practices to a more comprehensive framework of Environmental, Social, and Governance (ESG) principles. This strategic evolution reflects our commitment to sustainability and responsible business practices. I commend our passionate CSR advocates for their tireless efforts in laying the groundwork for our new ESG Foundation, which will guide our sustainability efforts in the years to come.



Oksana Ogneva,

Director, Talent Development, Employee Experience

The year 2023 marked a pivotal moment in our sustainability journey as we embraced the transition from Corporate Social Responsibility (CSR) to Environmental, Social, and Governance (ESG) initiatives. This shift underscores our commitment to addressing pressing global challenges while fostering long-term value creation for all stakeholders. I extend my heartfelt appreciation to our dedicated CSR champions whose vision and dedication have paved the way for the establishment of our robust 2024 ESG Foundation. Together, we are poised to drive meaningful impact and advance sustainability across our organization and beyond.

1. IMPROVING IT EDUCATION

As the new academic year commences, we started our annual Corporate Social Responsibility (CSR) project, "Empowering Modern IT." This initiative is a collaboration with the Department of Computer Sciences at Vinnytsia National Technical University (VNTU), located in Vinnytsia, Ukraine, aimed at empowering aspiring IT professionals.

Our Audience: We have carefully selected 67 outstanding master's students specializing in Computer Science from a highly competitive pool of over 150 applicants at VNTU. These students represent the cream of the crop in their field.

The Focus: Our sessions cover a broad spectrum of topics within the dynamic realm of Information Technology (IT), encouraging exploration without limits. These meetings provide invaluable insights to students, helping them navigate the tech landscape, choose appropriate technologies, and understand employers' expectations. By participating in "Empowering Modern IT," you contribute to the development of these promising students while enhancing your company's employer brand.

Our lectures have covered the following topics:

- How to learn a foreign language easily | Successful negotiations
- How to sell your knowledge expensively in IT
- Basics of Power BI, creation of data-hubs
- Career management in IT
- Preparation for interviews in Big Tech companies
- Data-driven company: leveraging your IT background in any role
- Modern call centers: evolution, routing, WFE
- Speech AI in a nutshell

Through these sessions, we aimed to equip students with the knowledge and skills needed to excel in the ever-evolving field of IT, ultimately fostering their personal and professional growth.



Engaging with the State Telecommunication University in Kyiv, Ukraine

In 2023, Miratech received a request from our partner, the State Telecommunication University in Kyiv, Ukraine, to organize an online training session for second-year students enrolled in the "Economics of the IT Sphere" program. This esteemed university specializes in telecommunications education and aims to develop experts capable of managing the economic aspects of this rapidly evolving industry.

As a company committed to investing in the younger generation and fostering knowledge exchange, the Miratech team was deeply honored to receive this request. Andriy Kozlovskyy, Director of Employee Experience comments "We gladly accepted the responsibility with enthusiasm, recognizing the opportunity to contribute to the academic and professional development of aspiring IT professionals."

The online training session was attended by approximately 25 students. During the session, our team provided insights into Miratech's operations and offered detailed information about the various departments within the company. Additionally, they shared invaluable advice on personal development, emphasizing the importance of continuous learning and growth in today's competitive IT landscape.

By engaging with students and offering guidance on career development, we aim to empower the next generation of IT professionals and equip them with the skills and knowledge needed to thrive in the digital economy. Miratech remains committed to supporting educational initiatives that promote innovation, excellence, and inclusivity within the IT industry.



"Supporting young people through education is essential for empowering the next generation of IT professionals. By providing them with the right resources and guidance, I believe we can shape both their future and the future of our industry."

Andrii Kozlovskyy,
Director, Employee Experience



2. EMPOWERING COMMUNITIES

Volunteering in Ukraine

February 24, 2022, brought profound changes to the lives of Ukrainian Miratech employees. Just two years ago, many of them were active participants in our online meetings, collaborating with our teams, and sharing updates from their daily lives. Now, these colleagues are defending Ukraine on the ground as part of the war effort.

In our dedication to corporate social responsibility, Miratechers have embraced volunteering as an integral aspect of their daily lives, demonstrating a strong commitment to supporting local communities and the military during challenging times.

Even without formal recognition, numerous Miratech colleagues have wholeheartedly embraced volunteering as a crucial part of their daily routines, striving to assist their communities and the military in any way possible.

Ongoing Support for Ukraine

Miratech continues its unwavering dedication to supporting Ukraine's military through a series of initiatives aimed at raising funds for defense purposes. Despite the cancellation of state holidays during the military state, Miratech provided its employees with the option to work or take the day off on Labor Day. Eighty employees chose to work voluntarily, raising 1.3 million hryvnias (\$35,000), which were donated to support Ukraine's military.

These funds were allocated to the dedicated volunteer efforts of seven Miratech employees, three of whom are actively serving in the Ukrainian Army. Building upon past successes, Miratech is proud to continue its support for Ukraine during these challenging times.

Miratech's Contribution to Ukraine's Victory

Miratech stands in solidarity with Ukraine and vehemently condemns the inhumane treatment and unprecedented cruelty demonstrated by the Russian invaders. In response to these dire circumstances, Miratech has taken concrete actions to support Ukraine's military efforts.

We are pleased to announce Miratech's donation of 1 million UAH to United24 for the Army of Drones initiative, a collaborative effort by various Ukrainian governmental bodies. This contribution underscores Miratech's commitment to Ukraine's defense and peacekeeping endeavors.



2. EMPOWERING COMMUNITIES

Mental Health Support for the Ukrainian Community

Miratech launched an Employee Assistance Program (EAP) for Ukrainian staff, focusing on psychoeducation and an individualized approach to understanding and addressing employee needs. The program aimed to meet psychological needs through quality psychological support services and ongoing consultation from leading experts during the war.

In implementing this service, Miratech prioritized addressing the immediate needs of employees and responding promptly to these needs. This included providing 100 consultations with psychologists, offering access to "Strong Together" psychological support groups to address contemporary issues in personal and professional life, delivering informational support through testing and psychoeducational materials for self-study, and ensuring swift crisis response from leading experts.

Thanks to this initiative, employees who received psychological support became more attentive and empathetic, both to their colleagues at work and to people in their personal lives

Among the main topics raised by employees for individual discussions and subsequently categorized, the following stand out:

1. Developmental topics 45%
2. Anxiety and stress 30%
3. Relations with people 20%
4. Severe psychological conditions 5%

As confirmation of the average level of user satisfaction with the EAP service, a rating of 9.5 out of 10 was obtained, which is considered a high result and indicates its effectiveness and good reputation.

Thanks to this initiative, employees who received psychological support became more attentive and empathetic, both to their colleagues at work and to people in their personal lives.



2. EMPOWERING COMMUNITIES

Social Support in Spain

Miratech Spain donated the unused furniture to Centro Reto, an NGO in Spain that works tirelessly to support individuals dealing with drug-related issues. Their organization has branches across the country, and through their efforts, they positively impact the lives of those in need.

Within Miratech, we live our values and make a difference in our communities. By contributing to Centro Reto, we are aligning ourselves with an organization that shares similar values, and this partnership will allow us to have a meaningful impact on the lives of others.

Our values are honesty, integrity, and treating others as we would like to be treated are not just words on paper. By giving back, we tangibly embody these principles. We understand that many organizations share the same principles, but it is through our efforts that we truly differentiate ourselves.



“Our mission at Facility Services & Support (FSS) is to support the company's employees and processes, meanwhile, our team is pleased to have the opportunity to contribute to the Seville community by supporting the rehabilitation center.”

Olga Leshchynska,
Director, Central Services



2. EMPOWERING COMMUNITIES

Canadian Community Supports Ukraine by establishing the Rebuild Ukraine Business Conference

In 2023, we established our Canadian community.

The main focus of the Canadian community is to support Ukraine, as Miratech extends its CSR activities to a new continent.



Miratech had an incredible time as a Bronze Sponsor at the Rebuild Ukraine Business Conference in November 2023 in Toronto. This event was pivotal for fostering partnerships, exploring investment opportunities, and contributing to Ukraine's revitalization. With over 60 speakers, 350 attendees, and attendees from both Canada and Ukraine, it was a resounding success!

During the panel discussion, Miratech's Executive VP of Corporate Services, Olga Skydan, shared valuable insights on fostering innovation and strengthening business ties between Canada and Ukraine, contributing to Ukraine's economic resilience.

"I firmly believe that a new generation of leaders has emerged during times of conflict – a generation capable of guiding and supporting their teams in the face of adversity, such as war, air strike alerts, blackouts, danger, and stress. Ukrainian IT teams have demonstrated their remarkable resilience, and I'm proud to be a part of this journey." – **Olga Skydan, Executive VP of Corporate Services.**



2. EMPOWERING COMMUNITIES

Interns Community



“Supporting our Interns Community is crucial for nurturing young talent and shaping the future of our industry. By offering career growth activities, mentorship, and exposure to real-world projects, we provide invaluable opportunities for interns to develop their skills and explore different career paths.”

Oksana Ogneva,
Director, Talent Development, Employee Experience

We established career growth activities in our Interns Community throughout the year for young people who just started their careers.

Throughout the year, we welcomed interns, providing them with valuable opportunities for professional growth and development within our organization. These internships served as a platform for young talent to gain hands-on experience, learn new skills, and explore various career paths. Through mentorship, training programs, and exposure to real-world projects, we aim to empower young professionals to reach their full potential and become future leaders in their respective fields.

MiraMinds is a dynamic community dedicated to exploring the enthralling world of Artificial Intelligence (AI) and Machine Learning (ML).

We unite under the umbrella of artificial intelligence, bringing together about 100 people from all over the world who share various experiences of improving their work through the use of modern tools.

Whether you're an expert in the field or just starting your journey, this group is the perfect place to connect, collaborate, and learn from like-minded individuals. We foster an environment of knowledge sharing, innovation, and collaboration, where members can exchange ideas, ask questions, and provide valuable insights.

The First Edition of an AI Marathon

AI Marathon was an important initiative of the MiraMinds community in 2023. Our employees developed prototypes of solutions using various artificial intelligence tools and pitched them live. Colleagues then voted for the best solution. In 2024, we continue to create amazing activities that unite people around intelligent solutions that facilitate the work process.



“The AI Marathon initiative is vital for driving innovation at Miratech, enabling us to harness the transformative power of AI to enhance efficiency and problem-solving. By fostering a culture of continuous learning and collaboration, we not only stay competitive but also shape the future, creating smarter solutions for our clients and partners. We will continue to strive on this journey, harnessing AI to drive innovation, enhance efficiency, and create smarter solutions for our clients and partners”

Sathiyakailash Suryanarayanan,
Director, India R&D Office

Flash Mob of Children's Drawings

In 2023, Miratech held a wonderful activity for kids - "Flash Mob of Children's Drawings: Celebrating Victory." This heartwarming initiative has not only showcased the creativity of our young artists but has also contributed to strengthening Ukraine's defenses.

Our young participants, with their incredible talent and enthusiasm, have collectively raised an inspiring amount of 16,000 UAH. This contribution will play a crucial role in supporting Ukraine during these challenging times. As a token of appreciation, all 15 children involved in the flash mob received special gifts, symbolizing our gratitude for their efforts.

The children's artwork was then used to create Miratech-branded clothing given to employees who are serving on the front line.



"Our Flash Mob engaged children and our community in a social activity to help Ukraine. This initiative demonstrates how a small effort, however insignificant, has the potential to make a big difference. Today, the children's drawings, worn by our defenders in the form of Miratech-branded wear, symbolize our collective love and respect for them."

Oleksandra Prokhorova,
Internal Communications Manager



3. CROSS CULTURAL PRACTICES

Miratech has been rapidly expanding, fostering daily cooperation with individuals from various corners of the globe. Every day, we greet colleagues from all continents, spanning 38 countries from Argentina to New Zealand.

Among our locations, India R&D stands out as the newest and most vibrant addition to our company. This dynamic team comprises of more than 140 specialists, making it the second-largest location in our network. Remarkably, our Indian team has experienced exponential growth, quadrupling in size compared to just 36 colleagues a year ago. As we continue to evolve, it's essential to strengthen our connections across cultures.

In 2023, we actively engaged in various cross-cultural events, underscoring our commitment to Fair Operational Practices for our ESG report. These initiatives reflect our dedication to fostering an inclusive and diverse workplace environment where all voices are valued and heard.

In our 1st annual quarter, we devoted ourselves to getting to know India. “India Quarter” was a great opportunity for everyone to get to know the team better and learn more about the country, culture, and history that inspired their work. We showcased the unity and solidarity of all Miratech employees worldwide through success stories, cross-cultural webinars, and quizzes that highlight the unique perspectives and contributions of in each country.

By gaining a deeper understanding of India, its culture, and history, we were able to improve our understanding of our colleagues’ work habits, as well as of our place in the Indian market, and established stronger connections with them.

According to the same principle, **the 2nd quarter we devoted to Ukraine, the 3rd to Spain, and the 4th quarter to Canada.** Thanks to these initiatives, we began understanding each other better, and awakened empathy through explaining the characteristics of these differences in cultures.



“As Miratech rapidly expands and fosters cooperation with individuals from around the world, understanding and embracing cultural differences becomes increasingly vital. With colleagues from 38 countries, including our growing India R&D team, we are committed to cross-cultural activities that promote diversity and inclusion. In 2023, our engagement in various cross-cultural events reinforced our dedication to creating an inclusive workplace where every voice is valued and heard.”

Inna Idris,
Global Training and Development Lead

3. CROSS CULTURAL PRACTICES

Cross-Cultural Differences Course

In 2023, our commitment to cultural competence led us to conduct a systematic series of educational sessions on Cross-Cultural Differences. These sessions aimed to enhance employees' ability to navigate and communicate effectively across diverse cultural landscapes, both internally and externally.

Participants gained a deeper understanding of the cultural nuances influencing business interactions through the exploration of Erin Meyer's 8 scales, facilitating effective cross-cultural communication.

The practical application of the course seamlessly integrated theoretical concepts with real-world scenarios, providing actionable strategies derived from our trainer's diverse cultural experiences.

As a result, participants emerged equipped with insights into trust-building, decision-making, and disagreement resolution, empowering them to enhance collaboration in multicultural teams. This fosters inclusivity and productivity, ultimately contributing to our ESG goals of promoting diversity and fostering a culture of collaboration and trust.

Transparency Principle: Your Agenda Meeting

Miratech hosted a special event, the Your Agenda All-Hands Meeting, in line with our commitment to transparency and inclusivity. This meeting aimed to empower individuals to shape discussions that matter most to them, fostering diverse perspectives and active engagement among team members and the CEO.

During the meeting, attendees had the opportunity to set the agenda by suggesting topics, sharing updates, asking questions, and leading discussions on relevant matters. Whether it was celebrating achievements, addressing challenges, or exploring new ideas, participants were encouraged to drive the conversation forward.

The Your Agenda Meeting showed Miratech's dedication to transparency, giving everyone a voice and strengthening trust, collaboration, and alignment across the entire organization. By empowering individuals to lead discussions and share their perspectives, we contribute to our collective success in achieving our ESG goals.

Overall, the event was a success, promoting open dialogue and collaboration among team members while reinforcing our commitment to transparency and inclusivity.



Earth Day Initiative

As Earth Day was celebrated on April 22nd, it was the perfect time for us to reflect on our environmental impact and take steps towards sustainability.

At Miratech, we believe that every action counts and our employees have shared inspiring stories of their efforts to reduce waste and protect the planet. One story highlighted a simple change in daily habits—switching from single-use coffee cups to reusable ones. This small but meaningful change had a ripple effect, inspiring colleagues to do the same and prompting positive changes at local cafes.

In addition to individual efforts, Miratech was committed to corporate sustainability initiatives. We were proud to announce the launch of our new eco-friendly welcome package. This package included items made from recycled materials, such as a multifunctional eco-bag made from recycled plastic bottles, a notebook with a pen made from recycled paper, and a folding cup for on-the-go use.

By providing employees with eco-friendly alternatives and promoting sustainable practices, Miratech reduced its environmental footprint and inspired others to do the same. Together, we made a difference and impacted the well-being of our planet for future generations.



Miratech Empowers Women Community

We are thrilled to announce that Miratech has surpassed the 2023 tech industry average in terms of female representation. Currently, 27% of our workforce in Miratech consists of women. At the managerial level, women represent 39%, and within our Senior Management Team, female representation stands at 38%. Our commitment to diversity not only reflects our values but also provides us with a strategic advantage. This approach is in line with McKinsey's research, which indicates that companies in the top quartile for gender diversity are 15% more likely to outperform their competitors.

Women's Employee Resource Group (ERG)



"In 2023, we established the Women's Employee Resource Group (ERG) to provide a platform for sharing thoughts and experiences and to foster an inclusive culture at Miratech. The ERG has connected over 15% of our employees under the Women's Leadership umbrella, demonstrating our dedication to empowering and supporting women within our organization."

Amanda Traynor,
Director of Territory Accounts, Canada

Based on the Employee Resource Group (ERG), we organized a series of events during 2023.

- **Women's Leadership Round Table:** This event provided a platform for showcasing the exceptional achievements and leadership journeys of successful women professionals within our organization. It aimed to build a strong and supportive community, acknowledging the diverse talents and contributions of women across various departments. Additionally, it increased the visibility and representation of women in leadership roles, serving as a source of encouragement for aspiring women leaders and reinforcing an organizational culture that values diversity and inclusion.
- **Diversity, Equity, and Inclusion Panel Discussion:** This discussion raised awareness about the importance of fostering an inclusive culture, mitigating biases, and ensuring fair decision-making within our workplace. It recognized the significance of diversity, equity, and inclusion (DEI) in talent attraction and highlighted its role in creating diverse and resonant workplaces. Furthermore, it emphasized the impact of diversity on innovation and competitiveness while providing insights into aligning DEI initiatives with ethical and legal standards.
- **Inspirational Webinars with Worldwide Women Leaders:** These webinars featured renowned women leaders from around the globe, offering insights, inspiration, and practical advice to our employees. By showcasing diverse perspectives and experiences, these webinars contributed to fostering an inclusive and empowering environment within our organization.

5. GENDER EQUALITY AND WOMEN EMPOWERMENT



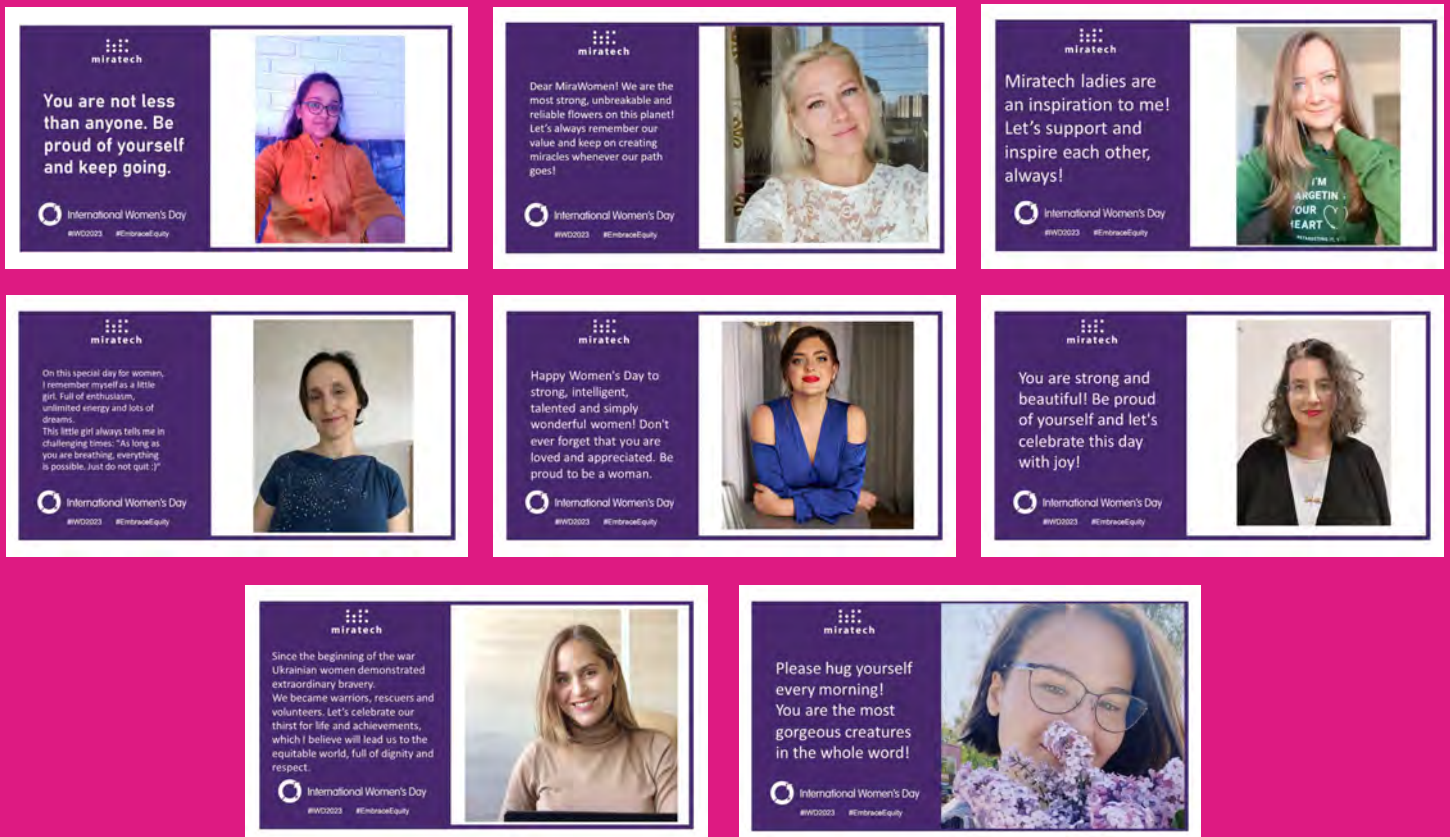
“In 2023, I supported the Women's Employee Resource Group (ERG) establishment as a space for opportunities to share experience and knowledge among women in tech. This platform is empowering diversity, equity, and inclusion within our organization. Moreover, it is a powerful tool for the women in our team to rediscover themselves, mentor peers, and enhance networking with women in leadership roles outside the organization.”

Oryna Kibets,
Executive Assistant

International Women’s Day 2023

For International Women's Day celebrated on March 8th, 2023, the global campaign theme was #EmbraceEquity.

Miratech decided to support this global initiative. At our company, we challenge gender stereotypes, draw attention to bias, and seek out inclusion. We've got around 210 incredible women working at our company, and they're all very skilled and empowering in their own way.





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