



2025 ESG Report

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01

Message from the CEO



Dear Partners and Supporters,

I am pleased to share Miratech's 2025 Environmental, Social, and Governance (ESG) Report with you.

At Miratech, sustainability is not a separate initiative for us - it's part of how we grow, support people, and create value together. Looking back on 2025, I see that Miratech's progress this year was driven by people choosing to show up for one another - across teams, clients, partners, and borders.

I want to especially thank our colleagues in Ukraine, who continue to demonstrate outstanding professionalism, effectiveness, and productivity even under the extremely challenging conditions of fighting for their freedom and independence.

In 2025, Miratech became 1,028 employees strong. Our team works from more than 25 countries, connected by a shared purpose and values. Since becoming a remote-first company, we've learned that what connects us is not a location, but the way we collaborate, care, and take responsibility for each other. That is the spirit behind this ESG Report. It reflects the many practical actions our teams in India, Ukraine, Poland, Spain, Canada, and other countries have taken across the year: from supporting local communities and investing in wellbeing and development, to building a workplace culture where people can thrive. In 2025, we further strengthened our culture of integrity by increasing focus on anti-corruption and anti-harassment awareness, reinforcing governance practices, and promoting the ethical and responsible use of AI.

This report reflects the efforts, ideas, and dedication of many people across our global team. We are grateful to our employees, clients, partners, and communities for their trust, collaboration, and shared commitment to creating positive impact together.

Thank you,
Valeriy Kutsyy
CEO, Miratech

A handwritten signature in blue ink, which appears to read 'Valeriy Kutsyy'. The signature is stylized with a large, sweeping 'V' and a cursive 'K'.

02

Miratech at a Glance

Miratech is a global IT and CX services and consulting company providing digital transformation solutions to enterprises leading in their industries. We believe innovation can come from anyone, and we foster creativity and collaboration to drive impactful and meaningful change. At Miratech, we are committed to delivering exceptional value to our clients.

Headquartered in New York, we employ colleagues from diverse backgrounds worldwide, embodying diversity by design. Our work-from-anywhere model supports employee wellbeing, contributes to reduced environmental impact, and enables us to attract top talent regardless of the location. Guided by strong values, we have maintained a project delivery rate of over 99%. This reliability has been a cornerstone of Miratech since our founding in 1989.

ESG Mission and Focus Areas

Our ESG approach is grounded in practical action and long-term responsibility across three focus areas:

Environmental

Minimize our carbon footprint through a remote-first operating model, responsible resource consumption, and digital-first processes.

Social

Foster an inclusive workplace, invest in IT education for underrepresented communities, and support mental wellbeing initiatives.

Governance

Maintain transparency, ensure fair operational practices, and maintain high ethical standards in all business operations.

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Mission and Values

Our Mission:

Miratech helps visionaries change the world.

Our Core Values:



Know Our Client and Listen



Thrive in Complexity



Earn Trust Through Reliability



Strive for Versatility



Do What's Right. Do What's Good

Living Our Mission and Values: 2025 in Numbers

Founded in **1989** with over **35** years in software development

1,028 employees across **25** countries, **335** cities, and **37** nationalities

39% of senior management roles are held by women

868 tCO_{2e} of emissions avoided in 2025 through our remote-first operating model

4.5 million commuting kilometers avoided in 2025 through our remote-first operating model

317,000 liters of fuel consumption reduced in 2025 through our remote-first operating model

87% Trust Index Score (eNPS) — Great Place To Work® Certified™ in India, 2nd

62% participant satisfaction (NPS) in our inaugural High-Potential Leadership Program

4.4 rating on Glassdoor

2025 ESG Committee Members

Miratech's ESG strategy is guided by a cross-functional ESG Committee that provides oversight, coordination, and accountability for ESG initiatives across regions and functions. The Committee ensures alignment of standards and local relevance.



Cristina Gonzalez Barrameda
ESG Committee Member,
Spain



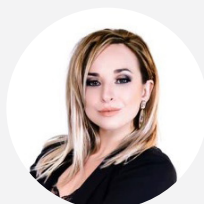
Marta Garcia Gonzalez
ESG Committee Coordinator,
Spain



Justin Kearney
Committee Sponsor,
United Kingdom



Tetiana Movchaniuk
ESG Committee Member,
Canada



Oksana Ogneva
ESG Committee Chairperson,
Ukraine



Andrey Pereedenko
ESG Committee Member,
Poland



Sathiyakailash Suryanarayanan
ESG Committee Member,
India



Olga Vasyuta
ESG Committee Member,
Ukraine

ESG Strategy

All Miratech's ESG activities are carried out in alignment with the ISO 26000 standard recommendations, which state that the sustainability of a business requires ensuring customer satisfaction without causing harm to the environment, while acting in a socially responsible manner. Our ESG focus areas are designed to make a global impact on sustainability and development.

To ensure global relevance and accountability, we have aligned our objectives with the United Nations Sustainable Development Goals (SDGs), sharing a common vision for an inclusive, resilient, and sustainable future. Our priorities place particular emphasis on health, wellbeing, responsible growth, and ethical business practices.



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Environmental Responsibility

Miratech is committed to protecting the environment and embedding sustainable practices into the way we work. We recognize that environmental progress requires practical action, transparent assumptions, and continuous improvement. In 2025, our approach focused on two key levers that are meaningful for our business model: reducing operational impacts through our remote-first setup and supporting local environmental initiatives in the communities where we live and work.

Remote-first model and reduced commuting impact

Starting in 2020, Miratech has gradually transitioned to a remote-first operating model.

Objective

To reduce the environmental impact of daily commuting by enabling colleagues to work primarily from home.

Approach

As of 2025, 1,028 employees work at Miratech, with around 95% of colleagues working primarily from home.

Outcomes

- Avoided approximately 4.5 million commuting kilometers in 2025
- Reduced fuel consumption by an estimated 317,000 liters
- Prevented approximately 868 tCO₂e emissions associated with employee commuting (Scope 3, Employee Commuting, as defined by the Greenhouse Gas Protocol)

Our Approach

In 2025, Miratech supported environmental responsibility through local, **community-based environmental** initiatives driven by employee participation and collaboration with trusted local partners across global regions. Our focus is to build sustainability engagement that is practical, inclusive, and repeatable worldwide.

India: Tree planting, Bengaluru

On 23 August 2025, Miratech colleagues joined an environmental volunteering initiative at the Pre-University College, Dommasandra, Bengaluru.

Objective

To support local greening efforts and reinforce a culture of environmental responsibility through hands-on employee participation.

Approach

The team planted 500 saplings, with employees and family members joining despite challenging weather conditions and weekend logistics.

Outcomes

- Contributed to local greening efforts in Dommasandra, Bengaluru
- Strengthened community connections through family-inclusive volunteering



Sathiyakailash Suryanarayanan
ESG Committee Member, India;
Director, India R&D office



"We planted 500 saplings, creating a lasting positive impact on the local environment and supporting a greener, healthier ecosystem. Thank you to everyone who joined despite the rain and weekend logistics. Your commitment turned collective action into real environmental change."

Spain: #MiratechEcoFriendlyChallenge

In 2025, Miratech launched the #MiratechEcoFriendlyChallenge to raise awareness and encourage colleagues to adopt simple, practical eco-friendly habits in everyday life.



Cristina Gonzalez Barrameda
ESG Committee Member,
Spain; Project Coordinator

"Leading the #MiratechEcoFriendlyChallenge was a great reminder that sustainability starts with everyday habits. I loved seeing colleagues share practical ideas - reusable cups, less plastic, better waste sorting, and inspire each other through real examples. Small steps really do add up when we take them together."



Objective

To build a sustainability mindset across the company by making environmental responsibility approachable, relevant, and easy to integrate into daily routines.

Approach

Colleagues were invited to explore and practice eco-friendly activities such as:

- Using reusable cups or bottles instead of disposable takeaway cups
- Improving waste sorting and recycling practices at home
- Reducing plastic and polyethylene use by choosing reusable alternatives and limiting single-use packaging

Outcomes

- Increased colleague awareness and adoption of practical eco-friendly habits
- Built sustained engagement through shared tips and peer examples

Poland: WasteTracker Implementation Warsaw

In August 2025, our Warsaw (Poland) office building introduced the WasteTracker system to strengthen waste monitoring and support reliable environmental reporting.

Objective

To establish a transparent, weight-based waste measurement baseline by tenant, enabling more targeted waste-reduction initiatives going forward.

Approach

- A dedicated waste cabin is equipped with an industrial weighing platform, an integrated tablet for registering waste, and an access card reader used by cleaning personnel to log waste for the assigned tenant.
- Cleaning services are trained to use the terminal: after logging in, they place a waste bag on the scale, select the waste category, and dispose of it into the appropriate container.

- Each tenant receives an administrator account (to view, analyze, and download waste data) and operator roles for the cleaning team; the building manager holds super-admin access managing tenant profiles and access rights.

Outcomes

- Because the system was introduced in August 2025, a full measurement cycle has not yet been completed, so fully validated waste metrics are not included in the 2025 reporting period.
- Systematic calculations and reporting based on WasteTracker data will begin in 2026, once a full data cycle is available for robust analysis and benchmarking.
- By establishing a transparent baseline and continuous monitoring, the WasteTracker system will enable more targeted waste-reduction initiatives and support ongoing improvements in environmental performance.

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Social Responsibility

Miratech's social responsibility efforts focus on creating a supportive, inclusive workplace and contributing positively to the communities where our colleagues live and work. In 2025, our initiatives emphasized employee wellbeing, inclusion, education, and community engagement, grounded in practical action and long-term value.

India: Community Impact Through CSR Partnerships

StaplesAbode Foundation. Support programs for children in HIV-affected community

As part of our ESG efforts, Miratech provided bunk beds to help improve living conditions at the orphanage. The initiative addressed an immediate, practical need while contributing to comfort and children's wellbeing. During our visit, the foundation's director shared these moving words:

"These children are often deprived of support and care because of the stigma and misconceptions surrounding their illness. Today, we have given them a moment of joy - something that not only lifts their spirits but truly helps prolong their lives. Every joyful moment adds time, hope, and vitality to their journey."

The experience reinforced the importance of compassionate, needs-based action and the tangible difference such support can make in everyday life.



India: Great Place To Work® Certification (2nd consecutive year)



In 2025, Miratech India was recognized as a **Great Place To Work® Certified™** organization for the second year in a row, based on direct employee feedback.

The organization achieved a Trust Index Score (eNPS) of **87%** in response to the question: "Would you recommend Miratech as a Great Place To Work?" This result brings Miratech's Trust Index Score close to the benchmark levels achieved by Top 100 companies, reflecting strong employee trust and engagement.

The results reflect a workplace culture where colleagues feel supported, trusted, and able to do meaningful work, exceeding relevant industry benchmarks.

India: Child Guidance Centre (CGC) Special School Inclusion Initiative, Hyderabad

In 2025, Miratech delivered a CSR initiative at the **Child Guidance Centre (CGC) Special School in Hyderabad**, supporting children with developmental and intellectual disabilities. The initiative combined practical support with meaningful human connection, reinforcing our commitment to care, inclusion, and community impact.

Objective

To improve living conditions and wellbeing for children at CGC by providing essential furniture and spending purposeful time with the school community.

Participation and Delivery

Miratech colleagues travelled from Hyderabad to CGC and worked together to assemble bunk beds for the children, many of whom previously slept on the floor without proper bedding. Colleagues applied practical and technical skills to complete the work efficiently and with care, ensuring the beds were safe, stable, and ready for immediate use.

Community Engagement

Beyond the physical contribution, colleagues joined in games and activities with the children and shared a lunch hosted by CGC staff, creating a moment of genuine togetherness and mutual respect and understanding.

Impact

This initiative delivered both tangible and emotional outcomes:

- Improved living conditions through the installation of 20 bunk beds
- Access to safe and adequate sleeping arrangements for 40 children
- Strengthened employee engagement through direct community participation
- A team of 12 employees collaborated to assemble the bunk beds



Ukraine: “Modern IT” (VNTU Partnership)
- Education and Career Readiness CSR Program

In 2025, Miratech launched its annual Corporate Social Responsibility (CSR) initiative “Modern IT” in partnership with the **Department of Computer Sciences at Vinnytsia National Technical University (VNTU)**. The program supports the development of emerging talent by connecting students with real-world technology expertise and practical perspectives from industry professionals.

Objective

To strengthen career readiness among high-performing computer science students by providing insights into modern technologies, real-world applications, and employer expectations, helping students make informed career and technology choices.

Audience: 44+ top-performing master’s students in Computer Science (VNTU)

Program Delivery	Outcomes
• 13 key Miratech employees contributed as speakers and subject-matter experts. • Sessions covered a broad range of IT topics, from cutting-edge technologies to practical use cases and real industry challenges. • Presentations were delivered in English or Ukrainian, enabling inclusive participation and maximizing educational value.	• Enhanced student understanding of the evolving technology landscape and how it applies in professional environments. • Improved awareness of skills and behaviors expected by employers, supporting smoother transition from education to employment. • Strengthened Miratech’s employer brand and community presence through long-term partnership with higher education institutions.

Miratech plans to continue expanding the Modern IT initiative by engaging additional speakers, increasing topic diversity, and strengthening collaboration with academic partners to support sustainable talent development in the region.

Ukraine: Sikorsky Challenge Startup School “Vinnytsia Challenge” - Innovation and Entrepreneurship Support

In 2025, Miratech supported the **Jubilee season** of the Startup School “Vinnytsia Challenge,” which is part of Ukraine’s national **Sikorsky Challenge** innovation network. This initiative contributes to the development of Ukraine’s innovation ecosystem by enabling university-based entrepreneurship, startup incubation, and early-stage technology development.

Objective

To strengthen local innovation and entrepreneurship by supporting a university-based startup school model that helps students and early-stage teams develop and present technology-driven solutions to experts, investors, and partners.

Program context

The Startup School operates within an experimental initiative led by the **Ministry of Education and Science of Ukraine**, in cooperation with the **Innovation Development Fund**, with the goal of building a national network of startup schools, incubators, and accelerators at universities.

Miratech contribution (2025)

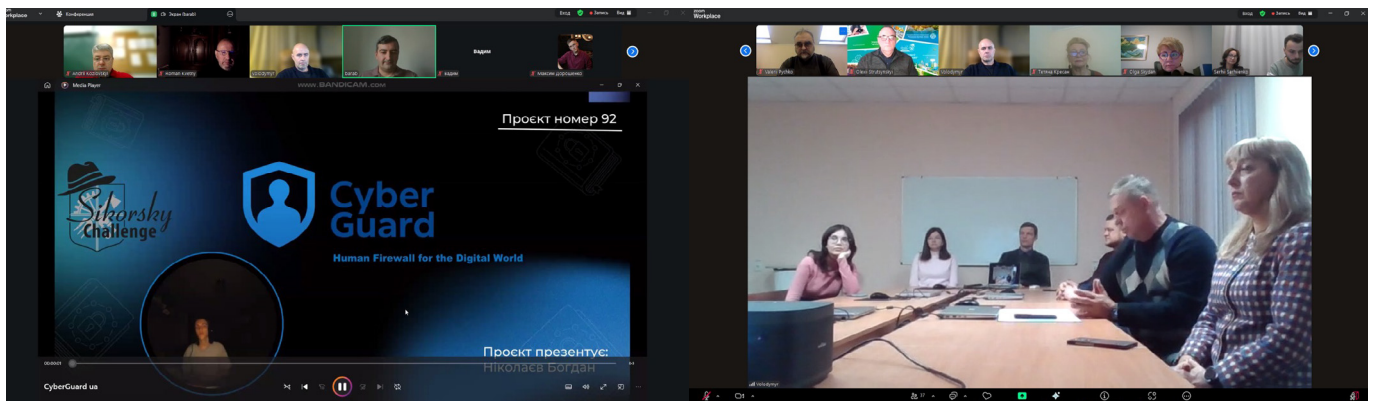
- Miratech acted as a **sponsor** of the Jubilee season.
- **Olga Skydan** (Executive Vice President, Corporate Services, Member of the Executive Committee) and **Andrii Kozlovskyi** (Director, Digital Employee Experience) represented Miratech as members of the **expert jury**, contributing professional expertise and evaluation of participating teams.

The season’s final event took place **online on 20 November 2025**, where graduating teams presented their projects to an expert jury, investors, and partners.

Outcomes

- Supported long-term innovation infrastructure in the region by enabling entrepreneurship education and startup acceleration.
- Strengthened collaboration between industry and academia through expert participation.

Miratech plans to continue supporting initiatives that build sustainable innovation ecosystems and expand opportunities for future entrepreneurs and technology leaders in Ukraine.



Ukraine: Compass Club Kids and Youth Camp - Constitution Day Volunteering Initiative

On 28 June 2025, in recognition of **Ukraine's Constitution Day**, Miratech colleagues and their family members volunteered to support the Compass Club kids and youth camp.

Objective

To contribute to the wellbeing of children and young people by improving the camp environment ahead of the summer program, while strengthening community connection through purposeful volunteering.

Activities delivered

Volunteers completed essential preparation work for the camp, contributing practical support to ensure the space was ready to welcome children and young people for the season. The day also provided an opportunity for colleagues and families to connect through shared service and time in nature.

In total we had 18 participants (colleagues and family members)



Impact

- Improved readiness of the camp facilities for the summer program
- Strengthened colleague engagement through family-inclusive volunteering
- Reinforced a culture of community contribution and social responsibility

Global: Wellbeing Challenge 2025

- “Build Your Wellness Routine Together”

In 2025, Miratech delivered the global **Wellbeing Challenge: “Build Your Wellness Routine Together”** designed to encourage healthy habits, support balance, and strengthen connection across teams and geographies.

Objective

To promote sustainable wellbeing practices by motivating colleagues to build personal wellness routines and to foster a culture of collective care through shared participation and peer support.

Participation and reach

- **43 participants across 11 countries**
- **307 unique activity entries recorded during the challenge period**

Program format

Participants were encouraged to complete and share wellbeing activities in formats that suited their individual lifestyles and preferences. Activities reflected a broad range of wellbeing practices, including movement and physical activity, mindfulness, time in nature, and creative self-care routines. Colleagues shared reflections, photos, videos, and personal stories, reinforcing the idea that wellbeing is not only individual, but also community driven.

Outcomes

- Supported healthier daily habits and greater awareness of personal wellbeing routines.
- Strengthened connection and engagement across borders through shared participation.
- Encouraged a sustainable wellbeing mindset by emphasizing consistency and inclusion (every contribution mattered, regardless of volume).



Global: High-Potential (HiPo) Program - Leadership and Talent Development

In 2025, Miratech launched its first **High-Potential (HiPo) Program**, a nomination-only internal initiative designed to identify, nurture, and accelerate the growth of high-performing employees into future leadership and key expert roles. The program supports Miratech's long-term resilience by strengthening leadership capability, strategic thinking, and cross-functional collaboration.

Objective

To build Miratech's leadership pipeline by providing high-performing employees with structured development, executive exposure, and practical opportunities to apply new skills to business-relevant challenges.

Program scope and duration

- Duration: **5 months (February - June 2025)**
- Participants: **15 nominated employees** (multi-country cohort)

The HiPo Program combined assessment, executive learning, structured skill-building, and applied project work.

Participants engaged in sessions with Miratech executives and senior leaders, focused on real career experiences, leadership lessons learned, and practical decision-making insights. Leaders included: **Justin Kearney, Olga Skydan, Vera Larina, Shimi Shah (Chairperson of the Board), and Valeriy Kutsyy.**

Also, participants worked in teams on a forward-looking strategic challenge exploring "Miratech in 2030." Topics included the future impact of AI, skills and capability needs, potential hiring hubs, talent attraction strategies, and high-level growth considerations. Teams presented their proposals to the **Executive Committee**, generating ideas that received strong engagement and interest for potential future implementation.

Participation feedback (NPS) is 62% (from participant survey)

Value and impact

- Strengthened internal leadership pipeline and readiness for increased responsibility
- Increased cross-functional collaboration and strategic thinking capability
- Improved executive visibility and leadership alignment on emerging talent
- Generated actionable ideas contributing to future business and talent strategy

Program governance and delivery team

The program was delivered through close collaboration between leadership sponsors and the organizing team, including stakeholder alignment, operational coordination, and external partner management.



Ukraine: Professional Education and External Contribution

- Knowledge Sharing Initiatives

In 2025, Miratech colleagues contributed to the development of external professional communities in Ukraine by participating as lecturers and speakers in education initiatives that support skills development, employability, and knowledge transfer. These activities reflect our commitment to social impact through education and to strengthening the broader talent ecosystem beyond our organization.

Objective

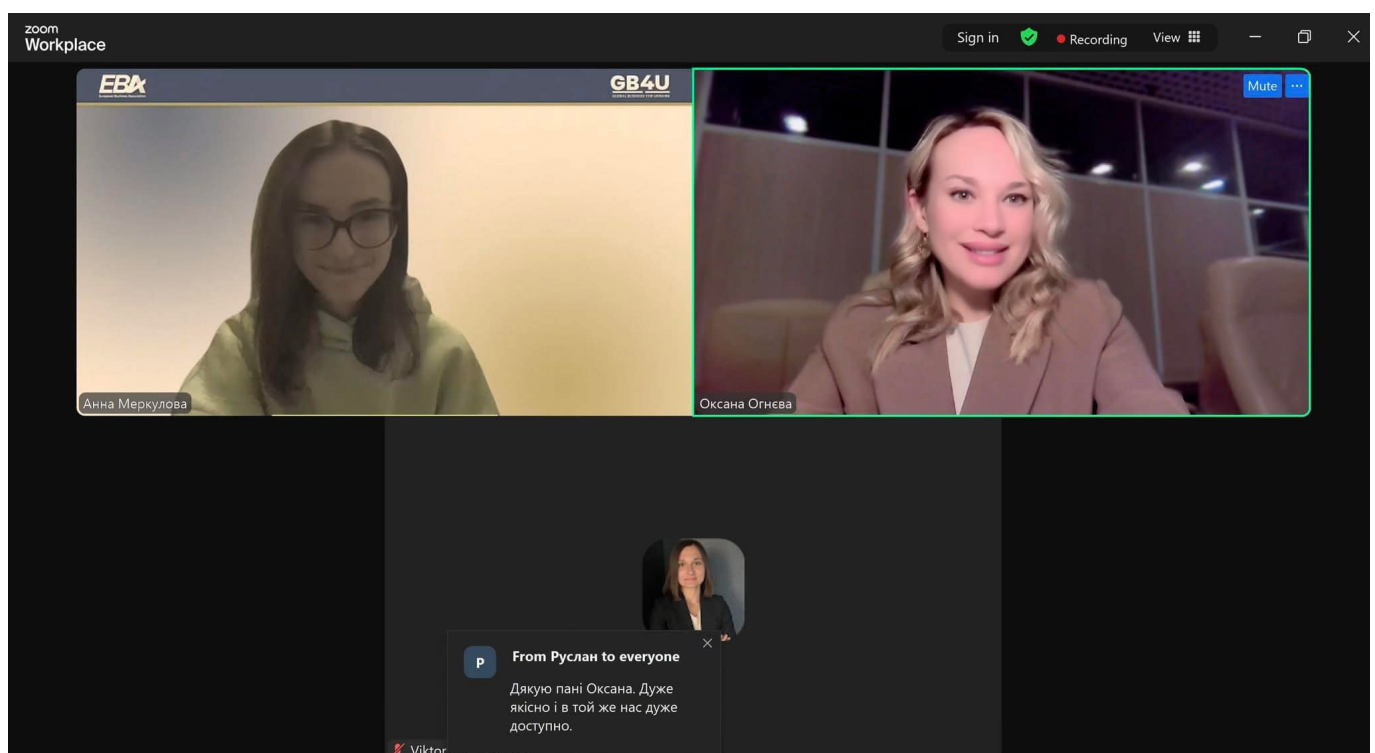
To support professional development and lifelong learning by sharing Miratech expertise with students and professionals through established education platforms and university programs.

Key contributions in 2025

- **“Business School for Defenders”** - Miratech colleagues delivered lectures as part of an initiative aimed at supporting participants with practical business knowledge and career development tools (Oksana Ogneva, Director, Talent Development)
- **University knowledge-sharing initiatives** - Miratech colleagues contributed as lecturers to academic programs and events, including the **Data Engineering and Security Winter School**, sharing industry perspectives and applied expertise with students and early-career professionals (Sofia Zavhorodnia, Operations Manager, Sourcing)

Impact and value created

- Expanded access to practical knowledge and career-relevant skills for participants
- Strengthened collaboration between business and education institutions
- Supported the development of future talent and professional resilience in Ukraine



Global: Summer Career Orientation Series for Youth - Career Exploration and Employability Program

In 2025, Miratech delivered the **Summer Career Orientation Series for Youth** as a multi-country education and employability initiative designed to help young people explore career opportunities in the technology industry and make more informed choices about their future pathways.

Objective

To support youth career readiness by providing accessible, practical exposure to IT and business roles through real-life professional stories, guidance, and skill-based orientation sessions.

Program scope and reach

- **30 youth participants** from Ukraine, USA, Canada, Pakistan, India, Bulgaria, Slovakia, Poland, and Cyprus
- **10 sessions** delivered during the summer season
- **14 Miratech professionals** contributed as speakers, representing a broad range of functions, including: software development, IT, business analysis, project management, recruiting, sourcing, sales, people operations, marketing, deal desk, and AI

Program format and learning approach

The series combined career overviews, practical advice, and open discussion tailored to a youth audience. Speakers prepared presentations specifically designed to be engaging and understandable for early-career learners, helping participants connect real job roles with skills, expectations, and personal development steps.

Resources and accessibility

To extend reach and enable self-paced learning, session recordings were made available via the [Miratech YouTube channel](#).

Recognition and participation

10 participants attended five or more sessions and received certificates of participation, recognizing sustained engagement and commitment.

Impact and value created

- Increased awareness of diverse career paths in technology and business functions
- Improved confidence and clarity for participants as they consider education and career decisions
- Strengthened Miratech's community contribution through knowledge sharing and mentorship-style guidance

Program ownership

The initiative was launched as part of Miratech's ESG efforts and delivered through cross-functional speaker engagement and coordinated internal support.

miratech

"I learned a lot of useful information by attending Miratech Summer Career Orientation Series for Youth. Speakers explained insights of IT companies. I'm sure it will help me to build a career in such companies and to optimize my job."



Eduard Liubarets, 18 yrs
Kyiv, Ukraine
second-year student at
KPI University, Radio-
engineering faculty

Global: Building Confidence and Self-Worth - Addressing Imposter Syndrome (Wellbeing & Mental Health Awareness)

In 2025, Miratech expanded its wellbeing and mental health awareness efforts with a stronger focus on **confidence, self-worth, and psychological safety** - recognizing that sustainable performance and healthy teams depend not only on skills, but also on how people experience themselves at work.

Context

Imposter syndrome (also referred to as imposterism) is widely recognized as a common psychological pattern in which capable people experience persistent self-doubt and fear of being “found out,” regardless of their actual competence or achievements. This topic is particularly relevant in high-performance environments, where rapid change and high expectations can amplify internal pressure and perfectionism.

Initiative and delivery

To support colleagues with practical tools and evidence-based guidance, Miratech invited **Dr. Jill Stoddard**, a practicing psychologist, published author, and TED Talk speaker to deliver a session focused on understanding imposter syndrome and strengthening internal resilience. The session explored:

- Why imposter feelings can occur even among high-achieving individuals;
- How to recognize unhelpful self-talk patterns;
- Practical strategies to build confidence, self-value, and healthier thinking habits;
- How leaders and teams can create an environment where people feel safe to learn, contribute, and grow.

Value and impact

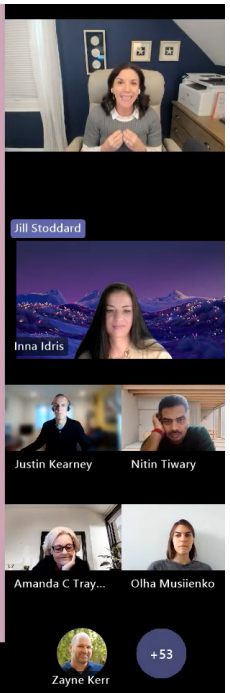
This initiative supported Miratech’s wellbeing strategy by:

- Normalizing conversations around confidence, self-worth, and mental health;
- Equipping colleagues with practical approaches to manage self-doubt and reduce anxiety-driven behaviors;
- Reinforcing a culture of support and psychological safety, particularly important in distributed and cross-cultural teams.

IMPOSTER “SYNDROME”



A feeling of phoniness or inadequacy, often intellectual, that exists and persists despite objective evidence to the contrary.



Global: Advancing Diversity and Empowering Women in Leadership

At Miratech, fostering diversity, equity, and inclusion remains a cornerstone of our ESG strategy. In 2023, we proudly launched our Employee Resource Group (ERG) initiative, **Miratech Empowers Women**, to help create a more inclusive environment where all voices are heard, valued, and supported.

Building on this momentum, in 2024 we placed a strong focus on women's leadership development through a series of expert-led discussions and workshops. These interactive sessions brought together internal leaders and external experts to:

- Inspire women at all career stages to pursue leadership opportunities
- Address challenges and share strategies for advancing in traditionally male-dominated industries
- Foster collaboration and dialogue across regions to elevate women's leadership on a broader scale



We believe that empowering women leaders is not only a matter of equity, but also a key driver of innovation, resilience, and long-term business success.

In 2025, we continued strengthening this initiative by inviting women leaders from around the world, including leaders from our customers' organizations, to share insights and inspiration with our ERG community. These conversations focused on topics such as building a joyful and meaningful career, overcoming barriers, and growing as a leader in complex environments.

One of the most memorable events of the year was our **Miratech Empowers Women** online session with **Her Excellency Nataalka Cmoc, Ambassador of Canada to Ukraine**. The conversation offered a powerful reflection on resilience, leadership, and the importance of purpose, especially during wartime. Ambassador Cmoc's personal journey in diplomacy, as well as her reflections on the experiences of women in wartime Ukraine, left a strong and lasting impression on participants, offering both inspiration and thoughtful perspective.

Through initiatives like these, Miratech continues to invest in a culture where women are empowered to lead, grow, and contribute to meaningful change across our global community.



06

Governance and Fair Operational Practices

In 2025, Miratech strengthened its governance and ethical culture by placing increased focus on Anti-Corruption, Anti-Bribery, and Anti-Harassment. Recognizing that policies alone are not enough, we introduced a structured awareness process to ensure colleagues clearly understand expected behaviors, risk situations, and how to raise concerns safely and appropriately.

Objective

To reinforce a culture of integrity and respect by improving employee awareness of:

- Ethical business conduct and zero-tolerance principles for corruption and bribery;
- Respectful workplace standards and prevention of harassment;
- Escalation pathways and available support mechanisms.

Approach and key elements of the awareness process

The 2025 awareness process was designed to be practical and accessible and included:

- Clear internal communications explaining standards and expectations;
- Educational materials and guidance on recognizing common risk scenarios (e.g., gifts and hospitality, conflicts of interest, inappropriate workplace behavior);
- Reminders of reporting channels and non-retaliation principles;
- Regular reinforcement through internal platforms to keep these topics visible and understood.

Expected outcomes

- Increased understanding of compliance expectations and ethical decision-making;
- Stronger accountability and consistency in behavior across teams and geographies;
- Improved confidence among employees in how to report concerns and seek support;
- Reduced risk of misconduct through early awareness and prevention.

Data Security and Ethical Excellence

In 2025, Miratech significantly matured its governance framework, focusing on cyber resilience, data privacy, and ethical accountability. Our approach combines technical safeguards with structural oversight, clear policies, and continuous professional development to ensure responsible management of information and operational risks.

Information Security and Cyber Resilience

Throughout 2025, we enhanced our ability to identify and mitigate cybersecurity risks, strengthening the resilience of our infrastructure against evolving digital threats.

- **Strategic Risk Assessment:** We developed a benchmark and trend analysis designed to identify potential cybersecurity gaps that may originate from client agreements, allowing for better alignment and risk mitigation.
- **Advanced Access Control:** We improved procedures for Identity and Access Management, focusing on how company resources are accessed to prevent unauthorized entries.
- **AI-Driven Governance:** Miratech is at the forefront of secure innovation, automating and improving internal processes using AI tools powered by privately hosted Large Language Models (LLMs) to ensure data remains within our controlled environment.
- **Incident Readiness:** To ensure a swift response to threats, we implemented an incident response playbook along with executive-level testing to validate our preparedness at the highest levels of leadership.

Outcomes: These measures reduce the likelihood and impact of security incidents, protecting both client data and business continuity.

Data Privacy and Personal Data Handling

Protecting the data of our clients and employees is a core governance priority. In 2025, we strengthened our compliance through:

- **Standardized Procedures:** We introduced a Personal Data Handling Procedure that provides clear, actionable guidelines for managing data subject requests, ensuring transparency and compliance with global privacy regulations.
- **Security Metrics:** We continued to monitor and evaluate our performance through regular penetration testing and the tracking of key security metrics to support continuous improvement.

Outcomes: Standardized procedures and regular testing strengthen client and employee trust in how their data is handled.

Targeted Training and Awareness

A robust governance structure relies on an informed workforce. Our 2025 initiatives focused on specialized education:

- **Phishing Defense:** We implemented quarterly phishing campaigns that go beyond testing; each campaign includes “lessons learned” and additional training to sharpen employee vigilance.
- **Role-Based Education:** We introduced role-based training for higher-level positions and specific insider threat training to ensure those with the greatest responsibility are equipped to protect the organization.

Outcomes: A well-trained workforce is our first line of defense against cyber and compliance risks.

Resilience, Duty of Care, and Scenario-Based Preparedness

Operating across multiple geographies requires Miratech to remain highly attentive to geopolitical, security, and operational risks that may affect employee wellbeing, and business continuity.

Throughout 2025, we monitored conflict-related developments in Ukraine, the temporary military escalation between India and Pakistan in May 2025, and the security implications of the September 2025 Russian drone incursion into Poland.

These developments highlighted the importance of maintaining a resilient operating model capable of adapting quickly to fast-changing local conditions.

As part of this process, we regularly reviewed and refined our Business Continuity Plans, expanding scenario coverage and strengthening preventive measures designed to protect employees and support uninterrupted client operations. Our planning considered a wide range of potential disruptions, including physical security threats, air alerts, infrastructure failures, transportation limitations, communication outages, and other country-specific risks. We also focused on clear internal communication, decision-making escalation, and preparedness actions that help teams respond faster and with greater confidence.

This work reflects an important principle of our ESG approach: preparedness is a key element of responsible business operations. By integrating continuous monitoring, scenario planning, and practical response mechanisms into our operating model, we aim to protect our people, support clients reliably, and strengthen organizational resilience over time.





ESG Inquiries

For questions about Environmental, Social, and Governance (ESG) initiatives, please contact us at esg@miratechgroup.com