Corporate Social Responsibility Report 2022

mic

Version	Date	Description	Author	Status
1.0	December 2022	Corporate Social Responsibility Report 2021	Magdalena Kohl, CSR-Manager	final
2.0	November 2023	Corporate Social Responsibility Report 2022	Magdalena Kohl, CSR-Manager	final

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Introduction

MIC is the worldwide leading provider of global customs and trade compliance software solutions. More than 800 customers, in 55+ countries, on six continents, use MIC customs and trade compliance software. We specialize in the integration of global customs and trade compliance systems based on specific corporate structures and consider regional and national legal requirements. We ensure efficient customs operations and compliance within the legal frameworks.

MIC provides their customers with a high-quality, web-based, user-friendly suite of software products, which undergo continuous enhancements and developments. The goal is to establish MIC as a global standard for quality in our area of expertise. The necessary ongoing investments in technology, functionality and geographic growth are self-evident.

MIC is still 100% family-owned and has grown continuously and sustainably in the past 30+ years. By December 2022, the MIC group employed a total of 400+ employees globally. The majority of MIC's employees are working and living in Austria. With employees from 40+ different countries (per December 2022), we cherish our diverse workforce and mandate acceptance and respect for religious and cultural differences.

We recognize the impact of our core processes and take responsibility for our conduct with customers, suppliers, employees, business partners, and the environment. It is fundamental for us that all our activities are fair, faithful, sustainable and in compliance with all applicable laws and regulations.

As an Austrian based company, we are subject to the legal standards stipulated by the European Union and Austria. Our ambition is to leverage the positive impact we have and work on avoiding, reducing, and compensating negative impact.

*"We recognize that our actions and decisions have a profound **impact** on the world around us.*
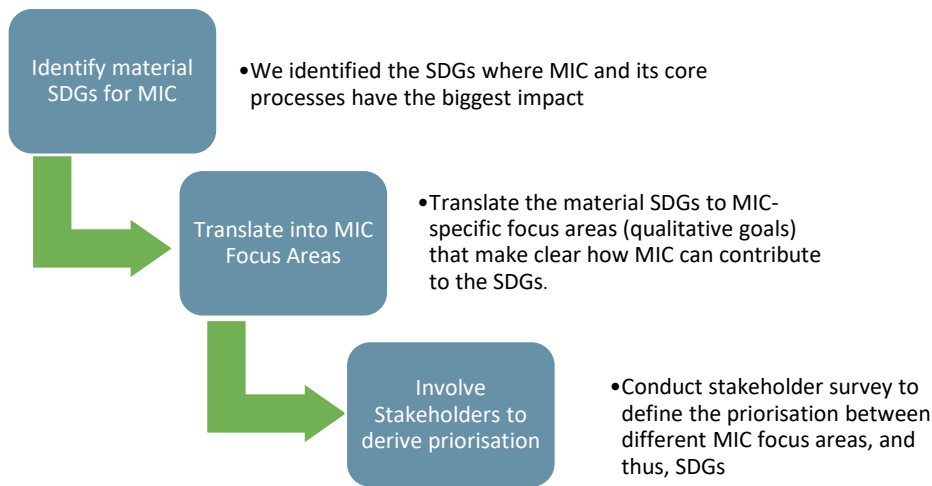
*Therefore, we have set up our CSR program to actively manage our impact in alignment with the **sustainable development** and **climate action goals.***

*We are committed to ensuring that our activities align with our values of **fairness, faithfulness**, and **sustainability**."*

Alfred Hiebl, DI, **Chief Executive Officer (CEO)**

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MIC's Corporate Social Responsibility (CSR) Concept

At MIC, we developed our Corporate Social Responsibility (CSR) concept in 2021. It is based on the *UN's Sustainable Development Goals (UN SDGs) and is tailored to MIC's business field, company size,* and corporate values.

This graph outlines the process of how we derived our Corporate Social Responsibility Concept.

Identify material SDGs for MIC
- We identified the SDGs where MIC and its core processes have the biggest impact

Translate into MIC Focus Areas
- Translate the material SDGs to MIC-specific focus areas (qualitative goals) that make clear how MIC can contribute to the SDGs.

Involve Stakeholders to derive priorisation
- Conduct stakeholder survey to define the priorisation between different MIC focus areas, and thus, SDGs

The UN SDG's that can be influenced by MIC's business activities:

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Social Responsibility

a) SDG 3: Good Health and Well-being

SDG 3, and specifically Target 3.8 is relevant to MIC, since work-related physical or mental demands can lead to stress among employees. We aim at reducing work-related stress and at improving overall health.

UN SDG TARGET 3.8.

"Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all."

MIC FOCUS AREA 1

Enhance health and functional capacities via the fit2mic program.

MIC FOCUS AREA 2

Provide a healthy work environment, work community and leadership via the fit2mic program.

The materiality of this SDG to MIC was further underlined by the results of our stakeholder survey in 2021. Both focus areas were rated by all stakeholder groups medium to high. (Scale: 0-5, 5=highest)

Stakeholder group / Dimensions	Employees	Customers[1]	Owners	Management
Ø Perceived Impact[2] Focus area 1	3,34	4	2,67	3,67
Ø Perceived Importance[3] Focus Area 1	3,61	3,29	3,67	4
Ø Perceived Impact Focus area 2	3,74	4,29	3	3,67
Ø Perceived Importance Focus Area 2	3,97	3,57	4	4,67

[1] We have sent out the survey to our employees, MIC owners, MIC Management and MIC Sales department as a proxy for our clients.

[2] Perceived Impact of MIC on the focus area, according to the stakeholder group's assessment in the survey of 2021

[3] Perceived Importance of the focus area to the stakeholder group according to survey results in 2021

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i. MIC Initiatives

By 2018 the **fit2work program (now fit2mic)** was established at MIC. Currently, our fit2mic program, is centered in the MIC headquarters in Linz, some offers are also available for colleagues in Salzburg and Vienna. It is built on the basis of the "Work ability house" developed by the Finnish Institute of Occupational Health[4]. The goal of the program is to reduce occupational stress and support the health condition of our employees and build a sustainable and healthy work environment. MIC assigns a yearly budget (2022: €45.400,-) to the fit2mic program that is used for the planned initiatives.

A lot of our offers (doctor's counselling, psychological counselling, ergonomic counselling, workshops, fit2mic days, sports events and competitions, are provided by our partner organization, ASZ[5] where MIC books an hour contingent per year, which is triggered by the number of employees.

Every year the fit2mic steering board (HR, works council, MIC Management, Facility Management) meets to review last year's fit2mic program and define a new focus for the upcoming year.

Every two years, we check whether there are any work-related physical or mental demands that can lead to health issues. This evaluation aims at identifying and assessing risks, defining measures as well as documenting all risks and measures according to §§ 4, 5 and 7 of the Austrian Health and Safety at Work Act.

For this purpose, the **waiplus^TM [6] questionnaire** was sent out to 367 employers of MIC Datenverarbeitung GmbH in 2022. The data was grouped and anonymised, that the individuals' responses cannot be identified. Our response rate was 56% (that equals 205 employees).

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[4]https://www.researchgate.net/figure/The-work-ability-house-model-The-floors-of-the-house-as-well-as-family-and-social_fig1_335143300
[5]
https://www.asz.at/de/arbeitssicherheit/?gclid=CjwKCAjwivemBhBhEiwAJxNWN_6pCB_qbcu50kWmQraj9SVDLyPeYV1AjZMGT3XAZF0yprC
m71fLNRoCct8QAvD_BwE
[6] https://www.waiplus.online/waiplus#Einf%C3%BChrung

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Results of the waiplus[TM7] questionnaire 2022 in comparison to results from 2018 and the benchmark:

Results – overview

Scales in numbers, with benchmark and classification

Scales	Bench-mark NACE J	MIC 2018 (n=168)	MIC 2022 (n=205)
Working conditions			
Leadership	2,09	1,92	1,91
Cooperation	1,91	1,82	1,85
Participation	1,74	1,75	1,77
Physical stress	-	-	2,35
Mental stress	-	-	2,62
Values			
Attitude and motivation	2,11	2,04	2,15
Skills			
Skills and training	1,99	1,84	2,01
Health			
Well-being	-	-	2,18
Health and work ability	41,16	42,13	40,44
Musculoskeletal disorders	-	-	2,64
Tiredness and fatigue	-	-	2,96
Stress symptoms	-	-	2,75

sehr gut
1,91 Leadership
1,85 Cooperation
1,77 Participation

gut
2,35 Physical stress
2,15 Values
2,01 Skills
2,18 Well-being
40,44 Health and work ability

mäßig
2,62 Mental stress
2,64 Musculoskeletal disorders
2,96 Tiredness and fatigue
2,75 Stress symptoms

kritisch

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(8)

Conclusions
- Overall leadership, cooperation, participation (scope of action), skills and values at MIC Datenverarbeitung GmbH are rated excellent or good
- Health status and workability are stable for four fifths of the employees
- Nevertheless, mental stress is high and there are significant signs of tiredness, exhaustion, and excessive stress ("exhausted organisation").

Next steps

Our goal is to work on the areas where we can still improve ourselves. To this end, the waiplus[TM8] questionnaire results were first presented to all employees. Second, measures and next steps were discussed in the fit2mic steering board (HR, works council, MIC Management, Facility Management). The main outcome was to make 2023 our resilience focus year. Throughout the year, different workshops and initiatives are going to be planned. One initiative is going to be the introduction of Instahelp – an online psychological counselling platform[9] designed to support mental well-being. Our colleagues can access the services of Instahelp free of charge, anonymously and according to their needs. More information on the program will follow in the CSR 2023 report.

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[7] https://www.waiplus.online/waiplus#Einf%C3%BChrung
[8] https://www.waiplus.online/waiplus#Einf%C3%BChrung
[9] https://instahelp.me/en/

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ii. KPIs

Year	Number of fit2mic offers (lectures, workshop, medical consultation, etc..)	Participations
2022	37	444
2021	21	365
2020	8	208

These numbers refer to MIC Datenverarbeitung GmbH, Austria.

Impressions from our fit2mic program:

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b) SDG 4: Quality Education

Given that MIC is an expert organization, our pursuit of continuous professional development remains a fundamental objective. Our accomplished employees play a vital role in underpinning our achievements. It is evident that SDG 4, particularly Target 4.4, holds significant relevance for MIC. This is due to our reliance on the educational background and skills of our employees, which serve as the building blocks for crafting robust and impactful software solutions.

UN SDG TARGET 4.4

By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

MIC FOCUS AREA 1

Provide tailor-made quality education via our MIC Academy program and enable individual career paths.

MIC FOCUS AREA 2

Make a social impact and support lifelong learning initiatives outside of MIC (e.g.: Linzer Lerntafel, Coder Dojo Linz, …)

The materiality of this SDG to MIC was further underlined by the results of our stakeholder survey in 2021. Both focus areas were rated by all stakeholder groups medium to high. (Scale: 0-5, 5=highest)

Stakeholder group / Dimensions	Employees	Customers[10]	Owners	Management
Ø Perceived Impact[11] Focus area 1	3,76	4,29	3,67	3,67
Ø Perceived Importance[12] Focus Area 1	3,89	4,29	4,33	5
Ø Perceived Impact Focus area 2	3,11	3,29	3	3
Ø Perceived Importance Focus Area 2	3,11	3	3	3

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[10] We have sent out the survey to our employees, MIC owners, MIC Management and MIC Sales department as a proxy for our clients.
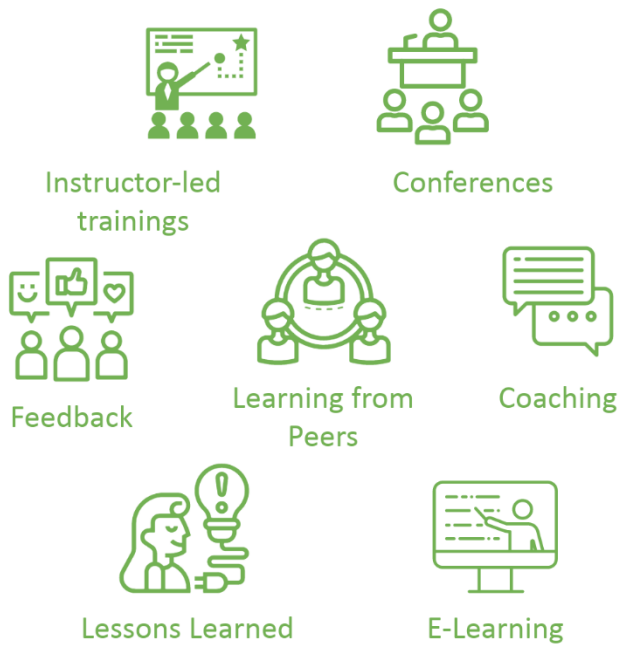
[11] Perceived Impact of MIC on the focus area, according to the stakeholder group's assessment in the survey of 2021

[12] Perceived Importance of the focus area to the stakeholder group according to survey results in 2021

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i. MIC Initiatives

MIC is an expert organization, and we strive for continuous professional and personal development of our colleagues. This is also reflected in our company mission statement.[13] In 2021, we brought our internal training center MIC Academy to the next level (MIC Academy 4.0) that focuses on current and future needs of learning and employee development.

The MIC Academy is built on the following pillars:

Instructor-led trainings

Conferences

Feedback

Learning from Peers

Coaching

Lessons Learned

E-Learning

ii. KPIs

This table shows the completed hours of training for the MIC Group:

Year	Hours of completed Training
2022	7374
2021	5698
2020	5913
2019	10950
2018	9322

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[13] For further details, see https://www.mic-cust.com/company/mission-statement/

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c) SDG 5: Gender equality

MIC can impact this SDG through its employment practices and work conditions. We aim at integrating even more female IT experts into our traditionally male-dominated technical teams. We strive for increasing the percentage of female employees in all positions. We have implemented various measures to support our colleagues in both, their professional and private roles.

5 GENDER EQUALITY

UN SDG TARGET 5.4.
Recognize and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies and the promotion of shared responsibility within the household and the family as nationally appropriate

UN SDG TARGET 5.5.
Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

MIC FOCUS AREA 1
Offer fair and flexible working conditions for women and men to create equal career opportunities and share domestic work between female and male employees.

MIC FOCUS AREA 2

Increase the proportion of women in IT.

The materiality of this SDG to MIC was further underlined by the results of our stakeholder survey in 2021. Both focus areas were rated by all stakeholder groups medium to high. (Scale: 0-5, 5=highest)

Stakeholder group / Dimensions	Employees	Customers[14]	Owners	Management
Ø Perceived Impact[15] Focus area 1	3,34	4	2,67	3,67
Ø Perceived Importance[16] Focus Area 1	3,61	3,29	3,67	4
Ø Perceived Impact	3,74	4,29	3	3,67

[14] We have sent out the survey to our employees, MIC owners, MIC Management and MIC Sales department as a proxy for our clients.

[15] Perceived Impact of MIC on the focus area, according to the stakeholder group's assessment in the survey of 2021

[16] Perceived Importance of the focus area to the stakeholder group according to survey results in 2021

Focus area 2				
Ø Perceived Importance Focus Area 2	3,97	3,57	4	4,67

i.   MIC Initiatives

Parental leave process: Our aim is to ensure that our employees can benefit from adaptable working arrangements, enabling them to effectively balance their professional responsibilities with their personal and family commitments. To this end, we have implemented the MIC parental leave process: During the "perspectives meeting", employees engage with their manager and the administration team to comprehensively address all aspects of their upcoming leave. A pivotal focus lies in determining how actively the employee wishes to stay connected with the company during their absence. Moreover, we emphasize formulating a customized plan for their successful reintegration following their leave, aligned precisely with their individual requirements. Additionally, we offer high flexibility with regards to working hours, work time and home office to make the return from maternity or paternity leave easier and that employees can continue their professional career.

EqualitA Certificate: In 2021, we have been audited positively and certified by the Federal Ministry of Digital and Economic Affairs with the **equalitA certificate.**

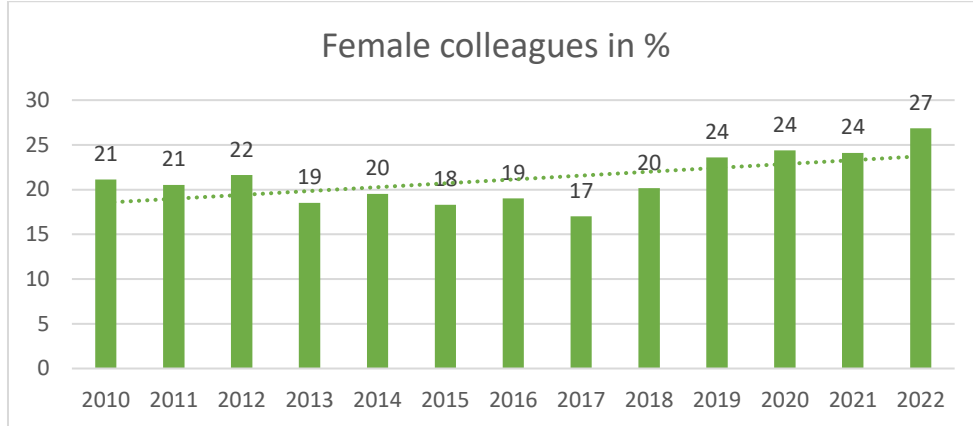equalitA[17] certifies companies that fulfill the following criteria:

- Women are supported in the company
- Gender equality is guaranteed within the company
- Women's careers are promoted and made visible within and beyond MIC, in order to foster professional equality of men and women
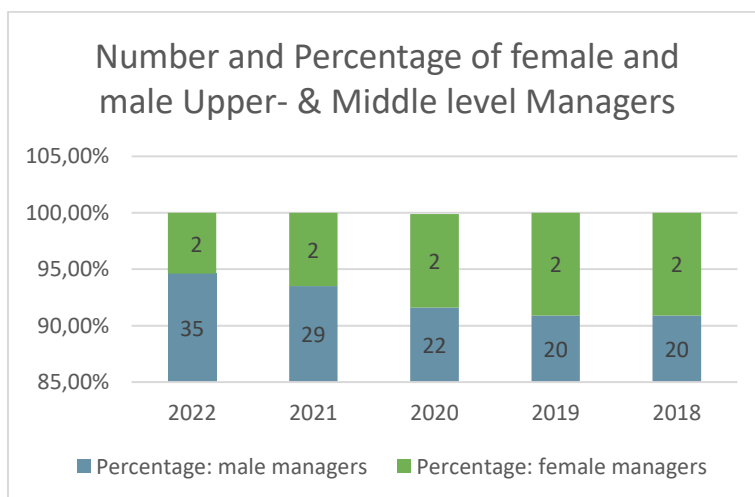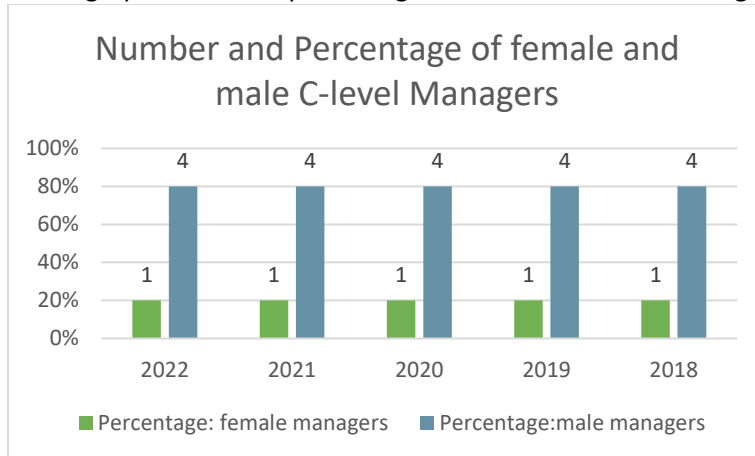

[17] https://www.bmaw.gv.at/Themen/Wirtschaftsstandort-Oesterreich/equalitA.html

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ii.   KPIs

This graph shows the percentage of female colleagues in MIC Datenverarbeitung GmbH:

Female colleagues in %

Year	%
2010	21
2011	21
2012	22
2013	19
2014	20
2015	18
2016	19
2017	17
2018	20
2019	24
2020	24
2021	24
2022	27

These graphs show the percentage of female and male managers in the MIC Group:

Number and Percentage of female and male C-level Managers

Year	female managers	male managers
2022	1 (20%)	4 (80%)
2021	1 (20%)	4 (80%)
2020	1 (20%)	4 (80%)
2019	1 (20%)	4 (80%)
2018	1 (20%)	4 (80%)

Percentage: female managers ■ Percentage: male managers ■

Number and Percentage of female and male Upper- & Middle level Managers

Year	male managers	female managers
2022	35	2
2021	29	2
2020	22	2
2019	20	2
2018	20	2

Percentage: male managers ■ Percentage: female managers ■

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These numbers refer to MIC Datenverarbeitung GmbH and show the percentage of male employees who became fathers and went on paternity leave or father's month. In Austria, father's month is to go for one month directly after the birth of their child on leave. Paternity leave exceeds one month and does not have to be directly consumed after the birth of their child.)
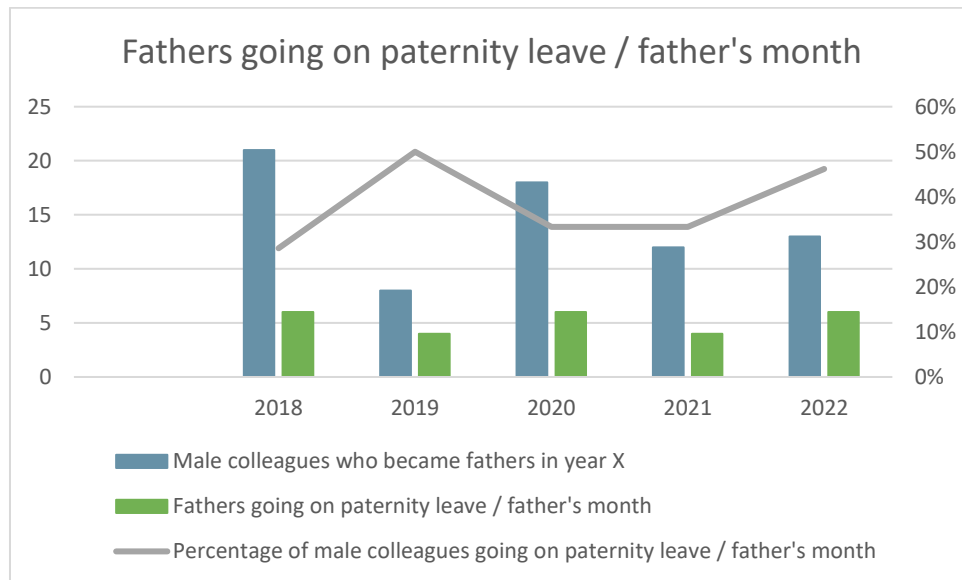
Conclusions

- The percentage of female colleagues at MIC increased slightly over the past years.
- MIC has grown steadily in the last five years, creating more internal career opportunities for Middle- and Upper Management. However, the number of female managers (Upper- & Middle level) at MIC has not changed from 2018 to 2022, remaining at 2. Only one woman applied for a leadership position in this period.
- The percentage of male colleagues taking paternity leave or participating in father's month falls within the range of 30% to 50%. However, at present, the data does not reveal a discernible trend indicating an increase or decrease in the number of colleagues opting for paternity leave.

Next steps

- We obviously have room for improvement, when it comes to the share of women in leadership positions at MIC. The next step would be to analyze why we receive such a small number of female applications for internal leadership opportunities.

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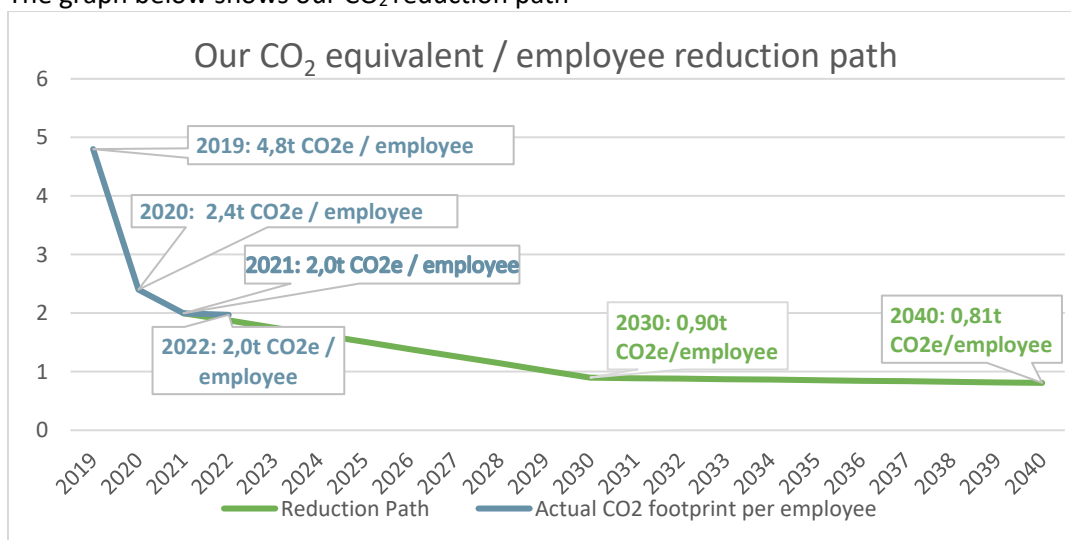
Ecological Sustainability

We want to reduce our negative impact on the environment, specifically our Corporate Carbon Footprint. This is why we formulated our **first environmental objective in 2022: A plan for CO_2 footprint reduction to net zero by 2040 is set up.**

To realize this ambition, we implemented an agile goal-setting methodology known as MIC Objectives and Key Results (MKR), rooted in the Objectives and Key Results (OKR) Approach[18]. This approach involves engagement from all departments in three iterative cycles annually. During each cycle, we delineate precise objectives and key results that align with our measurements of the primary emission categories, namely Mobility and Software & IT, driving us closer to our Corporate Carbon Footprint reduction goals. Our Cycle objectives in 2022:

Our MKR Cycle goals to reach our environmental objective 2022: A plan for CO_2 footprint reduction to net zero by 2040 is set up.
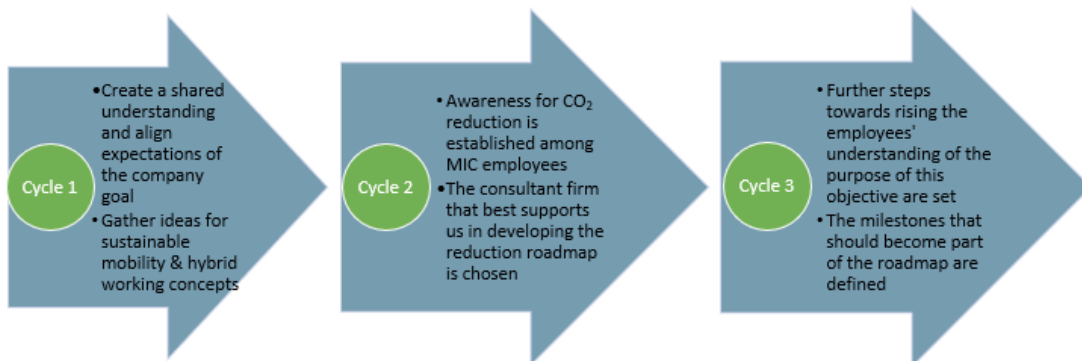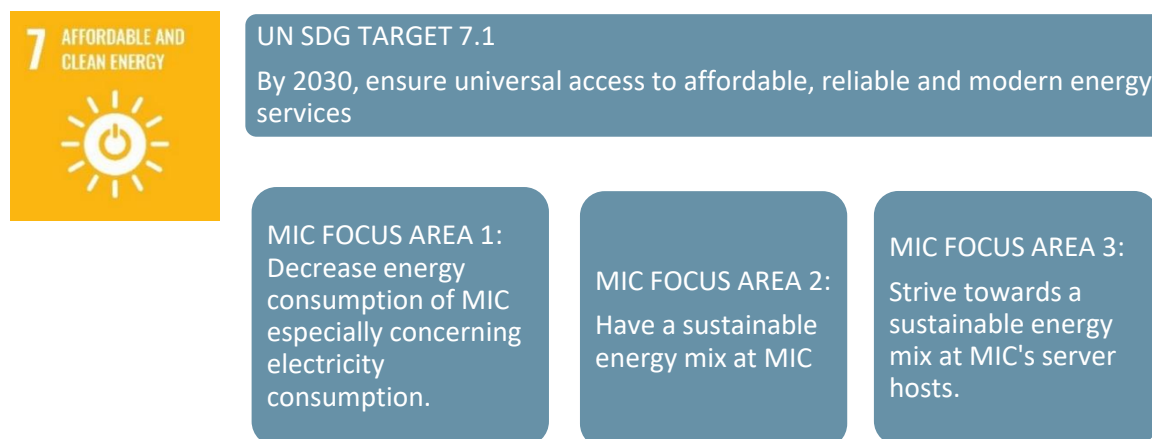

The graph below shows our CO_2 reduction path

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[18] https://www.forbes.com/advisor/business/what-is-an-okr-definition-examples/

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d) SDG 7: Affordable and Clean Energy

At the moment, MIC is not producing its own energy, but we are buying it from external providers. This SDG is relevant to us since electricity is the basis to run our Software. As a global Software provider, we can positively influence this SDG with our electricity choices.

7 AFFORDABLE AND CLEAN ENERGY

UN SDG TARGET 7.1

By 2030, ensure universal access to affordable, reliable and modern energy services

MIC FOCUS AREA 1: Decrease energy consumption of MIC especially concerning electricity consumption.

MIC FOCUS AREA 2: Have a sustainable energy mix at MIC

MIC FOCUS AREA 3: Strive towards a sustainable energy mix at MIC's server hosts.

The materiality of this SDG to MIC was further underlined by the results of our stakeholder survey in 2021. All three focus areas were rated by 3 out of 4 stakeholder groups medium to high. The assigned values from the Management were rated low to medium. (Scale: 0-5, 5=highest).

Stakeholder group / Dimensions	Employees	Customers[19]	Owners	Management
Ø Perceived Impact[20] Focus area 1	3,03	3,43	3,33	2,33
Ø Perceived Importance[21] Focus Area 1	3,35	3,57	3,33	3
Ø Perceived Impact Focus area 2	3,15	3,29	3	1,67
Ø Perceived Importance	3,42	3,57	3,33	2,33

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[19] We have sent out the survey to our employees, MIC owners, MIC Management and MIC Sales department as a proxy for our clients.

[20] Perceived Impact of MIC on the focus area, according to the stakeholder group's assessment in the survey of 2021

[21] Perceived Importance of the focus area to the stakeholder group according to survey results in 2021

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Focus Area 2				
Ø Perceived Impact Focus area 3	3,05	3,14	3,33	2,67
Ø Perceived Importance Focus Area 3	2,99	3,86	3	3

i) MIC Initiatives

Renewable Energy for our internal IT and our SAAS Solutions: We are hosting our internal IT at the Microsoft Azure Cloud which aims as providing sustainable datacenters and cloud infrastructure. Azure has committed to focus on four key areas of environmental impact to local communities - carbon, water, waste, and ecosystems. One of their goals is to use 100% renewable energy by 2025[22].

We are hosting our SAAS solutions for our clients via A1[23], the leading communication provider in Austria. Their data center is located in Arsenal, Vienna, uses energy from 100% renewable energy sources. The majority of the electricity supply is sourced from large-scale European hydropower. The remaining components include wind energy, biomass, solar energy, and biogas. As a result, the associated environmental impact is assessed as 0.00 g/kWh of CO_2 emissions, according to information provided by A1. Cold water circulation cabinets with 100% free cooling function are used for the cooling of the servers. A1 also holds an ISO 5001 and ISO 14001 certificate. Note: The CO_2 footprint associated with our SAAS solutions for our clients is currently not considered in MIC's Corporate Carbon Footprint.

Green power for MIC Headquarters Linz: We opted for Linz AG's eco power package to supply our Linz headquarters, aiming to minimize CO_2 emissions. The electricity supplied originates from a combination of renewable energy sources, resulting in CO_2 emissions of 198.57g/kWh.
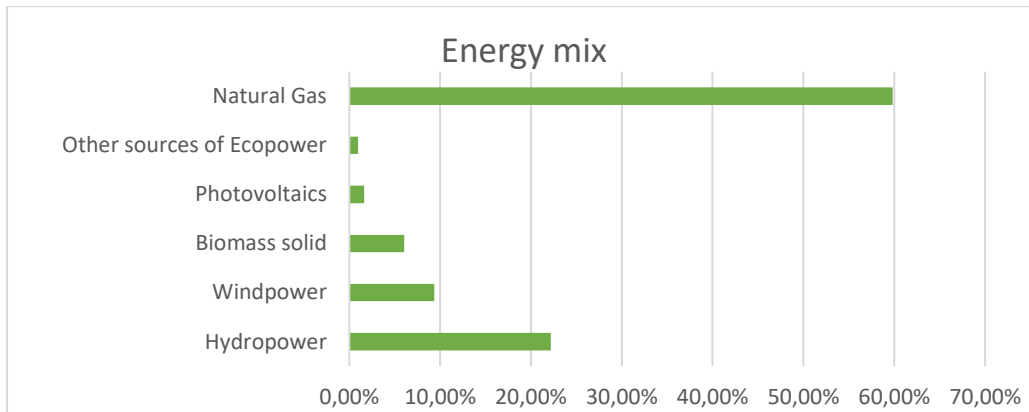
ii) KPIs

Energy Consumption, MIC DV, Headquarter Linz

Year	kWh
2022	240857
2021	224490
2020	219046
2019	249638

Energy consumption MIC DV, HQ Linz

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[22] https://azure.microsoft.com/en-us/explore/global-infrastructure/sustainability
[23] https://a1.group/de/esg/

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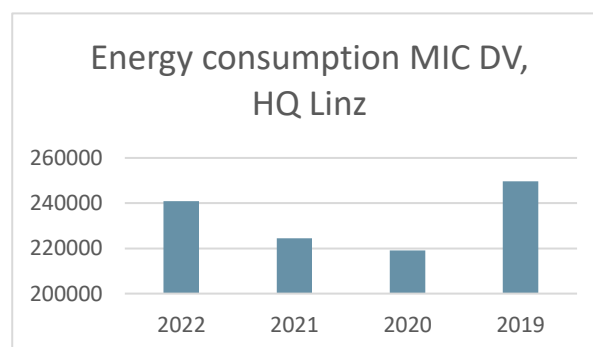
The table below illustrates the energy mix from October 2021 to September 2022

Energy mix

Source	Percentage
Natural Gas	~60%
Other sources of Ecopower	~1%
Photovoltaics	~2%
Biomass solid	~6%
Windpower	~9%
Hydropower	~22%

Source: Linz Strom Vertrieb GmbH & CO KG, data provided in accordance to §78 Abs.1 and 2 EIWOG 2010 and the „Stromkennzeichnungsverordnung" in its current version concerning the electricity supply for 10/2020-09/2021

e) SDG 13: Climate Action

This SDG certainly got most attention at MIC in the last two years: The materiality of this SDG to MIC is self-evident: As a Software Provider our Scope 1,2 and 3 emissions of our operations cause a CO_2 footprint we wish to minimize, to reach our goal of net-0 in 2040.

13 CLIMATE ACTION

UN SDG TARGET 13.2
Integrate climate change measures into national policies, strategies and planning

MIC FOCUS AREA 1:
Measure MIC's CO_2 impact, create awareness for this topic with our employees, and, in the next step, set measures to reduce it

MIC FOCUS AREA 2:
Develop a smart MIC mobility policy including benefits for a sustainable up and down journey to work

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The materiality of this SDG to MIC was further underlined by the results of our stakeholder survey in 2021. All three focus areas were rated by all stakeholder groups medium. (Scale: 0-5, 5=highest).

Stakeholder group / Dimensions	Employees	Customers[24]	Owners	Management
Ø Perceived Impact[25] Focus area 1	3,1	3,43	3,33	2,67
Ø Perceived Importance[26] Focus Area 1	3,26	3,43	3,67	3
Ø Perceived Impact Focus area 2	3,7	3,29	3,33	2,67
Ø Perceived Importance Focus Area 2	3,85	3	3,33	3,33

i) Initiatives

We measured our **CO₂ footprint** for the years 2019 – 2022 using the CARMA tool of our partner Glacier. This is the footprint of our headquarters in Linz, where the majority of our employees are located and where we have the biggest impact:

The emissions tracked in our Corporate Carbon Footprint correspond to Scope 1+2, according to the GHG protocol, except the category "Mobility - Business travel and commuting" which are Scope 3 emissions.

Emission Categories of MIC:

- Electricity (MIC Offices)
- Office Building (Heating, Cooling)
- Mobility (Tavel, Commuting)
- Food & drinks (Office)
- Office equipment and internal IT
- Materials and Waste

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[24] We have sent out the survey to our employees, MIC owners, MIC Management and MIC Sales department as a proxy for our clients.
[25] Perceived Impact of MIC on the focus area, according to the stakeholder group's assessment in the survey of 2021
[26] Perceived Importance of the focus area to the stakeholder group according to survey results in 2021

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Through our MKR-process (see p. 14) we started the following additional initiatives in 2022:

- o Consider ecological perspective in Business travel by adding recommendations to our Business Travel Policy
- o Define 3 quick-win measures to **save CO₂** in our biggest emission category **Mobility:**
    - Set up a bike repair station at our Headquarters
    - Implement Pave[27] (Ride Sharing App) to incentivize sustainable commuting – postponed to 2023
    - Increase subsidy for Climate-ticket [28]to incentivize sustainable commuting – postponed to 2023
- o Workshop with Sustainability consultancy Denkstatt[29] to set up the Roadmap for CO_2 reduction
- • Additional measures to increase **awareness** and **acceptance** of our employees for CO_2 reduction measures:
    - o **Climate Impact Week**: The goal of this week was to raise awareness for climate protection across MIC. Together with 100+ companies and our partner Glacier[30], 44 MIC colleagues engaged in the week, 28 colleagues more than in last year's Climate Day.
    - o **Climate Ranger Academy** powered by Glacier[31]: Our goal is that the majority of employees at MIC have a solid knowledge on Climate Change and how they can create positive impact. 10 colleagues have passed the Climate Ranger Academy in 2022. Starting from 2023, all colleagues will have free access to the Climate Ranger Academy Basics Training.
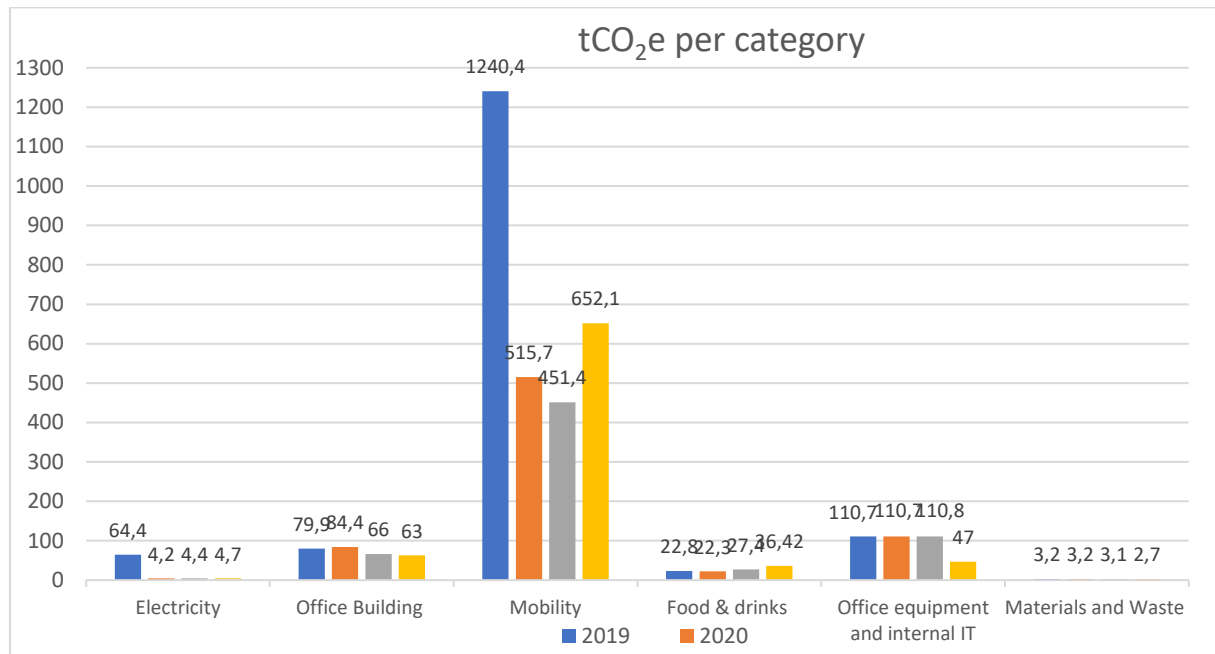   - o **Bike to work Challenge:** We biked 11.552 km in total and saved 2195 kg of CO_2

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[27] https://pavecommute.app/
[28] https://www.klimaticket.at/en/
[29] https://denkstatt.eu/
[30] https://glacier.eco/
[31] https://glacier.eco/academy

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ii) KPIs

tCO$_2$e per category

Source: For measuring our Corporate Carbon Footprint, we used Glacier's tool CARMA, which allowed us a fast assessment of our leverage when it comes to CO$_2$ reduction.

Conclusion & next steps

- In 2022, our CO$_2$ Footprint equaled 806 t CO$_2$e, this is an increase of about 21% compared to 2021, where the footprint equaled 663t CO$_2$e. Since we grew (we hired 70+ employees), we also looked at the more informative metric, the CO$_2$e per employee. Compared to 2021, the CO$_2$e per employee stayed on the same level (2022: 1,9707 t CO$_2$e per employee; 2021: 1,997 t CO$_2$e per employee).

- Looking at the data in greater detail, we see that the absolute increase of the CO$_2$ Footprint was mainly due to the increase in the CO2 triggered by mobility (2021: 451,34 t CO$_2$e ; 2022: 652,12

- As a conclusion, 2023 will be focused on setting additional measures that help us avoid and reduce our CO2 footprint. We will continue working in the agile MKR Set up.

f) SDG 12: Responsible consumption and production

As a Software Prodvider, we still have to buy various items for our office, such as stationery, promotional materials, and food and beverages for our employees. That is why we care about SDG 12, which aims to ensure sustainable consumption and production patterns. We have included this goal among the ones that we want to focus on in our CSR work.

UN TARGET 12: Ensure sustainable consumption and production patterns

MIC FOCUS AREA 1

Enhance regional and sustainable procurement for cafeteria, goodies, give-aways, parties

MIC FOCUS AREA 2:

Improve waste management at the office (reduce, separate, second use policy for old laptops.) and create a waste management policy.

We have selected this SDG to our relevant SDGs at a later stage. Consequently, we have no data on the degree of significance that this SDG has for our stakeholder groups.

i. Initiatives

Waste Management at MIC Headquarters

Waste generated in the office space and in the Caféteria is collected and separated according to the categories: paper / carton, plastic waste, aluminum and residual waste, glass, biogenic waste. The waste is then collected by certified waste disposal companies and recycled, if possible.

- Glass is collected by Waizinger Gmbh[32] which recycles the glass.
- Electrical waste (e.g. hard disks, hardware etc.) is taken care of by Reisswolf Österreich[33] GmbH, which is EN ISO 9001:2015 and ÖNORM S 2109-1 / EN 15713 certified.

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[32] https://www.waizinger.at/altglassammlung/
[33] https://www.reisswolf.at/unternehmen/

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- Our old hardware is partly donated to schools, where our laptops are reused after the data has been deleted.
- Toner cartridges are collected and recycled by Smartcycle a service of Item international Handel GmbH[34].
- Waste from our Caféteria is collected by Linz AG.[35]

We provide our employees with a readily accessible guideline placed near the waste bins, offering clear instructions on how to accurately separate different waste types:

Sustainable procurement

- We are purchasing only recycled printing paper, toilet paper, and paper towels for our headquarters in Linz.
- When choosing corporate merchandising products, we aim for local, organic producers (in the case of our chocolate: Zotter GmbH[36]). Our hoodies and t-shirts are purchased at Stanley /Stella[37] which sells GOTS standard certified textiles.

Conclusion & next steps

- We have already succeeded in creating awareness for sustainable procurement in our administration team. To make sure that we follow a unified standard, the next step would be to set up procurement guidelines as well as guidelines for green events.

Economic Responsibility

g) SDG 8: Decent work and economic growth

SDG 8 is relevant to MIC since our company's success and growth builds on our capacity to attract, retain, and develop talented people in Software Engineering and IT. This is why providing "decent work" is not enough, in the light of the competitive market for IT Talents, we need to provide a great place to work for our employees in order to guarantee our growth and forthcoming as a company.

8 DECENT WORK AND ECONOMIC GROWTH
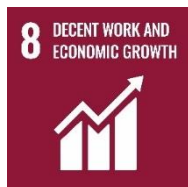
UN SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

MIC FOCUS AREA 1
Develop new products to win new customers in neighboring markets.

MIC FOCUS AREA 2
Keep up with technological tools and innovations (e.g.: investment in state-of-the-art technology).

MIC FOCUS AREA 3
Continuously improve software and process quality.

MIC FOCUS AREA 4

Offer a great place to work and get re-certified by Great Place to Work.

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[36] https://www.zotter.at/

[37] https://www.stanleystella.com/de-de/standing-by-our-commitments

The materiality of this SDG to MIC was further underlined by the results of our stakeholder survey in 2021. All focus areas were rated by all stakeholder groups medium to high. (Scale: 0-5, 5=highest)

Stakeholder group / Dimensions	Employees	Customers[38]	Owners	Management
Ø Perceived Impact[39] Focus area 1	3,44	4,29	3,67	4
Ø Perceived Importance[40] Focus Area 1	3,09	4,43	4,33	4,67
Ø Perceived Impact[41] Focus area 2	4,06	4,57	4	5
Ø Perceived Importance[42] Focus Area 2	4,21	4,71	4,33	5
Ø Perceived Impact[43] Focus area 3	4,29	4,86	4	5
Ø Perceived Importance[44] Focus Area 3	4,55	4,86	4,33	5
Ø Perceived Impact[45] Focus area 4	3,71	4,14	3,67	3,67
Ø Perceived Importance[46] Focus Area 4	3,82	4	3,67	4

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[38] We have sent out the survey to our employees, MIC owners, MIC Management and MIC Sales department as a proxy for our clients.
[39] Perceived Impact of MIC on the focus area, according to the stakeholders
[40] Perceived Importance of the focus area to the stakeholders
[41] Perceived Impact of MIC on the focus area, according to the stakeholders
[42] Perceived Importance of the focus area to the stakeholders
[43] Perceived Impact of MIC on the focus area, according to the stakeholders
[44] Perceived Importance of the focus area to the stakeholders
[45] Perceived Impact of MIC on the focus area, according to the stakeholders
[46] Perceived Importance of the focus area to the stakeholders

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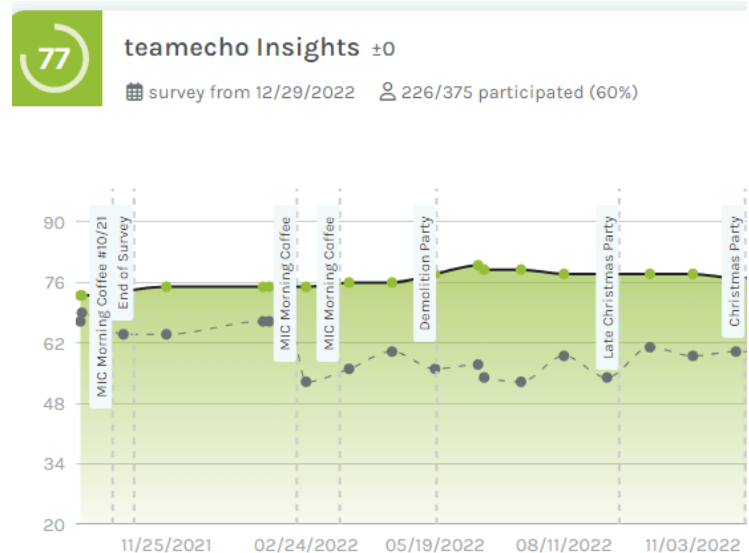
i. Initiatives

Great Place to Work®

Our goal is to offer an attractive work environment to attract and retain talented people sustainably and on a long-term basis. That is why MIC's goal is to get the Great Place to Work Certification and be recognized as one of the Best Workplaces by Great Place To Work[47], an organization that evaluates the culture of workplaces. Since 2019, we are evaluated every 2nd year by Great Place to Work, and derive areas of improvement from these evaluations. The Great Place to Work® Trust Index® survey measures the satisfaction, behavior and conduct of our employees and the work environment of the organization. 2019 we have been among the Best Workplaces in Austria in our category, in 2021 we got recertified.
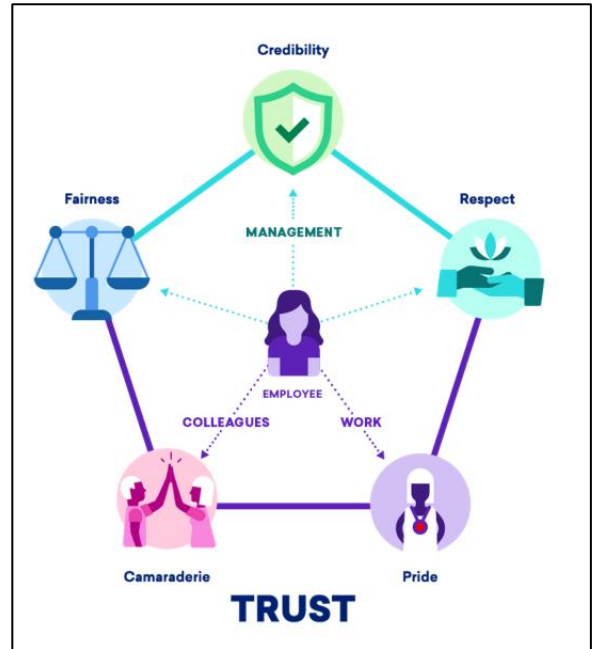
Pulse Survey (TeamEcho ®)

Since September 2021, we've introduced a regular pulse survey provided by TeamEcho[48] aimed at fostering ongoing improvement in team collaboration and morale. Every four weeks, team members participate in an anonymous survey where they're asked to rate 5-7 statements covering various aspects such as Leadership, Cooperation, Working Conditions, Organizational Culture, Satisfaction & Motivation, Organization of Work, Fit for Future, Wellbeing & Health, Work Activity, and Growth. Additionally, employees have the opportunity to provide comments for further feedback. Since the implementation of the pulse survey, we've seen a slight positive trend, with our overall rating increasing from

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47 https://www.greatplacetowork.at/

48 https://www.teamecho.com/

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73% in September 2019 to 77% in December 2022. This improvement reflects our commitment to addressing issues promptly and implementing valuable suggestions from our team.

ii.   KPIs

We highlight two KPIs out of the Great Place to Work survey:
- The Trust Index®, which is the average for all statements of the Great Place to Work® questionnaire.
- The Great Place to Work Statement: „Taking everything into account, I would say this is a Great Place to Work"

The value results out of the percentage of agreeing answers. Agreeing answers include the ratings "almost true" and "often true".

Year / Organization	Great Place to Work® Trust Index®	Great Place to Work® Statement
2021 ÖBA 50+ Benchmark[49]	83%	91%
2021 MIC Logistics Corporation Ltd. (US)	88%	86%
2021 MIC Datenverarbeitung GmbH	77%	87%
2019 MIC Datenverarbeitung GmbH	82%	91%

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[49] The ÖBA 2021 50+ Benchmark refers to the result of Austria's Best Workplaces in 2021. The benchmark comprises of the 33 awarded companies from all industries, with more than 50 employees.

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Conclusion

- The Trust Index© for MIC Datenverarbeitung GmbH remains at a solid level of 77% compared to the external benchmark "Austria's Best Employers 2021, 50+ Employees", but compared to the last employee survey in 2019, there has been a decline of 5 percentage points.

Next steps

- Following the recommendations of Great Place to work, we've set measures in the following fields of improvement:
    - Credibility: Management has a clear view, Cultural fit
    - Respect: Management involves people in decisions, Celebrate people who try new ways, special and unique benefits
    - Fairness: People here are paid fairly, Promotions go to those who best deserve them
    - Pride: My work has special meaning, Adapt quickly to changes, Customers would rate the service as "excellent."
    - Cameraderie: Celebrating special events, We're all in this together

Outlook and focus for 2023

In 2023, we are going to set 2 focus areas:

- **Social Responsibility:** Based on the survey results of the **waiplus™[50]** questionnaire (see p.7) we make 2023 our Resilience / Mental health focus year. Throughout the year, different workshops and initiatives are going to be planned. One initiative is the introduction of Instahelp – an online psychological counselling platform[51] designed to support mental well-being. (see p.9 for further information)
- **Ecological Responsibility:** Based on the recommendations derived from the workshops with Denkstatt, we put a focus on further reducing our CO_2 emissions in 2023, mainly in the category Mobility, where we have the biggest leverage. This focus will be reflected in one of our Company Objectives for 2023: Reduced CO2 footprint by 10 % (principle: avoid => reduce => compensate)

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[50] https://www.waiplus.online/waiplus#Einf%C3%BChrung
[51] https://instahelp.me/en/

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