



**Corporate Social Responsibility
Report**

mic





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#2 Introduction



2.1 GENERAL INFORMATION ABOUT MIC

The MIC group (referred to as “MIC”) is a privately owned company, founded in 1988, and has become the worldwide leading provider of global customs and trade compliance software solutions. More than 700 customers, in 55+ countries, on six continents, use MIC customs and trade compliance software. The company specializes in the integration of global customs and trade compliance systems based on specific corporate structures and consider regional and national legal requirements. MIC ensures 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. For us, it is fundamental that all our activities are fair, faithful, sustainable and in compliance with all applicable laws and regulations.

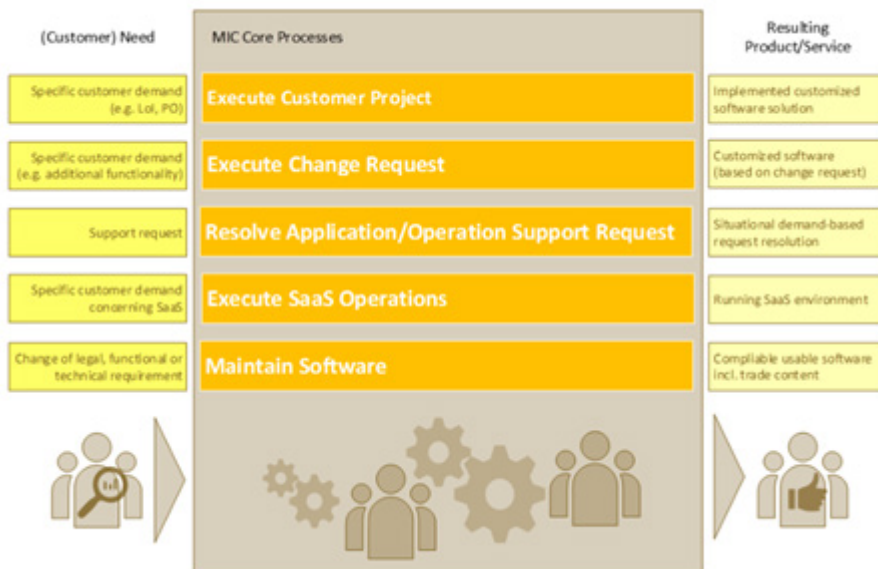
MIC is still 100% family-owned and has grown continuously and sustainably in the past 30+ years. By September 2021, MIC employs a total of 400+ employees globally. Per September 2021, a total of 354 employees of the 409 are working and living in Austria, that is 86,6% of all employees. 19% of all employees

employed in Austria, have a different nationality than Austrian, which makes our workforce diverse and international.

2.2 MIC'S CORPORATE SOCIAL RESPONSIBILITY (CSR) CONCEPT

The importance of fair, faithful, and sustainable activities is a value that shapes MIC since its beginnings in 1988 as expressed in our Mission statement.¹ Until 2020, MIC has engaged in numerous stand-alone activities concerning employee health and welfare as well as sponsoring for social projects.

Since 2021 we want to take this engagement to the next level and therefore have developed a Corporate Social Responsibility (CSR) concept. It acknowledges that MIC has three equally important areas of responsibility: economic, eco-



gical, and social responsibility. We are aligning MIC's CSR concept with the UN's Agenda for Sustainable Development

and the 17 UN Sustainable Development Goals (=SDGs).²

In a first step, we assessed MIC's impact on its stakeholder groups and evaluated MIC's sphere of influence through our business and processes.³



In a second step, we involved some of our most important stakeholder groups to identify the SDGs where we have the most influence on: The results showed that out of all UN Sustainable Development Goals (SDGs) MIC and its core processes have the biggest impact on 7 SDGs.

In a third step, we broke down the United Nation's SDGs to MIC- specific focus areas that make clear how we can contribute to the SDGs.

The next section should give you an overview on how MIC addresses its social, ecological, and economic sustainability and what initiatives we have set until now.

#3 Social Sustainability



Regarding Social Sustainability, we identified the following SDGs, where MIC has an impact:



3.1 SDG 3: GOOD HEALTH AND WELL-BEING

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.”⁴

We translated Target 3.8 to the following MIC-specific focus areas.

- **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.⁵

MIC Initiatives

Fit2mic program

Since 2014, the evaluation of psychological strains at the workplace was required by law. Therefore, MIC first started in 2015 the fit2work project that went beyond the initiatives set so far. Experts from the fit2work organization led MIC through the following process:

1. First assessment of the basic conditions and current situation at the company.
2. Workshops to identify company-specific requirements and challenges; agreement between fit2work and MIC
3. First screening and analysis of our employees in order to evaluate their ability to work
4. Presentation of the results of the analysis, definition and prioritizing of focal areas
5. Implement a process in the company, based on the fit2work project; define an integration team and steering board
6. Evaluate every two years the status quo in the company with the ABI+ questionnaire and define according targets and measures to reach those targets.

(<https://fit2work.at/artikel/wie->

funktioniert-fit2work-fuer-betriebe)

By 2018 the fit2work program (now fit2mic) was established at MIC. Currently, our fit2mic program, available to all colleagues from the MIC headquarter in Linz and partially to colleagues from other offices, is built on the basis of the “Work ability house” developed by the Finnish Institute of Occupational Health⁶. It focuses on the areas “health and functional capacities” and “work, work community, leadership” from the Work ability house. 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 to the fit2mic program that is used for the planned initiatives.

A lot of our offers are provided by our partner organization, ASZ where MIC books a certain amount of hours per year.⁷

To evaluate in which areas MIC needs to improve, every two years the AB+ questionnaire offered by the BBRZ Österreich is sent out to our employees to evaluate in which areas the fit2mic program needs to focus more. The next ABI+ questionnaire is scheduled for 2022.⁸

In addition, every year the fit2mic steering board (HR, works council, MIC Management, colleagues from different departments) meet to review last year’s fit2mic pro-



gram and define a new focus for the upcoming year.

Initiatives of the fit2mic program so far:

- fit2mic interviews / burnout prevention talks
- fit2mic Sport offer, sponsored running events
- fit2mic vaccinations, individual health checks and counseling offers in cooperation with the ASZ
- Fit2MIC days (different individual offers, workshops, lectures that employees can profit from during their work time)

KPIs

Participations fit2mic offers 2021	207
.....	
Fit2mic offers 2021	291
.....	

3.2 SDG 4: QUALITY EDUCATION

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.

We translated Target 4.4 to the following MIC-specific focus areas.



education via our MIC Academy program and enable individual career paths.

2. **MIC Focus Area 2:** Make a social impact and support lifelong learning initiatives outside of MIC (e.g.: Linzer Lerntafel, Coder Dojo Linz, ...)

MIC Initiatives

MIC Academy

MIC is an expert organization, and we strive for permanent, professional development. This is also reflected in our company vision:

„We provide our employees with opportunities for professional development, including the potential for challenging, international work experiences. We strive to motivate our employees to think creatively and with an eye to the overall business of MIC and the needs of our customers. We encourage employees to make decisions and to act on them responsibly. As our employees are given opportunities to move up to positions of more authority within our organization, we expect them to take on corresponding management responsibilities.“⁹⁹



In 2021 we introduced 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:

- Formal Training (classroom/virtual classroom, outside training & Coaching, e-learning/learning videos):
MIC Academy on Ilias & MIC Academy Calendar
- Peer-to-Peer learning
- Lessons Learned:
- Feedback

KPIs (MIC DV)¹⁰

Av. training days / employee	4
.....	
Internal / Inhouse trainings offered per year	90-120
.....	
Av. participants / training / year	6 - 15
.....	

3.3 SDG 5: GENDER EQUALITY

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.”

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.”

We translated Target 5.4 and 5.5 to the following MIC-specific focus areas:

- 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.



MIC Initiatives

Maternity / paternal leave process

We want to make sure that our employees can profit from flexible working conditions that allow them to combine their professional role with their private and family life. That is why we have introduced the MIC maternity / paternal leave process. In the so-called “Perspektivengespräch” all different aspects of their leave are discussed together with their Manager and Administration. An important part is how the employee can engage (if desired) with the company during their leave and how a successful reintegration after their ab-

sence is triggered that is tailored to their individual needs.

equalitA certification

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

equalitA ¹¹ 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

KPIs

**UPPER MANAGEMENT:
Managing Directors, VPs, department heads**

9 100,0%

Female 2 22,2%

Male 7 77,8%

**MIDDLE MANAGEMENT
Team Managers, Unit Heads**

29 100,0%

Female 1 3,4%

Male 28 96,5%

Female representation in Upper and especially in Middle Management is low, unfortunately. We acknowledge that this is a field of action and will put a focus on this topic this year.

#4 Ecological Sustainability



Regarding ecological sustainability, we identified

the following SDGs, where MIC has an impact:



4.1 SDG 7: AFFORDABLE AND CLEAN ENERGY

TARGET 7.2

“By 2030, increase substantially the share of renewable energy in the global energy mix.”¹²

We translated Target 7.2 to the following MIC-specific focus areas:

- MIC Focus Area 1: Decrease energy consumption at MIC HQ.
- MIC Focus Area 2: Have a sustainable energy mix at MIC’s HQ and at our server suppliers.

MIC Initiatives

- We have changed to 100% green power for our



offices in Hafenstrasse 24, Am Winterhafen 4 & 11

KPIs

**Total electricity
consumption 2021
(100% renewable energy)**

211.076 kWh¹³

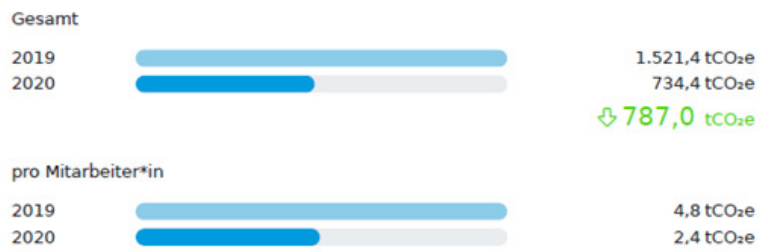
4.2 SDG13: CLIMATE ACTION

TARGET 13.2

“Integrate climate change measures into national policies, strategies and planning.”¹⁴

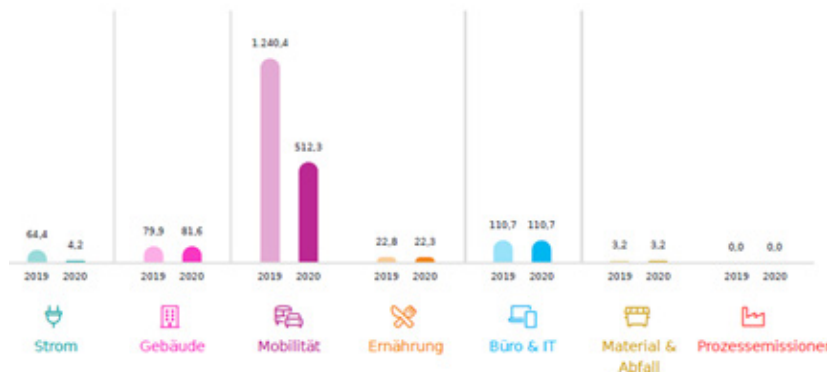
We translated Target 13.2 to the following MIC-specific focus areas:

- MIC Focus 1: Measure MIC’s CO2 impact and create awareness for this topic with our employees.
- MIC Focus 2: Develop a smart MIC mobility policy



for business travel and including benefits for

sustainable up and down journey to work.



MIC Initiatives

Measuring the CO2 footprint of MIC, Headquarters Linz

In 2021 we measured our CO2 footprint for 2019 and 2020 using the CARMA tool of our partner Glacier.¹⁵ In the first step, we focused on our HQ in Linz, where most of all MIC employees are located.

4.2.2 KPIs

Total CO2 footprint:

CO2 footprint per category

Further initiatives

- Climate Impact Day 2021:
The goal of this day was to raise awareness for climate protection across MIC which started already with a give-away of cress seeds for all colleagues at MIC HQ and inspiration on how to easily save CO2. Together with 100+ companies and our partner Glacier, 16 MIC colleagues engaged in our first Climate Impact Day.
- MIC Bike to work challenge:
This initiative incentivized our employees to ride to work by bike. We have biked ~3354,6km and saved 637,3 kgs of CO2 in 2021.
- Starting from 2022, each employee can choose additional benefits, we offer environmental-friendly options (public transport, “Klimaticket”, job bike) with a monthly additional payment without tax/social security contribution from the side of our employees.
- Climate Ranger Academy:
Starting from 2022, we want to build up knowledge on climate protection across MIC. Therefore, we assigned 3 colleagues who join the Climate Ranger Academy (Grundkurs) from our partner Glacier.¹⁶

#5 Economic Sustainability

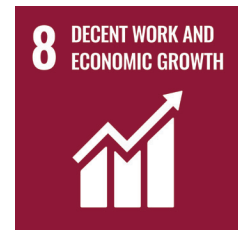


Regarding economic sustainability, we identified the following SDG, where MIC has an impact:

5.1 SDG 8: DECENT WORK AND ECONOMIC GROWTH

TARGET 8.2

“Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors.”¹⁷



We translated Target 8.2 to the following MIC-specific focus areas:

- MIC Focus 1: Develop new products to win new customers in neighboring markets.
- MIC Focus 2: Continuously improve software and process quality.
- MIC Focus 3: Offer a great place to work.

5.1.1 MIC Initiatives

Great Place to work certification

We are proud to be certified as „Great Place to Work“¹⁸ after having completed the survey again in 2021. The MIC manage-

ment and department directors discussed what „hot spots“ can be addressed. The discussion resulted in two initiatives:

- Improve communication and collaboration across departments
- Setting up an automated process to continuously measure and communicate customer satisfaction on our service delivery internally.

6 Outlook for 2022

For 2022, we set our focus on the following topics:

- A plan for CO2 footprint reduction to net zero by 2040 is set up.
- Further drive and enhance SDG 5, Gender equality

Endnoten

- 1 <https://www.mic-cust.com/company/mission-statement/>
 - 2 For further information, please visit: <https://sdgs.un.org/goals>
 - 3 <https://miccust.sharepoint.com/sites/Processes>
 - 4 <https://sdgs.un.org/goals/goal3>
 - 5 The fit2mic program is our corporate health promotion program. 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 to the fit2mic program that is used for planned initiatives and services.
 - 6 https://www.researchgate.net/figure/The-work-ability-house-model-The-floors-of-the-house-as-well-as-family-and-social_fig1_335143300
 - 7 <https://www.asz.at/de/arbeitsgesundheit/arbeitsgesundheit-int-1/>
 - 8 <https://www.bbrz.at/fuer-unternehmen/beratungsangebote/?region=5&theme=default>
 - 9 <https://www.mic-cust.com/company/mission-statement/>
 - 10 These numbers refers to our company MIC Datenverarbeitung GmbH (MIC DV)
 - 11 <https://www.bmdw.gv.at/Themen/Wirtschaftsstandort-Oesterreich/equalitA.html>
 - 12 <https://sdgs.un.org/goals/goal7>
 - 13 Our offices in Hafenstrasse 24, Am Winterhafen 4 and 11
 - 14 <https://sdgs.un.org/goals/goal13>
 - 15 <https://community.glacier.eco/page/carma>
- For further information on the scope and the used methodology, please refer to:
<https://www.carma.eco/page/faq>
- 16 For further information, please visit: <https://glacier.eco/academy/>
 - 17 <https://sdgs.un.org/goals/goal8>
 - 18 For further information, please visit: <https://www.greatplacetowork.at/beste-arbeitgeber/oesterreich/certified/>