

Musala Soft

Corporate Citizenship and Environmental Performance Report 2018



**“If we lose the forests,
we will lose the fight against climate change”**





Top Management Message

Musala Soft is committed to be a socially responsible company. We support our employees to be citizens of the World and together inspire and implement positive ideas for the sustainable growth of the society. The impact of such a behavior is not only “here” and “now” but also “in the future.”

Elena Marinova, President of Musala Soft

Sustainability Strategy

Musala Soft’s emphasis on sustainability is meant to ensure that the actions we take today do not jeopardize the future generations’ ability to realize their goals and dreams. We recognize that an effective strategy addresses the environmental, social, health and safety, product, supplier and economic components of sustainability.

Environmental

- Drive continuous improvement in environmental sustainability through recycling, conservation of resources, prevention of pollution, product development, and promotion of environmental responsibility among our employees.
- Ensure our operations comply with relevant environmental regulations.
- Conduct our operations in a manner committed to the conservation of resources, prevention of pollution and promotion of environmental responsibility.

Social

- Conduct our business with uncompromising integrity and promote human rights within the company’s sphere of influence.
- Ensure employee engagement in the success of the company.
- Be an economic, intellectual and social asset to each nation and community in which we operate.

Health and Safety

- Create the health and safety practices and work environments that enable our people to work injury and illness free.
- Ensure our operations comply with relevant occupational health and safety regulations.

Products

- Ensure our products meet or exceed their published specifications.
- Ensure our products comply with relevant safety and environmental standards and regulations.

Supplier

- Inform suppliers and contractors of our environmental and social responsibility expectations. Require them to adopt management practices aligned with our expectations.

Economic

- Create economic value for our shareholders.
- Achieve our financial objectives in a sustainable and responsible manner.

Governance, commitment and engagement

Musala Soft's Corporate Citizenship Statement

Musala Soft is committed to conducting business in an ethical, socially responsible and environmentally sustainable manner. Our Citizenship Objective is to be an economic, intellectual and social asset to each nation and community in which we operate. [Musala Soft's Community Relations programs](#) are tangible examples of our commitment to exemplary Corporate Citizenship.

Musala Soft's Corporate Citizenship commitment is consistent with our [CSR and Environmental Policy](#) and [Musala Soft Code of Conduct](#) - all essential for continued business success. **The Musala Soft ISO 14001** certified company-wide environmental management system is used to manage and drive continuous reduction of adverse environmental impacts.

Musala Soft and ISO 26000

ISO 26000 is a voluntary International Standard providing guidance on social responsibility. Musala Soft recognizes ISO 26000 as a reference document which provides guidance on social responsibility. Musala Soft aligns with the ISO 26000 standard as part of our social responsibility practices.

Organizational Profile

Musala Soft is a leading Bulgarian software engineering services company, specialized in the delivery of complex and large-scale software projects, IT consulting and solution implementation.

The overall company goal is to enable our clients to leverage cutting edge information technologies while focusing on effectively using their existing assets. The company's reputation of a reliable service provider owes to a track record of successful projects and satisfied clients.

Awards 2018



Forbes Business Awards 2018: First place in "Human Resources Development" category.

National Competition "Employer of the year" organized by Career in Bugaria - finalist in the "Best Training Program" category.





“Best Telecoms Software Services vProvider Southeast Europe” in TMT Telecoms Awards 2018 and “AWARD FOR CLIENT SERVICE EXCELLENCE 2018”

Awards in the Technology Awards category for Innovative Solutions and Technology for good at Global Tech Summit 2018



Finalist at the National Competition “Innovative Enterprise of the Year” 2018 and a holder of the “Excellence in Innovation” brand.

Certificate of Gratitude from Plovdiv University “Paisii Hilendarski”





European Business Awards 2017/18 — National Winner in “The Workplace and People Development Award” Category



European Business Awards 2017/18 Musala Soft shortlisted in “ONES TO WATCH” list of business excellence



Certificate of Gratitude from StartUP AUBG

Musala Soft among the biggest IT companies in Bulgaria in [Capital 100](#) chart (annual ranking of businesses operating in Bulgaria by Economedica)

- In Top 5 of the software developers in Bulgaria
- In Top 10 of the biggest software companies in Bulgaria



Green Events 2017



December: The future Musala Soft forest.

September: My Musala Summertime Skopje with outdoor sports and fun for Musala Soft employees and their families



September: My Musala Summertime Ruse — an active day in the countryside.

September: My Musala Summertime Sofia- an active day with sports and fun in nature.



September: Musala Soft participated at the World Cleanup Day



August: Climbing of Musala peak



August: Green workshop for the children of the Musala Soft's colleagues. Event part of the initiative "Да изчистим България заедно"



July: Outdoor watching of the World Cup Final.



June: Rafting adventures down Struma river

June: My Musala Summertime Sofia - an active day with sports and fun in nature with the colleagues and their families.



June: My Musala Summertime Skopje with outdoor sports and fun for Musala Soft employees and their families

May: Wizz Air Skopje Marahon



May: Musala Soft football team won the cup for best Team For May in the IT Championship.



April: Musala Soft Grand Team Building - fun game in the center of Skopje



February: Snowshoes walk in Vitosha mountain



Memberships in industry associations and national/international advocacy organizations

Musala Soft participates in industry and professional organizations - local, national and global. Participation helps us achieve business and citizenship goals by enabling us to work with other companies on issues that affect our industry. Memberships also keep Musala Soft abreast of industry issues and best practices and provide vehicles through which we can contribute to and influence public policy. Examples of these memberships are:

- Bulgarian Association of Software Companies (www.basscom.org)
- Bulgarian Association for Information Technologies (www.bait.bg)
- Bulgarian Chamber of Commerce and Industry (www.bcci.bg)
- Confederation of the Employers and Industrialists in Bulgaria (www.ceibg.bg)
- Enterprise Europe Network - the largest information and consultancy network in Europe (<http://enterprise-europe-network.bg>)
- American Chamber of Commerce in Bulgaria (www.amcham.bg)

List of stakeholder groups engaged by the organization

Musala Soft's stakeholders include:

- Employees
- Customers
- Academic institutions
- Technological partners
- State and other institutions
- Suppliers
- Media
- Memberships of the Musala Soft President
- Branch organizations
- NGOs

The feedback from our stakeholders provides us with information to help improve our environmental, social and economic performance. Our Corporate Communications department uses the input it receives to help guide our community programs, such as volunteerism and grants.

Environmental Performance

Musala Soft is committed to conducting its business in an ethical, socially responsible and environmentally sustainable manner by reporting performance and ensuring that production and operations meet relevant environmental legislation and regulations. We operate under a company-wide Social Responsibility and Environmental Management system, that applies to our design, development, manufacturing, distribution and service operations. **Musala Soft has demonstrated its effectiveness in managing environmental impact by maintaining an ISO 14001 compliance and achieving certification by the standard.** Our Social Responsibility and Environmental Management system is a tool to drive continual improvement in environmental performance and pursuit of sustainability.

1. Musala Soft's Environmental Aspects

As a software company, Musala Soft's impact on the environment from its own operations is relatively low. But we realize that like every other company with office and administrative activities, we use electricity, paper, electronic equipment, consummative for printing, faxing, scanning. All of them are related with natural resources depletion, emissions to air, land contamination, and therefore considered as environmental aspects, having impact on the environment.

Environmental aspects are a key component in Musala Soft's environmental management. They define the scope of the responsibility of an environmental management system as well as give input to other actions related with sustainability strategy development, and are therefore the ones that focus the environmental work on.

1.1. Significant Environmental Aspects

Significant environmental aspects are the most important environmental aspects which cause the highest environmental impact or are important due to legislation and other requirements.

Generally the following significant environmental aspects are prioritized at Musala Soft:

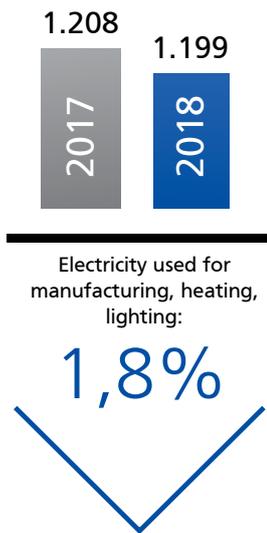
- **Emissions to air**
 - • **Transportation (flights, cars, taxies, public transport - bus)**
- **Generation of waste**
 - • **Paper and cardboard**
 - • **Toners**



- • Batteries and accumulators
- • Electronic equipment
- Use of natural resources
 - • for transportation (flights, cars, taxis, public transport - bus)
 - • for electricity
 - • for paper consumption

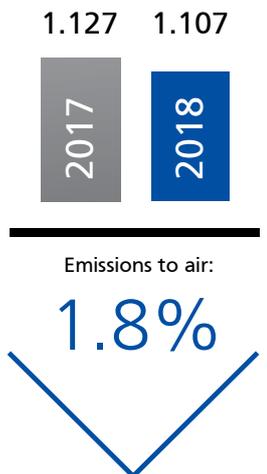
For each significant environmental aspect there is a quantitative representation in terms of an environmental indicator, which is used as a tool for assessing environmental performance and reporting on progress towards sustainable development.

1.1.1. Electricity consumption and generated GHG emissions (Scope 2)



Electricity used for manufacturing, heating, lighting:

Metric	Unit of measurement	2017	2018	comparison 2017/2018
Electricity use	MWh/per employee	1.208	1.199	1.8%



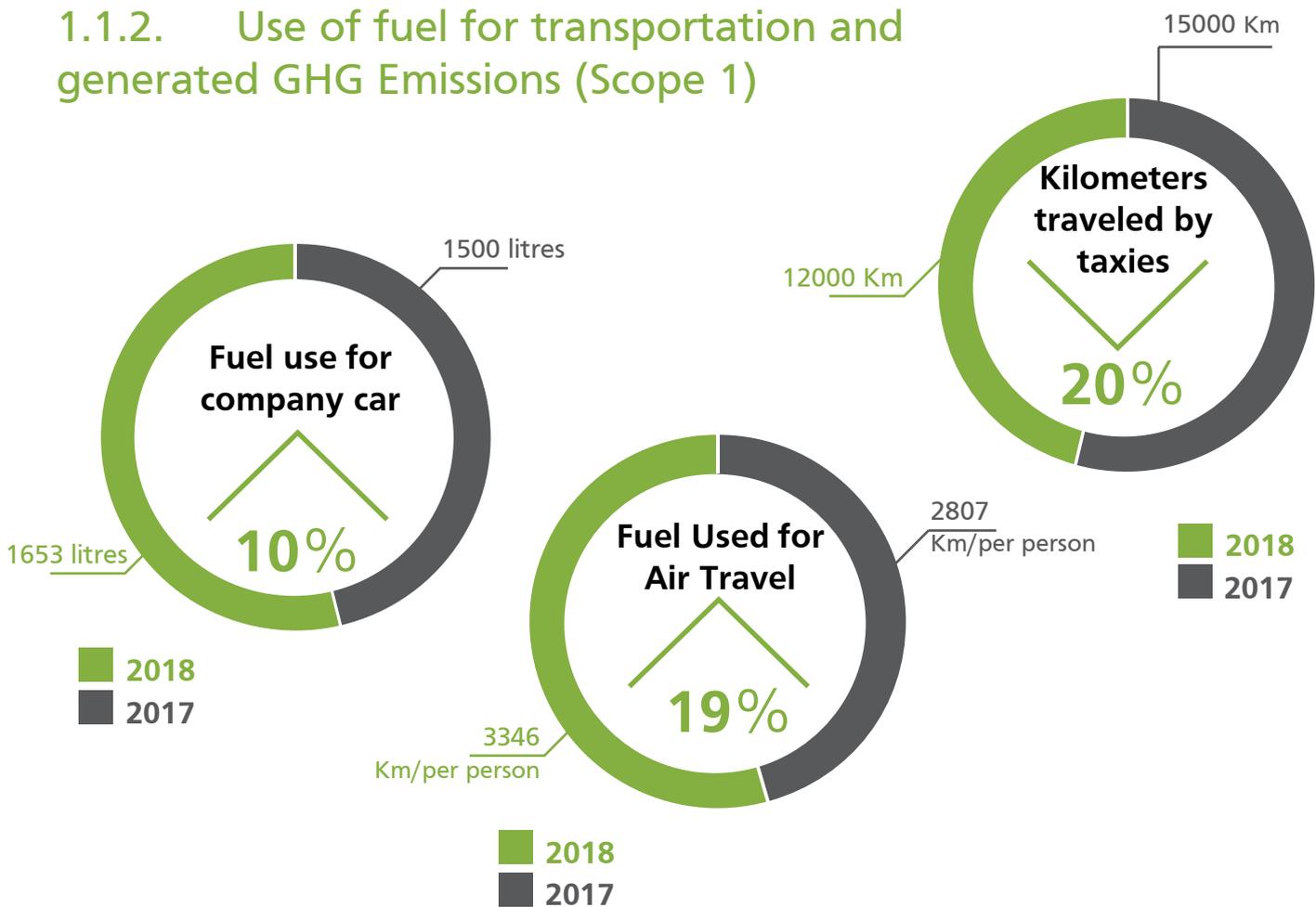
Emissions to air:

Metric	Unit of measurement	2017	2018	comparison 2017/2018
GHG emissions generated by electricity use	tCO2/MWh (per employee)	1.127	1.107	1.8%

Measures to reduce indirect energy consumption

- Virtualization of storage space, servers and network resources where reasonable - reduce power consumption, noise and heat output, as well as hazardous waste;
- Use an external Data Center for high consuming devices;
- Observe energy efficiency policies.

1.1.2. Use of fuel for transportation and generated GHG Emissions (Scope 1)



Metric	Unit of measurement	2017	2018	comparison 2017/2018
Fuel used for company car	Total liters	1500	1653	10%
Kilometers traveled by taxis	Total km	15000	12000	20%
Kilometers traveled by Air Travel	Km per person	2807	2807	19%

Emissions to air:

Metric	Unit of measurement	2017	2018	comparison 2017/2018
GHG emissions generated by company car	Total CO2 kg	4014	4415	10%
GHG emissions generated by use of taxis	Total CO2 kg	3598	2878	20%
GHG emissions generated by Air Travels	CO2 kg per person	87.16	120.69	19%

Measures to reduce consumption of fuel and GHG emissions generated:

- Observe using tele- and video-conferencing when possible
- Preferably use of eco-friendly airlines for business flights
- Use of public transport, instead of company car or taxis when possible
- Alternative ways for going to work – use bicycle, go walking when reasonable

1.1.3. Generation of waste

Metric	Unit of measurement	2017	2018	comparison 2017/2018
Paper and cardboard	kg	246	228	8%
Batteries	kg	40	39	3%
Toner cartridges	number	20	24	20%
Plastic	kg	1268	1135	10%
Electronic equipment	kg	76	75	1%

Measures to reduce waste generation:

- Paper-less office — continue and extend where possible usage of internal systems for automating business processes and administration activities
- All documentation is kept electronically
- Usage of high quality equipment for printing/faxing with economical use of consumable materials
- Waste separation - eco-bins for PLASTIC, PAPER and separate storage rooms for paper/cardboard waste, toners, batteries and obsolete equipment
- Waste recycling — use only licensed companies for waste disposal, authorized for recycling waste in a sustainable manner
- Economic use of paper — eco - friendly printing rules:
 - • Print double sided
 - • Print More than One Page Per Sheet
 - • Use Print Preview and Shrink to Fit
 - • Only Print the Selection You Need
 - • Print to PDF Instead of Paper
- Environmental company awareness initiatives, focused on propagating waste segregation



1.2. Objectives and targets related with Musala Soft's Significant Environmental Aspects:

Aspect	Objective	Target 2019
Electricity use	Increase efficiency, reduce electricity use and reduce GNG emissions	2% reduction of electricity use compared to 2018 2% Reduce emissions compared to 2018
Consumption of paper for copying, faxing, printing	Reduce annual paper & printing purchases	3% reduction of paper purchased compared to 2018
Generation of waste paper and cardboard	Recycle paper & cardboard waste	5% reduction of waste from paper compared to 2018
Generation of waste from batteries, toners	Recycle waste where possible	10% reduction of waste from batteries and accumulators compared to 2018
Generation of waste from plastic materials	Reduce waste	5% reduction of waste from plastic compared to 2018
Use of fuel for air travel	Reduce emissions	1 % Reduce emissions per employee compared to 2018

1.3. Other Environmental aspects

Musala Soft's environmental aspects include also other environmental aspects, considered as non-significant due to the low environmental impact and/or low level of occurrence. Controls for reducing environmental impact for all Musala Soft's aspects are established and considered during evaluating environmental performance. All Musala Soft's environmental aspects are evaluated during management reviews, upon changes in legislation or changes in business operations, having impact on the environment.

Other environmental aspects:

Aspect	Impact	Rationale	Controls in place
Generation of general waste	Land contamination Air pollution	General waste is generated from household activities. Considered as non-significant due to the small quality, not related with business operations	General waste is gathered and controlled by the building landlord
Generation of waste from company cars maintenance	Land contamination Air pollution	Small number of cars, rarely used	Use of licensed services for car maintenance
Use of water in toilets	Use of limited water resources	Only used for washing, not related with business operations	
Storage & use of chemicals for cleaning	Water or land pollution	Limited usage, not related with business operations	Using chemicals marked with eko-signs

Musala Soft is growing and expands its business. Over the past three years, the staff grew by 30%, and new offices were opened in Burgas, Ruse and Skopje. To ensure equal working conditions for all offices (administrative, technical provision, internal process training), a lot of business trips were performed and the transport costs made by the company has been increased. Musala Soft is trusted and preferred supplier of many global companies. As a consequence of ongoing partnerships and the integration of newly employed people in the different locations, additional business travels take place. However, Musala Soft managed to decrease the level of harmful emissions from air transport through 2018 in comparison with the previous period.

Following our Code of Conduct, we strive to facilitate the communication between the employees in the different locations in order to provide opportunities for better integration of the team members and to create efficient working environment. We develop internal communication platform which will help us to achieve these goals and we expect that it will contribute to the positive outcome in the future.

Furthermore we are implementing a new way of calculation of emissions in the company as per employee, in order to determine more accurate indicators, to measure that we will meet the company long-term plan, considering our business growth.





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View Report at:
<http://www.musala.com/community/community/>
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