

Corporate social responsibility

2022 report



HEADQUARTERS

400 Trade Ctr Ste 5900
Woburn, MA 01801, USA
Phone: +1 (866) 645-1119
Fax: +1 (603) 386-6097

EUROPEAN OFFICE

J. Balčikonio g. 3, Vilnius,
08200, Lithuania
Phone: +370 (5) 203-1571
Fax: +370 (5) 203-1573

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Our CEO's message

Our company represents people of various origins and political views, but we aim to make the world a better, safer, and more prosperous place for all

— CEO, AURIGA

Vyacheslav Vanyulin

Over the last 30 years, Auriga Inc. participated in software development and testing for products that save lives in hospitals, connect people and devices worldwide, maintain safety in the working environment, and ensure reliability for mission-critical equipment. Auriga's employees participated largely in charity and volunteering, bringing hope and positive changes to their communities.



In these troublesome times, our responsibilities to our personnel and customers are becoming more demanding. Our primary goal is to keep our engineers employed, their families supported, and our client's business needs met at the highest level of quality. We commit to providing our services and fulfilling all our contractual obligations as usual.

Introducing Auriga



Auriga is a 30-year leader in full-cycle software development and testing. It helps customers innovate, lower costs, ensure safety and reliability, and shorten development time for next-generation products in various domains.

We implement a process that will make you feel like you just got an extension of your existing team, quickly adding the skills you currently lack in your squad and expediting your internal development effort with new product development and existing product maintenance.

Auriga's footprint

STABILITY

Since 1990

OWNERSHIP

Privately held C-corp

FLEXIBILITY

FP, T&M, Dedicated Center, Agile

COMPLIANCE

CMMI IV, ISO 13485, IEC 62304, etc.

ADDED VALUE

Tailored processes, ramp-up methodology

REFERENCES

Customer satisfaction track record

RECOGNITION

Global Outsourcing 100 since 2008, Datamonitor, Gartner, IDC, Forrester, Clutch, and other analytic reports and ratings

7

development centers

13+

R&D labs

500+

employees

100+

projects yearly

120+

clients



A partner you can trust

Auriga is the partner you can trust to develop safe, secure, and reliable products to stay competitive, compliant, and cost-effective



Auriga was named among the Super Stars of the Global Outsourcing 100® ranking for its sustained excellence



#1 CUSTOMER SATISFACTION
in engineering services outsourcing



IN TOP 20 CUSTOMER SATISFACTION
across all outsourcing segments w/w ahead of Google, IBM, HP, Siemens, Dell and many others

Auriga's COVID-19 response

The COVID-19 outbreak has hugely impacted Auriga's business, the lives of our employees, and the economies of the communities we serve

Our top priority is the well-being, health, and safety of our staff, customers, and partners. Throughout the pandemic, most of our employees kept working from home. In contrast, some of our engineers on the critical-mission projects worked in our R&D labs to help our clients navigate their equipment and run development and testing tasks. We appreciate their dedication and implement specific measures to ensure their safety in the workplace.

To provide a safer workspace, we supplied our offices with bactericidal lamps to minimize the risk of infection and sanitizers and face masks. Moreover, we introduced coworking team schedules to simultaneously regulate the number of people in any particular office room.

To ensure our employees can protect themselves against Covid-19, we arranged test sessions and voluntary vaccination with two days off after for recovery.

As the pandemic is considered over and safety measures are taken down, we still support working from home or hybrid coworking schedules for all interested employees.

Achievements

- ✓ NO HEADCOUNT OR WAGE CUTS
- ✓ COWORKING INTRODUCED
- ✓ ANNUAL APPRAISALS CONDUCTED: 35% OF EMPLOYEES PROMOTED

CSR quick facts

COMMUNITY INVOLVEMENT

73%

of employees are engaged in charitable activities

LEARNING AND GROWTH

120+

courses organized by Corporate Training Center

CUSTOMER SATISFACTION

7

clients have stayed with us for over a decade

GENDER DIVERSITY

51%

of women in the Executive Management Team

Community involvement and development



Employee volunteering is one of the most effective ways for Auriga to build relationships with communities and local partners and to strengthen our reputation as an excellent corporate citizen. Employees are encouraged to include volunteering in their annual personal development plans. They can post information about important causes that need support in a special section called Acts of Kindness on Auriga's intranet portal. In every city where Auriga has locations, our employees are involved in their communities, working to make the world a better place.

Charity



Corporate charity

Our charity efforts had risen to a new level since 2016, when Auriga started cooperating with the Wings of Life charity fund in Nizhny Novgorod, Russia. The fund is aimed at the socialization of children from orphanages and dysfunctional families through sports, dance, and art activities, as well as various training courses, workshops, and master classes. Auriga's official sponsor of the charity fund has inspired the employees to dedicate more energy and attention to fundraising and volunteer work in 2022.

Private charity

In addition to corporate charity, Auriga's employees devote time to helping orphanages in the Moscow, Nizhny Novgorod, and Rostov-on-Don regions. We donated money, clothes, toys, and books to the Otkazniki orphan charity fund and purchased medical goods and supplies for the Morozov Children's Hospital in Moscow, Russia. Several Auriga's employees are active fundraising group participants to aid people, primarily children, with expensive medical conditions that require urgent surgeries or unique treatments.

Volunteering



Run, hero

Annually, Auriga's employees participate in the "Run, Hero!" charity run in Nizhny Novgorod, Russia. "Run, Hero!" raises money to arrange spot events or install new sporting facilities for children from orphanages and children with cancer and hematological diseases, visually impaired young people, and other vulnerable social groups. Every year, the organizers choose a new charitable purpose for the event. In 2022, they continued to invest in sports projects aimed at popularizing sports activities among children from smaller towns.



Bake sale

Bake sales have been one of our favourite fundraising activities since 2014. In 2014–2015, the profits from the events were used to buy essential goods for the Children without Mothers charity fund in Nizhny Novgorod. In 2016–2019, we raised funds for Sasha Maslennikov, a 5-year-old boy with congenital CNS defects (spina bifida) and other health issues. Together, we collected the necessary sum to buy a myostimulation device and pay for Sasha's sanitarium rehabilitation. We had to skip the bake sale in 2020 and 2021 due to the quarantine restrictions, but we plan to organize another one at the end of 2022.

Saving lives



National marrow donor program

Annually, Auriga's employees participate in the "Run, Hero!" charity run in Nizhny Novgorod, Russia. "Run, Hero!" raises money to arrange spot events or install new sporting facilities for children from orphanages and children with cancer and hematological diseases, visually impaired young people, and other vulnerable social groups. Every year, the organizers choose a new charitable purpose for the event. In 2022, they continued to invest in sports projects aimed at popularizing sports activities among children from smaller towns.

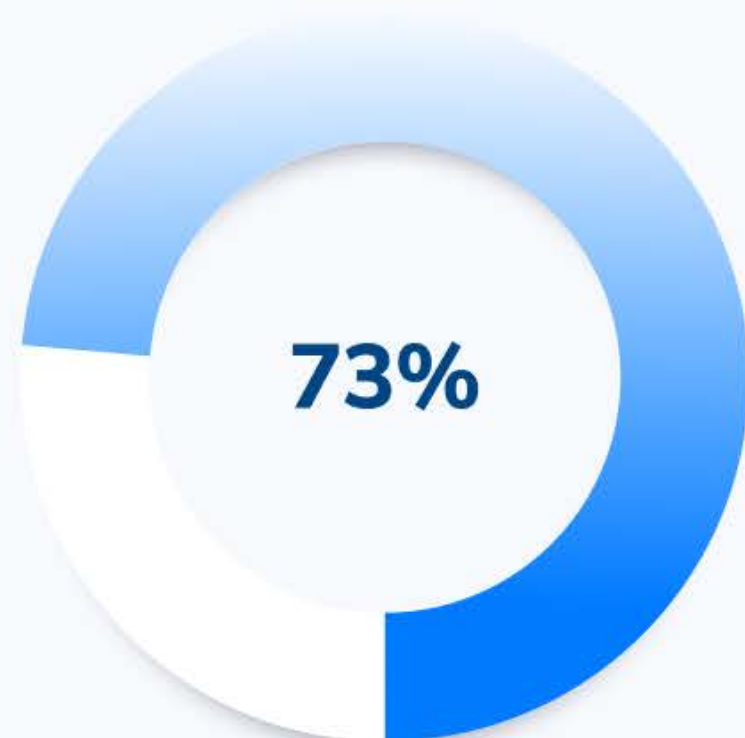


Animal protection and care

Auriga's employees have always been interested in helping animals left homeless, injured, hungry, and lost, and we have long cooperated with homeless animal prevention and care funds. Some of us have spent years helping pets in need. One-third of our employees show an abiding interest in animal protection and care. They support non-profit organizations in Russia, raising funds for pet shelters and spreading awareness about homeless pets. Since 2018, Auriga's employees in Nizhny Novgorod have been donating pet food and care products, using a special box installed in the office to support pet shelters.

Charity survey

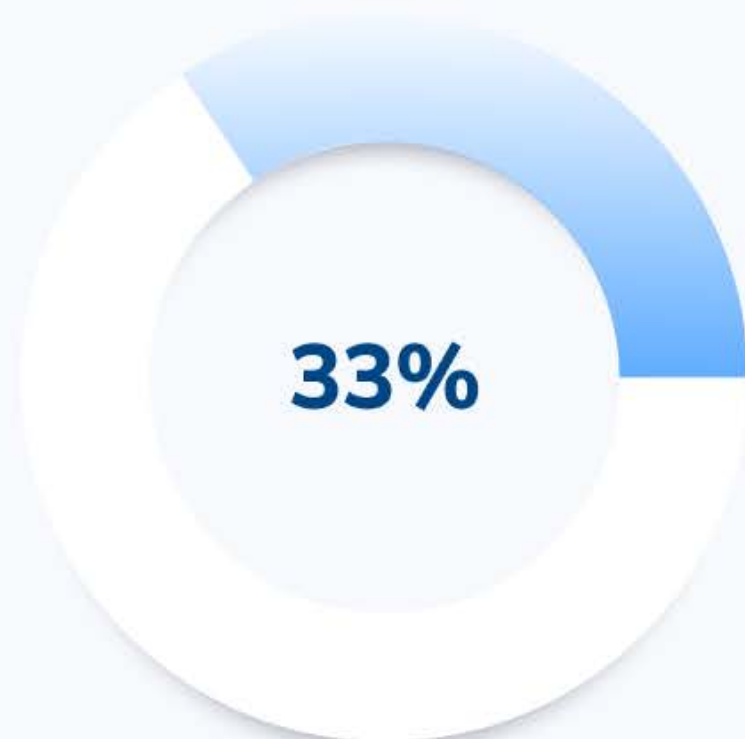
Activity



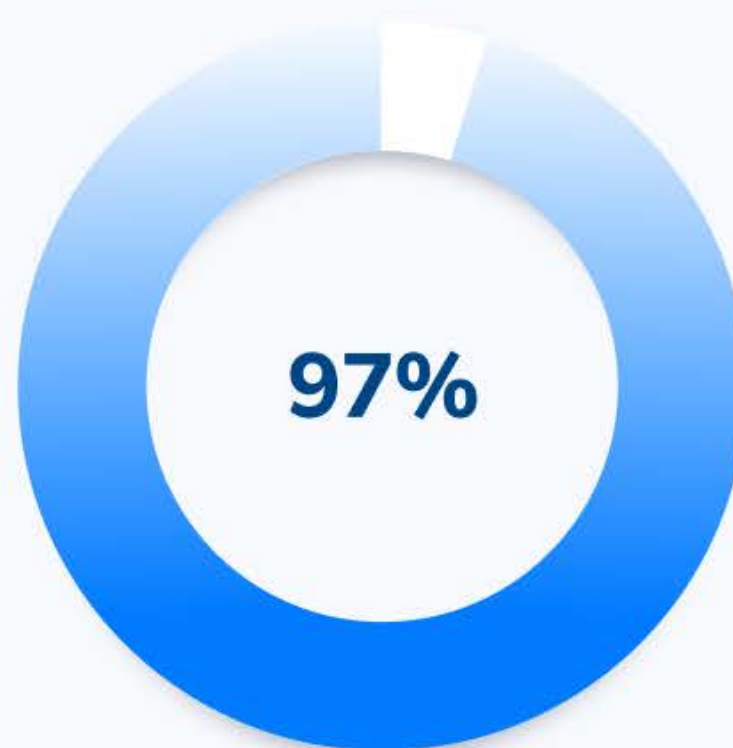
Experience



Contributions



Plans



2021-2022

Progress on goals

Goal area



Support of Various Causes, Volunteer Work

FY 2021 goal



Increase employees' awareness of charity programs and volunteer work

FY 2022 progress



Auriga served as an official sponsor of the Wings of Life charity fund in Nizhny Novgorod, Russia



Auriga's employees participated in the "Run, Hero" and other charity marathons and personally contributed to various charity causes

Objective for 2023 and beyond



Increase employees' awareness of new charity programs and volunteering events by providing relevant information via the intranet portal and encouraging and organizing initiatives in regions near the company locations

Target date



FY 2023



IT Education standards development

Auriga's representatives participate in Russian Information and Computer Industry Association (APKIT) sessions, where they sit on the Education Committee. The key objective of the Committee is the development of various projects in the IT education sphere, mainly working out the integrated professional standards in the IT area and enhancing the graduate and postgraduate educational standards in IT.

Participation in IT educational events

Annually, Auriga's experts participate in IT educational events, conferences, and career trade fairs, contributing as speakers and attendees. These events help us share our experience and promote IT education among young talent in Russia. In 2020–2022, Auriga's engineers from different locations made presentations on their experience at CrossConf 2022, Analyst Days 2022, Heisenbug 2021, KnowledgeConf 2020, TechRec 2020, – some of the largest platforms for obtaining knowledge and networking, software testing and Agile conferences, and several other exciting IT educational events. In 2022 most software educational events were cancelled or postponed, but our engineers conduct webinars and share their passion for development and testing online.

Programs for young techies



Cooperation with universities

Since 2020, Auriga has been partnering with Novosibirsk State University (NSU), one of the leading Russian higher-education establishments. Nearly 40% of NSU alumni work for high-tech companies, and up to 80% of IT experts in Novosibirsk are NSU graduates. The cooperation aims to train young IT specialists, create educational programs and internships, and offer career guidance for students. Moreover, since 2015, Auriga has cooperated with Lobachevsky State University of Nizhny Novgorod (UNN), one of the largest universities in Russia, known for its strong Mathematics and Computer Science program. UNN undergraduates have regular opportunities to intern at Auriga, where they receive valuable experience working on real-life development projects for embedded and enterprise software solutions.

A-Training initiative

In 2017, Auriga's Corporate Training Center launched a new A-training (<https://vk.com/aurigatraining>) educational initiative for software and test engineers, analysts, architects, project managers, and team leads. This unique project makes our internal training available for everyone willing to learn and improve their skills. Auriga provides its educational platform to discuss hot software development and testing topics, explore new tools and emerging technologies, try best practices and approaches, boost personal effectiveness, and polish communication skills. The A-training webinars have been a tremendous educational opportunity for all participants. Some of the webinars we have presented recently have covered ARMv8, Make, Git, Hyperledger Fabric, neural networks, time management, business communications, and many other exciting topics. We have also launched a comprehensive Linux Kernel course. The courses and workshops are organized by Auriga's experts from Moscow, Nizhny Novgorod, and Rostov-on-Don. Moreover, we invited more than 25 non-employee specialists willing to share their knowledge and experience. Participation in our training is free and open to all.

Progress on goals

Goal area



Educational Programs

FY 2021 goal



Provide more online educational courses via the A-training platform



Increase the number of workshops for students and postgraduates



Increase participation in IT educational events when the quarantine measures are lifted

FY 2022 progress



Auriga developed the A-training initiative and organized over 125 different online pieces of training



The new internal LMS for education automation was introduced in mid-2022

Objective for 2023 and beyond



Provide more online educational courses via the A-training platform



Increase participation in online and offline IT educational events

Target date



FY 2023

Promoting healthy living



Staying healthy during COVID-19

The worldwide COVID-19 pandemic has made Auriga mainly focused on promoting healthy living, increasing awareness about safety measures, and providing all necessary supplies for infection prevention and control.

Auriga's offices have been supplied with facemasks, hand sanitizers, and infrared thermometers. Employees working in offices practice social distancing. At the same time, most of our staff members are allowed to continue working from home to help stop the spread of COVID-19.

Participating in Sports Events

One of Auriga's goals in community engagement is to encourage healthy, active lifestyles through participation in sports events. We welcome all our employees' sports initiatives and provide them with the opportunities and facilities to realize their potential. Every year, Auriga supports employees' participation in various marathons and tournaments. In 2018–2019, our employees ran marathons in Moscow, Nizhny Novgorod, and Vilnius and participated in table tennis tournaments. In 2021, we organized an internal spring fitness marathon for the employees. Besides, Auriga's teams participated in charity marathons and sports events, such as "Run, Hero," "Nizhny 800", and others. In 2022 all public sports events were postponed, but we plan to organize a few more in the upcoming years.

Progress on goals

Goal area



Promotion of Healthy, Active Living

FY 2021 goal



Increase the number of sports-related programs when the quarantine measures are lifted



Ensure employee health safety while working onsite

FY 2022 progress



Auriga's offices are supplied with facemasks, hand sanitizers, and infrared thermometers



Unfortunately, no new public sports events were held due to unforeseen circumstances

Objective for 2023 and beyond



Ensure employee safety and wellbeing



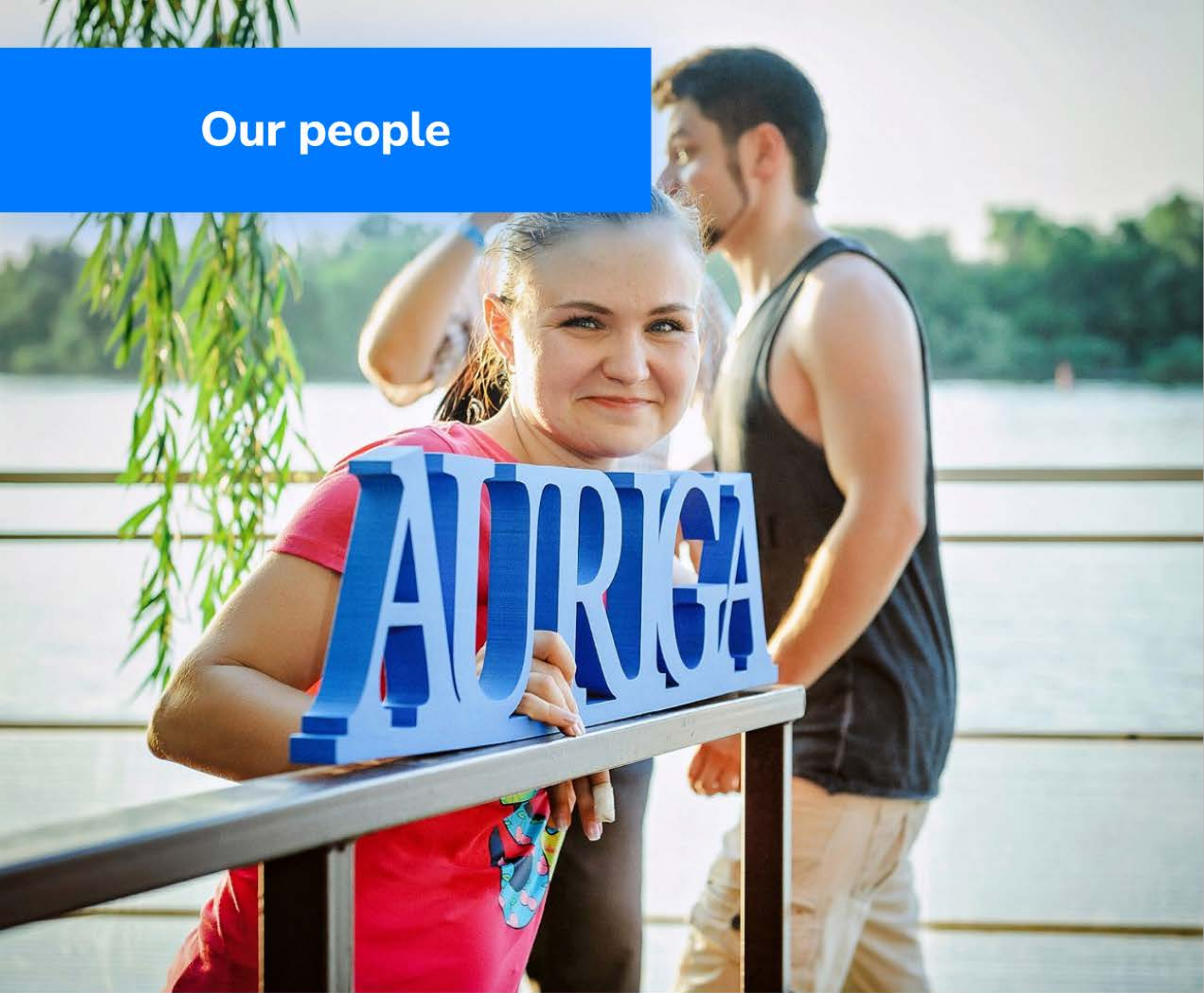
Increase awareness of healthy and active living by providing relevant information via the intranet porta

Target date



FY 2023

Our people



At Auriga, we encourage our employees to contribute to the development of a more connected, safe, and transparent world. Auriga develops software products for various customers, including medical device manufacturers, high-tech companies, automobile concerns, and construction tool manufacturers. Our collective technical and creative skills help us deliver innovative solutions that save lives, ensure interoperability, and facilitate digital transformation. Our continued success is driven by our ability to attract and retain talented and highly skilled people who have the desire to perform at their absolute best.

Making Auriga a better



At Auriga, we realize that employee and customer satisfaction is fundamental to our sustainability and success. Our employees have always been vital to Auriga's growth and development. We put great effort into attracting highly skilled, highly motivated people to work at Auriga. We offer our employees challenging and rewarding work, competitive compensation, benefits that enhance their quality of life, a safe work environment, and a variety of personal and professional growth opportunities. Throughout 2023, despite all the unforeseen circumstances and challenges, we have focused on helping them bring the very best of themselves to their performance each day.



Collaboration, innovation, and creativity are also integral to Auriga's success. We foster these qualities and skills in our employees in many ways, including promoting open and direct communication and creating a diverse and inclusive working environment where everyone can share their ideas. A strong alignment between business operations and corporate values leads to higher employee satisfaction, reduced turnover, maximum self-dedication, and good financial results. To take full advantage of the benefits of this alignment, in 2018, we reformulated our core corporate values and started implementing a new value-based culture in the company.

Our core values

Focus on the Client

We do all we can to understand the client's business goals and proactively help reach them

Strive for Excellence

Whatever we do, we do our best to do it better than anybody else could

Act with Integrity

We say what we think and do what we say

Work as a Team

We believe that excellence can only be achieved by combining individual talents, opinions, and efforts

Love What You Do

We facilitate a comfortable and flexible environment to enjoy every day of our life at work



Value-based management



Auriga is striving to strengthen organizational credibility, and thus employee engagement, by ensuring that the actions of company leaders and employees are aligned with the company's stated aspirations. To this end, we provide our employees with credible and specific values that can effectively guide decision-making. Our approach to values-based management is unique in many ways. Auriga actively reinforces expected behaviours by integrating its values into essential HR and Training Center processes and programs. As a result, our company creates accountability for living its core values through constant, open communication with internal and external stakeholders.

Additionally, Auriga has embedded these values directly into its performance management system. All values are transferred into a set of behavioural patterns that are considered a practical manifestation of those values. These component values and associated behaviours also serve as the basis for screening and selecting potential hires. The employees have warmly received the introduced value management system. The seamless integration of values, behaviours, performance standards, selection criteria, development, and reward components has been identified as a critical factor for the company's future growth. This approach has already improved our overall performance and reduced employee turnover.

Communicating with employees

Open and transparent communication is critical to building trustworthy relationships within the company

At Auriga, we actively provide opportunities for the direct exchange of opinions between top management and employees. We firmly believe it is important for top managers, project managers, and team leaders to inspire their people and promote our company's culture. To ensure the success of this process, we use a combination of collaborative tools, events, and communication programs. We keep employees informed, engage in candid dialogue, answer questions, and treat concerns respectfully.

In 2022 we strengthened our team with a new Employee Relations Development Team that focuses entirely on improving communications within the company. The new initiatives launched by the group include a weekly internal news digest and a monthly A-TV CEO conference covering Auriga's achievements, challenges, and goals. Nearly 85% of employees participate in A-TV sessions and read the digest.

- ✓ TOP MANAGEMENT BLOGS ON THE CORPORATE LMS PORTAL
- ✓ TOP MANAGEMENT VISITS TO AURIGA'S LOCATIONS TO INTERACT WITH EMPLOYEES
- ✓ REGULAR ONLINE CONFERENCES WITH THE CEO
- ✓ LEADERSHIP PROGRAMS FOR PROJECT MANAGERS AND TEAM LEADERS

Progress on goals

Goal area



Cooperation

FY 2021 goal



Introduce new ways to communicate with employees



Increase employee engagement level to 80% or higher

FY 2022 progress



A-TV monthly conference with the general manager/CEO



Weekly news digest



Employee engagement reached 85%

Objective for 2023 and beyond



Increase employee engagement level to 90% or higher



Increase employee awareness about the core values via the new LMS system

Target date



FY 2023

Learning and growth



Learning and growth are fundamental principles at Auriga. We are devoted to individual career development and provide many training opportunities to assist our employees in reaching their full potential and pursuing Auriga's business objectives. Annually, each employee prepares an individual development plan in partnership with their manager. In cooperation with the HR Department, our Corporate Training Center helps employees build respective careers and select training options on their goals and available internal training programs.

Hard skills training



Over 120 educational courses, both internal and external, have been offered by Auriga's Corporate Training Center in 2022, including technical training, management programs, organizational classes, and personal efficiency workshops. Since many employees are still working from home, most courses have been held online in a remote learning format.

✔ 44+ INTERNAL TRAINING SESSIONS

✔ 76+ EXTERNAL TRAINING SESSIONS

Some of our tech courses in 2022:

- ✔ REACT AND TYPESCRIPT
- ✔ NEXT.JS & REACT - THE COMPLETE GUIDE
- ✔ MICROFRONTENDS WITH REACT: A COMPLETE DEVELOPER'S GUIDE
- ✔ UNDERSTANDING SOFTWARE ARCHITECTURE, QUALITY, AND SECURITY THROUGH CODE ANALYSIS OT CARNEGIE MELLON UNIVERSITY
- ✔ DOCKER AND KUBERNETES: THE COMPLETE GUIDE
- ✔ REST API TEST AUTOMATION ON PYTHON
- ✔ ANGULAR - THE COMPLETE GUIDE
- ✔ SQL FOR BEGINNERS: LEARN SQL USING MYSQL AND DATABASE DESIGN
- ✔ CISCO CCNA 200-301 : FULL COURSE FOR NETWORKING BASICS
- ✔ ARM ASSEMBLY LANGUAGE FROM GROUND UP™ 1
- ✔ PYTHON COMPLETE GUIDE
- ✔ SIMULATION MODELS DEVELOPMENT WITH QEMU

We have been organizing internal online software development webinars for Auriga teams across different locations since 2009. Apart from bringing technical knowledge, these cross-project training programs allow our software engineers from various offices to brainstorm on new projects and to get to know each other better. This initiative has proven to be very promising, and every year, we strive to increase the number of webinars available to our employees. All webinars have been recorded and are free of charge to all employees. Since 2017, most of our internal courses have become open and available to anyone via the A-training platform.

Medical standards training

Four years ago, Auriga launched an integrated medical software development training program. The program includes in-house training sessions devoted to different standards in software development for the healthcare industry. Both online and offline medical training sessions are offered regularly. All new employees working on relevant projects must complete the program and pass a test. As a result of these efforts, we can guarantee that the medical equipment Auriga works on complies with generally accepted global standards, such as ISO 13485:2016 and IEC 62304:2015.

In November 2017, Auriga's quality management system (QMS) was assessed and certified as meeting the requirements of ISO 13485:2016 for the software testing of medical devices. In 2020-2022, the certification was successfully extended. On the way to this goal, 20 employees completed an additional external training course: "Quality management systems for the medical devices industry based on ISO 13485, ISO 14969, and ISO 14971 standards." Moreover, we conducted over ten offline, internal courses on ISO 13485. In 2021, we launched an online training program on medical standards and developed new training on the medical QMS; both continued into 2022. We at Auriga continue working to refine the processes and create efficient courses for them.

Soft skills training



As 30 years of experience show, one of the essential ingredients for success in software R&D outsourcing is a well-built, transparent communication system between the client and developer. The abilities to understand and pursue clients' business goals, communicate constructively daily, build teams with a focus on proper engineering culture, take responsibility for results, and strive for perfect quality often determine a project's success or failure. In 2022, we continued to successfully implement our long-term training program focusing on employees' effective communication skills development. As a result, we witnessed a significant increase in timely knowledge transfer, early problem-solving, and intelligent decision-making.

- ✓ The Situational Leadership series of training sessions for project managers cover different management styles and instils the ability to adapt their style depending on context
- ✓ The Personality, Motivation, Possibilities (PMP) training projects improve employees' verbal communication, presentation skills, and ability to operate in an international business environment
- ✓ The Distributed Teams Management program teaches managers to efficiently lead and control geographically distributed teams
- ✓ The Succession pool program builds up an internal pool of highly qualified candidates with relevant experience and skills for the architect position



Key objectives of the leadership Program

We assist our employees in reaching their full potential, which ultimately results in growth for Auriga and success for our customers. The key objectives of our leadership development program are the following:

- ✓ Establish a leadership culture in the company
- ✓ Strengthen employees' managerial, functional, and technical competencies to enable superior performance
- ✓ Groom the best talent within the organization to build a strong group of future leaders
- ✓ Build standardized leadership competencies for all Auriga's employees

Leadership development activities

- ✓ The CTO Advisory Board for project managers and engineers willing to create new growth areas in terms of new tech expertise
- ✓ "Facilitation" initiative for all proactive employees eager to engage in communications with other departments and translate corporate values into rules and policies
- ✓ "SENSEItion" — a combination of mentorship and leadership programs in which experienced employees introduce newbies to the company's values, help them adjust, and supervise their activities. Over 100 new employees have participated in the program.
- ✓ "Fresh Leads" succession pool program aimed at building a talent pool for the position of Team Leader
- ✓ Series of leadership development training sessions for project managers and team leaders

Progress on goals

Goal area



Talent Management

FY 2021 goal



Deliver innovative and consistent career development opportunities to all employees



Develop and launch a new Learning Management System to facilitate the learning process

FY 2022 progress



New online training courses have been introduced



Online training courses on ISO 13485 have been improved and launched



New LMS system introduced in mid-2022

Objective for 2023 and beyond



Increase the number of training programs to provide more opportunities for growth and development



Encourage employees to take the initiative and share knowledge and experience via new leadership opportunities

Target date



FY 2023

Human rights



Adopting fair and ethical labour practices and promoting human rights are essential to Auriga's reputation and ongoing success. We require our business partners to adhere to the high standards we set for ourselves.

Employee conditions and terms of service comply with national laws and applicable industry standards. Auriga does not tolerate uncivil or degrading treatment of employees. It is opposed to all forms of abuse, physical punishment, forced labour, and child labour, whether in its own operations or those of its customers or partners.

Human rights practices

Healthy and safe working conditions

- ✓ Providing a healthy and safe working environment following applicable laws and regulations

Reasonable wages and working hours

- ✓ Complying with local legislation on minimum wages, working hours, and employee benefits

No discrimination

- ✓ Not subjecting people to discrimination based on ethnicity, age, religion, or sexual orientation

No child labour

- ✓ Not employing people younger than the age required for completing compulsory education

No disciplinary treatment

- ✓ Not subjecting people to harassment, violence, or intimidation

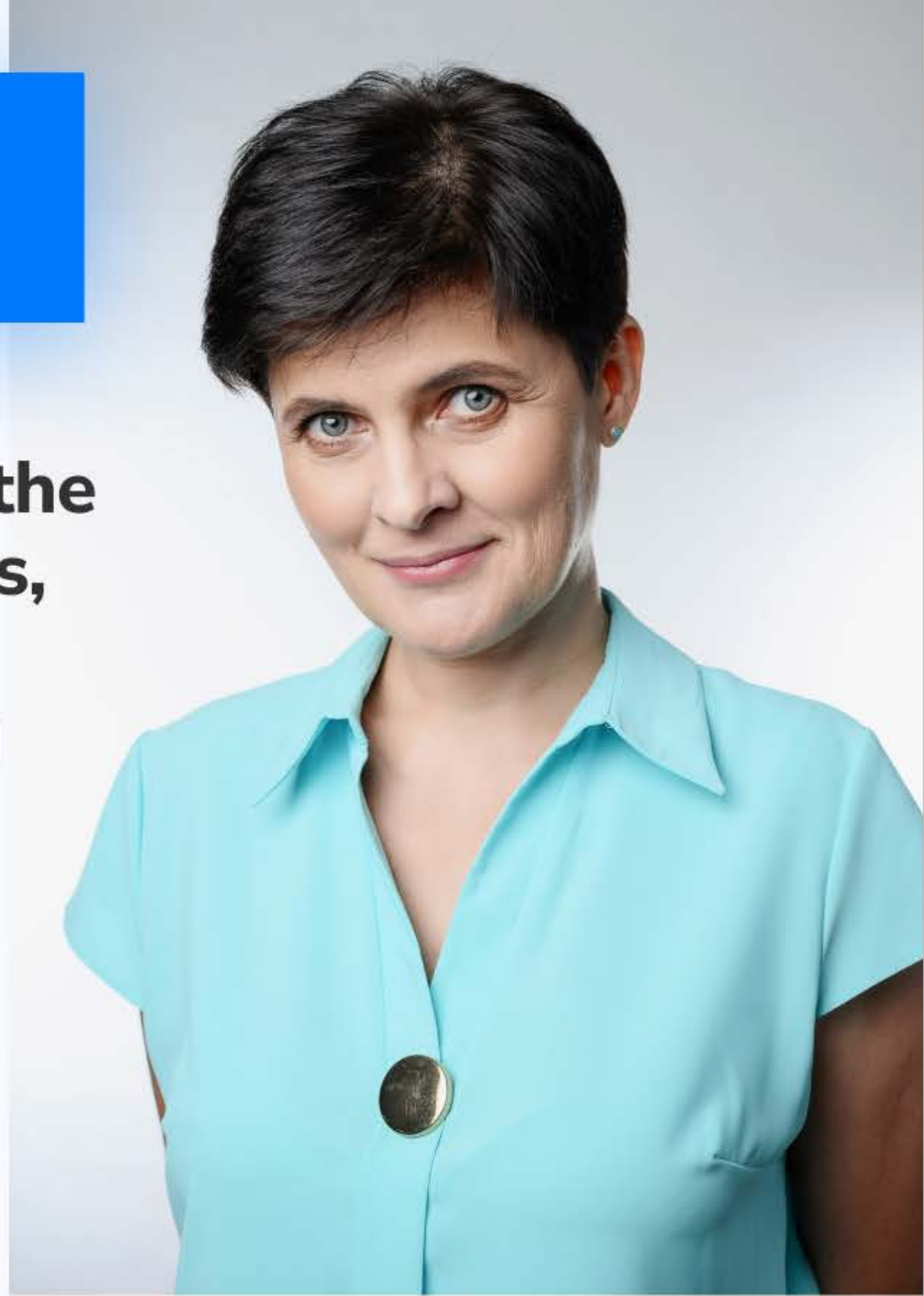
Gender diversity

We at Auriga believe in the power of balanced teams, diverse mindsets, and complementary thinking

— DIRECTOR OF ENGINEERING, AURIGA INC.

Elena Baranova

A healthy gender mix is crucial to optimize work potential, enhance problem-solving, and encourage ideas that foster innovation and creativity. This gives your team a competitive edge in today's dynamic IT environment.



51%

of women
in the Executive
Management Team

31%

of female
software and
test engineers

28%

of women among
senior experts

17%

of female juniors
making first
steps in IT

Fair operating practices

Fair Competition

- ! We compete strictly on the merits of our products and services.
- ! We do not discuss our pricing strategies with competitors.
- ! We do not enter into agreements with our competitors concerning prices, customers, or sales territories.
- ! We do not disparage the products or services of our competitors.
- ! We collect competitive information through proper public or other lawful channels. Still, we do not use information obtained illegally or improperly by others, including through misrepresentation, invasion of property or privacy, or coercion.

Information Security Measures

Auriga has been building information security policies in strict accordance with the advanced global standards in this area. After several external security audits, we updated the company's security policy and improved the processes related to data protection and cyber threats. Auriga is now using enhanced information security procedures along with standard security measures. Our customers and potential clients can be confident that Auriga employs the most up-to-date and reliable information security measures.

Intellectual Property Protection

The most important thing for clients is protecting their intellectual property (IP), especially during the COVID-19 pandemic, when most engineers work from home. In the software business, clients must transfer IP, including source code and patented or patentable technologies, to Auriga development teams. This IP often constitutes a significant part of the client's competitive advantage.

Auriga's policy on IP rights is to observe the laws and regulations associated with them, protect our client's IP by enforcing information security protection and ethical standards, and respect the legitimate IP rights of third parties. Moreover, we passed the ISO 9001 certification audit.

Avoiding Vulnerabilities

Auriga has several information security policies and rules, including, but not limited to, confidential data-storing rules, rules for data exchange with customers, and internet usage rules:

- ! All employees sign an NDA
- ! All employees undergo annual information security training
- ! Access rules protect all resources, so only authorized individuals to have access to client information

Physical security provisions include security badges (for employees to access the premises), visitor sign-in sheets, and a video control system with motion-detection recording for area access and critical rooms

Supply chain responsibility

Auriga is committed to ensuring its suppliers' economic, ecological, and social responsibility

Supply chain policy

Auriga has a policy in place that forces its suppliers to ensure social, ethical, and environmental standards are met

Supplier self-assessment

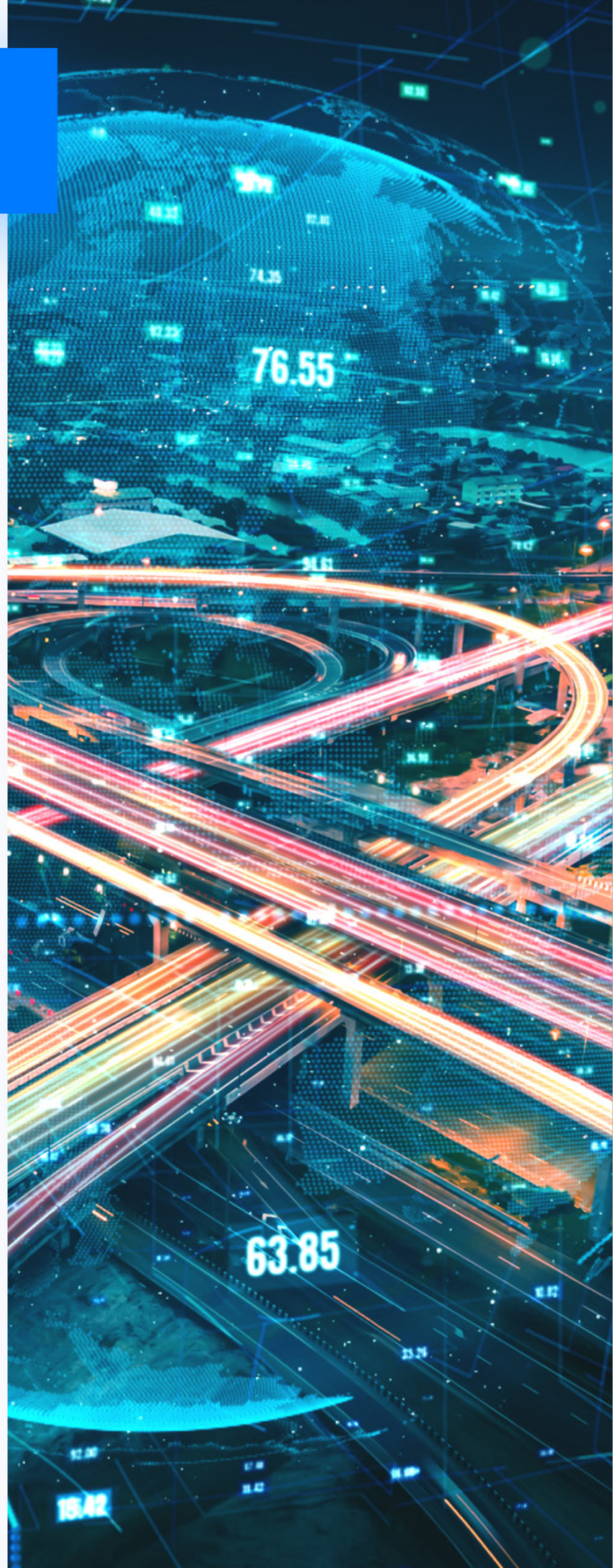
Auriga has a supplier self-assessment process to achieve transparency regarding sustainability and compliance

Supplier compliance

Auriga's sourcing decisions are influenced by supplier compliance with environmental protection, human rights, safe labour, and anti-corruption laws.

Remediation plan

Auriga has a remediation plan if environmental, labour, human rights, safety, or corruption concerns are identified



Progress on goals

Goal area



Fair Competition



Information Security

FY 2021 goal



Increase awareness of the company's Code of Conduct by organizing training sessions for 100% of employees



Promote security awareness; 100% of employees to participate in the annual information security awareness program

FY 2022 progress



100% of employees have participated in the training sessions focused on fair competition practices and Auriga's Code of Conduct



All employees take the information security test after they are hired and as a part of their appraisal process

Objective for 2023 and beyond



Promote security awareness



Address the importance of fair business practices on Auriga's new LMS portal

Target date



FY 2023

Environmental impact



Regarding the environment, Auriga has high standards regarding responsible environmental management. Every year, we make new efforts to achieve ecological sustainability. All employees know our Workplace Safety and Environmental Protection policy and fully understand and abide by it.

This policy applies to contractors and all Auriga's employees, and the workers are instructed to report any environmental, health, or safety concerns to the management. Should any issues arise, the managers are to react accordingly.

Environmental policy objectives

Workplace safety

- ✔ To provide a safe and healthy workplace to allow all our employees to perform their tasks to their maximum potential

Energy efficiency

- ✔ To ensure the responsible use of energy by conserving it, improving its efficiency, and giving preference to renewable over nonrenewable energy sources

Resource-saving

- ✔ To save natural resources by reusing supplies and purchasing recycled materials

Minimal waste

- ✔ To reduce waste using environmentally friendly processes, streamline our office operations, and promote responsible waste disposal

Improving energy efficiency



Auriga has made substantial progress in improving energy efficiency and reducing energy costs by implementing the following measures:

Energy-efficient lighting

We replaced 1000+ fluorescent (mercury) light bulbs with energy-efficient LED ones at all Auriga locations. Moreover, an intelligent home lighting system was launched at Auriga's office in Nizhny Novgorod. The system turns the lights off automatically after the door has closed for 40–50 min. In 2022 the system was deployed in our Moscow headquarter.

Precision air conditioning, free cooling

Our Moscow location installed a precision air conditioner for cooling server rooms. A free cooling system uses cold outdoor air at low ambient temperatures, eliminating the need to use electricity to operate the air compressor during the cold season.

Automatic temperature control

We implemented an automatic temperature control system at Auriga's office in Moscow by embedding temperature sensors in the building's heating system. Moreover, all our conditioners are programmed to automatically turn off at 7 pm to ensure that employees no longer forget to turn them off. In 2022 same systems were also implemented in our Nizhny Novgorod office.

Encouraging sustainability



Despite Auriga opening a new software development center in Novosibirsk in the spring of 2018 and expanding our Saint-Petersburg team in 2021, our overall energy consumption stayed almost unchanged. However, we expect to reduce energy consumption by 8–10% in the coming year, which will be an outstanding achievement considering that the number of employees (and consequently the number of workstations) has constantly been increasing.

At the same time, we have been continuously working on our environmental sustainability goals by integrating numerous highly efficient technologies and sustainable solutions.

Some of the measures we have taken include the following:

- ✓ Minimizing paper and plastic consumption
- ✓ Purchasing energy-efficient office equipment
- ✓ Adjusting air conditioner use in offices following actual needs
- ✓ Advising all employees to turn off equipment when not in use

We continue minimizing our environmental footprint by encouraging waste recycling and reducing water usage at all our facilities. We are set to use only water-efficient appliances and fixtures in our offices and advise our employees to do the same in their households.

Sustainable development goals



Auriga strives to contribute to sustained, inclusive, and peaceful global development by acknowledging the Sustainable Development Goals (SDGs). The SDGs formally adopted by the UN in 2015 covers a broad spectrum of issues, ranging from climate change and poverty eradication to gender equality and responsible consumption. Auriga believes that taking small steps toward these goals will contribute to the global effort to build a better future for everyone.



Progress on goals

Goal area



Responsible Environmental Management

FY 2021 goal



Reduce Auriga's operational energy use by 10% by 2022



Increase Auriga's employees' awareness of environmental issues

FY 2022 progress



We reached the target because slightly reducing the amount of equipment we installed in the offices to minimize covid-19 risks due to the lifted restrictions



Relevant content has been provided to employees via the newly introduced LMS portal

Objective for 2023 and beyond



Reduce Auriga's operational energy use by 5%



Introduce more waste initiatives in Auriga's offices

Target date



FY 2023

Consumer issues



We are passionate about our customers and aim to provide them with safe and reliable products, solutions, services, and systems. Our fundamental mission is to ensure the superior quality of our solutions and services as perceived by our customers.

Today's mission-critical applications employ sophisticated programming methods to produce the required results. Technologies are complex, and time frames are short. Auriga operates rigorous testing, verification, and validation practices to minimize the risk of failure, using proper testing processes and methodologies.

Quality control and assurance

The Auriga Quality Assurance (QA) team controls every phase of the product-development lifecycle: product requirement specification, design, implementation, testing, and deployment. All employees involved in QA activities are trained or skilled in QA objectives, procedures, and methods, and both quality procedures and quality policies are in place.

Process evaluations are conducted to ensure that the process defined by the company and the project plans are followed as the project progresses. These evaluations take the form of reviews of individual project activities to check that each training is conducted correctly.

The QA team evaluates these project processes:

- ✓ Planning, monitoring, reporting
- ✓ Configuration management
- ✓ Measurements, quantitative analysis
- ✓ Requirements analysis and management
- ✓ Peer review
- ✓ Code review and unit testing (if any)
- ✓ Integrated and system testing
- ✓ User documentation development
- ✓ Design and product integration

Product testing and QA



Auriga's hands-on experience provides customers with the unique opportunity to perform comprehensive product testing and QA. The quality of the provided services is confirmed by dozens of testing projects conducted in the vertical domains where the highest quality level is a must—medical devices and avionics systems. Auriga has been working on projects that comply with the highest standards, such as ISO 13485, 21 CFR Part 820, and DO-178B Level A.

Evidence is gathered through a rigorous review of documents and work products. Any indications of a possibility of nonconformities or defects are registered in detail. Information gathered during assessments is checked by comparison with data on the same subject received from other independent sources.

Additionally, internal Quality Audits can be conducted to verify the compliance of general corporate processes and activities with QMS procedures and to assess the efficiency of the QMS in use.

These audits may be current (planned) audits or be triggered by the following:

- ✔ Significant changes in the company (in management, structure, policy, methods, or technology)
- ✔ Necessary consequence of corrective action implementation
- ✔ Occurrence of non-conformities
- ✔ Customer complaints (if any)

In 2021 Auriga's departments were tasked with identifying and documenting all the processes in place to start our company's preparation for ISO-9001 certification. In 2022 a series of internal audits were conducted to monitor and guide the improvement process for cross-department processes alignment. These activities will proceed into 2023, when we expect the company's internal processes and procedures to be well-documented, executed, and ready for independent certification.

Our QA approach

CMMI processes

Projects are performed following Auriga's CMMI-based project management and engineering processes

Process tailoring

Auriga's Software Engineering Process Group (SEPG) assists the project team with tailoring Auriga's processes to the specifics of the project.

Internal audits

The QA team performs internal audits and helps ensure compliance with the tailored process is achieved during process execution

Double-check

Every type of product produced by Auriga is checked by the QA team (executable code, documentation, etc.)



Progress on goals

Goal area



Quality Control/
Assurance

FY 2021 goal



Ensure superior quality of our solutions and services

FY 2022 progress



Auriga audits ensure the cross-department processes and procedures are aligned

Objective for 2023 and beyond



Prepare the company for ISO 9001 independent certification

Target date



FY 2023

Customer satisfaction enhancement



Auriga focuses on delivering robust business and technology solutions to high-tech software and hardware product companies worldwide. In its 30 years of successful performance, Auriga has effectively delivered numerous projects for countless U.S. and European clients.

Client-centric policy:

Auriga is well known for its client-centric policy: focusing on the client's business goals and providing the best value, establishing comfortable and efficient communications, and ensuring a cultural fit for Western clients and an individual approach for each client make our company unbeatable in the vendor-customer relationship area.

Our company has a long tradition of positive, mutually beneficial customer relations. In 2010, Auriga was named the #1 outsourcing provider worldwide in the Engineering Services category and one of the top 15 across all possible outsourcing services categories by The Black Book of Outsourcing. This rating was remarkable because it was based entirely on customer feedback. Moreover, Auriga has been continuously given the highest rating in the Customer References category of the Global Outsourcing 100® ranking by IAOP®. Besides, Auriga was named in 2022 IAOP®'s Recognition for Excellence in Strategic Partnerships for demonstrating excellence in collaboration, innovation, and outcomes in its partnerships.

Auriga's overall score on Clutch is 4.9/5 based on client reviews. This is because we foster long-term customer relationships by making every effort to adapt to our customer's needs by offering them innovative products and solutions for the challenges they face in their specific market niche and environment, tailoring our existing business models to their expectations, and adjusting our processes and practices to the ones in place.

The essential thing in this approach is that, within the frames of Auriga's projects, we build a communication model without any missing links, and the knowledge-exchange process goes as quickly and smoothly as possible.

Customer testimonials

In 13 years [...], the experience that we've had with Auriga has been excellent

— PRESIDENT AT PIGEON POINT SYSTEMS

Mark Overgaard

In fact, we adopted some of the weekly update formats and delivery documents they use. And I liked it so much that I actually started doing the same things with my team

— VICE PRESIDENT (ENGINEERING)
AT DIGITAL GUARDIAN

Ruben Echandy

Auriga's team has been a vital part of this project from the very beginning and has contributed significantly to its success

— EXECUTIVE VICE PRESIDENT OF SOFTWARE
AND SERVICES AT CSG

Lex Crosett

We're probably going on 15–16 years working with Auriga and we couldn't be happier with the level of services we've received. It has been an excellent partnership—we view your team as our team

— ENGINEERING AND TECHNICAL SUPPORT
AT BROADVISION

David Boyer SVP

Progress on goals

Goal area



Enhancement of Customer Satisfaction

FY 2021 goal



Maintain at least current level of customer satisfaction

FY 2022 progress



Positive feedback has been received from long-term clients, and new customers have extended their initial contracts and partnered up with Auriga on new projects

Objective for 2023 and beyond



Ensure superior quality of our solutions and services



Maintain at least a current level of customer satisfaction

Target date



FY 2023

Corporate governance



Auriga is setting high standards of corporate governance based on the understanding that maximizing corporate value, fulfilling social responsibilities, enhancing management efficiency and transparency, and achieving sustainable growth and development are key to remaining a valuable company for all stakeholders—customers, business partners, executives, employees, and society.

Auriga's management strategy has been honed by nearly 30 years of successful activities in offshore programming. Our executive management team comprises highly qualified professionals with a shared corporate vision and extensive industry expertise, capable of leading Auriga through future growth and expansion.

Thank you for reading
our CSR report



HEADQUARTERS

400 Trade Ctr Ste 5900
Woburn, MA 01801, USA
Phone: +1 (866) 645-1119
Fax: + 1 (603) 386-6097

EUROPEAN OFFICE

J. Balčikonio g. 3, Vilnius,
08200, Lithuania
Phone: +370 (5) 203-1571
Fax: +370 (5) 203-1573