

**Smarttech**  
YOUR 24/7 SECURITY PARTNER

# SMARTTECH247 ESG REPORT 2023

**Driving Sustainable and  
Inclusive Growth Through  
Strong ESG Commitment**



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An aerial photograph of a dense forest with a winding road. The road is a light-colored path that curves through the dark green trees. The lighting is dramatic, with strong shadows and highlights on the foliage.

# INTRODUCTION

## Introduction

At Smarttech247, our goal is to deliver cutting-edge cybersecurity solutions while embedding sustainability, ethics, and inclusivity at the core of our business. As a global leader in cybersecurity, we pride ourselves on not only helping our global clients secure their organizations from constant threats, but also ensuring that our operations align with Environmental, Social, and Governance principles. It's the right thing to do - and this industry often overlooks the broader responsibilities we have to society. However, for us, it's ingrained in our company culture.

The tech sector has long struggled with gender disparity and a lack of representation, and 2023 was no exception. Our response to this has always been proactive: through initiatives like our Women in Cybersecurity Academy, we are bridging the gender gap in tech, empowering women to pursue careers in cybersecurity by providing access to education, mentorship, and hands-on experience. This program not only addresses the underrepresentation of women in cybersecurity but also tackles the industry's growing talent shortage.

Beyond gender diversity, our social initiatives focus on community development, education, and partnerships that enhance societal resilience. Our work with educational institutions and community organisations throughout 2023 helped cultivate the next generation of cybersecurity professionals, providing them with the skills and knowledge needed to thrive in a rapidly changing industry. This important work will continue as we endeavour to empower underserved communities, ensuring that opportunities in cybersecurity are accessible to all.

At Smarttech247, we recognize that our responsibility extends beyond securing digital landscapes to protecting the physical environment we all depend on. That is why as a growing technology company, we are committed to minimizing our environmental footprint through numerous sustainability efforts. In doing so, we also aim to set an example for the tech industry to lead with environmental responsibility and innovation.

Through our ongoing ESG efforts, we aim to be a catalyst for positive change, delivering solutions that not only protect our clients but also drive meaningful impact for society as a whole. The future is bright, and together, we are building a more secure, inclusive, and sustainable world.

I would like to express my deepest gratitude to our employees for being part of our ESG initiatives, and to our customers and suppliers for their unwavering support in helping us create a more sustainable and responsible future together.



**Raluca Saceanu**

CEO, Smarttech247

## Company Overview

Smarttech247 is a multi-award-winning MDR (Managed Detection & Response) company and a market leader in Security Operations. Trusted by the world's largest global organizations, our expert security capabilities and unified VisionX MDR platform provide continuous monitoring, advanced threat detection, investigation & response capabilities, 24/7. We are a recognized MDR vendor in Gartner's 2024 Market Guide for Managed Detection and Response and our Security Operations Centers are ISO27001 & ISO9001 Certified.



## SMARTTECH247 ESG PROGRAM SUMMARY

In Smarttech247, we are not just protecting organizations from cyber threats; we are also actively working on building a more sustainable tech industry. ESG Frameworks are entwined into our company's values and mission, and we actively promote it as a core part of our organizational culture.

Our ESG initiatives integrate into every aspect of our business operations, from the office floor to global operations, emphasizing a spectrum of practices that cover everything from reducing waste, to endorsing sustainable travel and to enhancing energy efficiency. Beyond our commitment to the planet, we're equally devoted to offering our employees a safe and enjoyable journey in their professional experience and growth and also devoted to positive social impact.

All our initiatives and programs are fostered by the CSR247 platform which stands for Community, Sustainability, Reliability.

**CSR247**

**Community. Sustainability. Reliability.**

Fostering community, driving sustainability, building reliability.

## ENVIRONMENTAL

In Smarttech24, we take responsibility for the effect that our operations have on the planet and its people, and we are committed to managing them in a way that minimizes our environmental impact. We have adopted a policy that highlights how important this is and we have developed a comprehensive sustainability plan that outlines our goals, strategies, and targets for reducing our carbon footprint, and promoting responsible and ethical practices throughout our organization.

## SOCIAL

Our CSR program reflects our commitment to aligning our business goals with the broader social and environmental needs of the world around us. Our purpose is rooted in addressing key societal challenges, making meaningful contributions, and empowering individuals and communities to thrive.

We foster partnerships with local organizations, and we develop a plan to provide support and resources. By engaging with communities and addressing community needs, we are also taking important steps to contribute to the achievement of the UN Sustainable Development Goals.

## GOVERNANCE

Our governance framework is designed to embody principles of transparency, accountability, and continuous improvement, serving as a foundation for ethical and sustainable business conduct. Through comprehensive policies, board oversight, and engaging communication channels we ensure that our governance framework is transparent and inclusive. Our leadership members are great supporters of all initiatives and assume a crucial role in embedding these principles into our corporate culture, driving compliance, managing risks, and leveraging opportunities for sustained growth and excellence.



## Our ESG Goals

-  Net Zero Carbon Emission by 2040
-  Ensure diversity, inclusion and promote wellbeing
-  20% employees involved in the community and volunteering
-  Sustainable Economic Growth



36 volunteers



13 initiatives in the areas of Education, Environment, Wellbeing, Human Rights & Animal Welfare and Community



€3000+ raised in our fundraising campaigns



28 trees planted to offset our biggest event in 2023



# ENVIRONMENT



## ENVIRONMENTAL

As a pioneering leader in the cybersecurity industry, we are deeply committed to acknowledging and mitigating our environmental impact. Our leadership team champions a collective, industry-wide approach to addressing climate change, recognizing that each organization bears a critical responsibility in this global challenge. We firmly believe that by working together, we can drive meaningful progress towards a sustainable future. Building on this commitment, we have strategically prioritized key areas where we can make the most significant impact. Our focus is on optimizing energy consumption and management, with a clear aim to enhance energy efficiency and accelerate the transition to renewable energy sources. Through targeted carbon footprint reduction initiatives, we are actively working to lower greenhouse gas emissions. Additionally, we emphasize sustainable waste management practices, including comprehensive recycling programs, to minimize waste generation and promote environmental stewardship. These efforts are central to our mission of fostering a healthier planet for future generations.

## ENERGY CONSUMPTION AND MANAGEMENT

One of the most important actions we took is that, with active discussions with our provider, we switched to green energy in 2023.

The company's headquarter office has been renovated to a high standard of energy efficiency with LED lighting and efficient heating through air conditioning units.

We also ensure periodic control of electricity consumption, by controlling and recording them in the consumption logbook.

Offices facilities have double glazing on the outside and have presence detectors in areas of sporadic occupation to ensure lighting only during the physical presence of personnel.

Smarttech247 ensure the awareness considered appropriate for this purpose, highlighting through internal training, reminders and notices in the meeting rooms and open floor the turning off of the lighting and screens in the rooms, when unoccupied, and the rationalization of the occupation of the workspace.

These efforts have reduced the emissions under Scope 2.



# CARBON FOOTPRINT REDUCTION INITIATIVES

Smarttech247 adopts an ESG Policy, integrating best practices into our management system. The majority of our business emissions fall under Scope 3 - 91%. Smarttech247's goal is to reduce this impact to a minimum. We are continuously working towards reducing the carbon emissions and we will take all the required steps to quantify and reduce the carbon emissions.

## OUR OFFICES

We recognize the importance of environmental sustainability as a responsibility to conserve natural resources and protect global ecosystems for future generations. We adopt a proactive approach to Biodiversity and sustainable development that integrates environmental, social, and economic considerations. We are committed to follow best practices to protect our planet.

## SUSTAINABLE EVENTS AND TRAVEL

Our goal is to transform all our events into sustainable events. We started with our annual Cybersecurity Conference, Zero Day Con, a gathering of 500+ people where we discuss the most pressing cybersecurity topics annually. Together with our great team and partners we achieved this goal in the last 2 years. What we implemented: a vegetarian-only lunch menu, using a Farm-to-Fork approach, free water and reusable cups and bottles, zero waste policy for our branding materials, and primary focus on digital signage. Moreover, trees were planted with the help of Grown Forest to offset the event's carbon emissions.

We encourage everyone to choose sustainable options when traveling, such as opting for public transportation methods (trains, trams, etc.), using green taxis, carpooling, or even cycling and walking when possible. By making conscious choices in our daily commutes and travels, we can collectively reduce our carbon footprint and contribute to a more sustainable future.

## OUR COMPANY SWAG

We always choose sustainable local brands to create our personalized products and branded packaging. We ensure that the packaging and products are made from sustainably sourced materials and can be reused and recycled. Our SWAG doesn't harm the planet.

## WASTE MANAGEMENT AND RECYCLING PROGRAMS

Smarttech247 fully understands that, as an organization, it has impact on its surroundings and embraces its responsibility to contribute positively and sustainably to our world.

We are dedicated to making informed decisions that reflect our commitment to ethical practices, environmental stewardship, and enhancing community welfare.

Smarttech247 has implemented efficiency measures for the use and management of resources at all stages of the life cycle of the company services, from conception and design, operation and useful life to end of life and decommissioning. The classification of waste produced by Smarttech247 is carried out in accordance with the applicable regulations, taking into account the European Waste List.



## BIODIVERSITY

Smarttech247 is committed to protecting Biodiversity and continuously working on net positive impact on Biodiversity across the business operations. We actively support the Irish Bee Conservation Project with our CEO closely working with the group on fundraising, raising awareness and developing education modules.

We recognize the importance of environmental sustainability as a responsibility to conserve natural resources and protect global ecosystems for future generations and adopt a proactive approach to Biodiversity and sustainable development that integrates environmental, social, and economic considerations.

We are working with local conservation organizations such as Clean Coasts to support habitat restoration projects and educate employees on biodiversity conservation. Through our Beach Clean event last year in partnership with Clean Coasts, all Smarttech247 members who volunteered in the activity received a presentation on Biodiversity.





# SOCIAL

## SOCIAL

Our social responsibility initiatives are centered around fostering a supportive and inclusive environment for our employees, customers, and the communities we serve. We are committed to enhancing employee welfare and development, providing opportunities for growth, health, and well-being. Diversity, equity, and inclusion (DEI) have been integral to our company culture since the very beginning, and we actively work to create a diverse and inclusive workplace. Our community engagement and philanthropy efforts demonstrate our dedication to making a positive social impact beyond our business operations.

## OUR CULTURE

Our company is on a growth trajectory and we want to ensure that being part of Smarttech247 is continually enriching and rewarding for all our employees. We are a diverse company that values Integrity, Innovation, Customer Trust, Quality, and Teamwork. Put simply, we care deeply about our employees and we always encourage them to be the best version of themselves. Moreover, we value our customers and we strive to maintain the highest quality of service for them. At Smarttech247, we are constantly on the frontlines of cybersecurity defending our clients from cybercriminals. That is why we also need to remember that we play a role in society, too. Many of our customers are hospitals and organizations that operate on critical infrastructures and, at times, our work is essential to the wellbeing of certain parts of society and the continuity of critical operations.

## HOW WE INTERACT WITH EACH OTHER

We want to foster an environment that is warm, collaborative and welcoming where people help and support one another. We value openness, teamwork and most of all, camaraderie. We emphasize that our employees should have the autonomy they need but recognize that together we are stronger, so collaboration and group efforts are embraced. Collective intelligence is important to Smarttech247 and it is essential to our purpose of creating security products that help our customers defend against cyber crime. We embrace diversity in terms of various elements, including but not limited to gender, race, nationality and experience. We firmly believe that our diversity is what unites us.

We seek feedback from our employees on a regular basis to ensure that our strategies, processes, and work environment align with their needs and expectations. This ongoing dialogue helps us identify areas for improvement, foster a culture of collaboration, and drive continuous growth. By listening to our team, we can implement meaningful changes that enhance both individual and organizational performance, ultimately leading to greater overall success.





Furthermore, we provide avenues for employees to file for patents. Recognising the value of intellectual property, we empower our team members to protect their ground-breaking ideas and inventions through the patent filing process. Whether it's a novel solution to a complex problem or a disruptive technology, we believe in safeguarding the intellectual contributions of our employees.

### LET'S NOT FORGET THAT "PLAY" IS IMPORTANT TOO.

Our industry can be tough at times and we must remember to have fun as well. We organize regular social events and team building exercises that help us get to know each other better and have a bit of fun. We work and learn better when it's fun. That's why we encourage all teams to create a relaxed atmosphere in the office or when socialising with each other.

### THE THINGS WE DON'T CONDONE

Negative behaviour towards colleagues or customers will not be tolerated, and we have numerous policies around what constitutes such behaviour.

Negative workplace politics are counterproductive and usually disruptive, so we encourage employees to maintain an open, positive communication approach and treat everyone with respect. We value constructive feedback and we believe it serves as a catalyst for continuous improvement.



## HOW WE EMBRACE INNOVATION

The cybersecurity industry is both dynamic and complex, with each day presenting new challenges. We often encounter difficult situations, such as defending against cyberattacks and assisting our clients in responding to critical incidents. To succeed, our company must continuously innovate and maintain a proactive approach to change. Adaptability and flexibility are essential in staying ahead of cybercriminals, who relentlessly innovate to disrupt and perpetrate fraud. Therefore, it is imperative that we remain better, smarter, and consistently one step ahead of our adversaries.

When it comes to innovation, failure can be a lot more instructive than success. Dynamic environments also come with errors at times. We embrace mistakes and acknowledge that they are part of normal operations that ultimately help us be better at what we do. Therefore, we encourage people to be open about issues and mistakes.

Here are a few innovation initiatives that we implement:

- 1. Innovation Hub:** We've established an Innovation Hub that encourages cross-collaboration among our diverse teams. Through regular meet-ups, workshops, and collaborative projects, employees from different departments come together to share insights and expertise, fostering an environment ripe for innovation.
- 2. Idea Hackathons:** Our Idea Hackathons serve as dynamic platforms for employees to share and incubate their innovative ideas. These events provide a dedicated space for individuals to pitch, refine, and develop their concepts, promoting creativity and innovation within a structured and supportive framework. We aim to hold these events on-site at our various offices around the world as well as online.
- 3. Continuous Learning Initiatives:** We've invested in continuous learning initiatives, offering employees opportunities for professional development. By supporting attendance at industry conferences, workshops, and training sessions, we ensure our team stays abreast of the latest trends, enhancing their capacity to contribute fresh and innovative solutions.
- 4. Innovation Recognition:** Our Innovation Recognition actively acknowledges and rewards employees who contribute to successful innovations. By publicly celebrating these achievements, we reinforce a culture that values and appreciates the creative thinking and initiative required for ground-breaking ideas.



# Employee Welfare and Development

Smarttech247 promotes health, safety, and well-being in our culture. We establish a culture of wellness by fostering a supportive and inclusive work environment that values and empowers employee well-being. Regular physical activity is encouraged, and opportunities are provided for exercise or movement breaks through the day. We promote healthy eating habits by offering nutritious food options and educating employees on healthy nutrition. We emphasize the importance of mental health by providing resources and support, such as counselling services or employee assistance programs.

We implement work-life balance initiatives, such as flexible work arrangements and paid time off, to help employees manage their personal and professional lives. We educate employees on stress management techniques, resilience building, and the importance of work-life integration. We conduct ergonomic assessments and provide ergonomic equipment to ensure employees have a comfortable and safe workspace.

Smarttech247 regularly communicates and trains employees on health and safety protocols, including proper lifting techniques, workstation setup, and accident prevention. We encourage regular breaks and rest periods to prevent fatigue and burnout. We foster a supportive and inclusive work environment where employees feel comfortable seeking help, reporting concerns, and supporting one another.

By integrating health, safety, and well-being initiatives into the workplace, we create an environment that promotes the overall health and happiness of your employees, leading to increased productivity and satisfaction.

Our employees are the heart of our organization, and we are dedicated to creating a supportive work environment where they can thrive and grow throughout their careers. At Smarttech247, we recognize that retaining talented individuals is crucial to our success. To this end, we have implemented an employee well-being and retention strategy that includes the following focus areas:

## – Recruitment

We present applicants with a realistic job preview during the recruitment process having a positive effect on retention of new hires.

## – Onboarding and Socialization

We provide a structured onboarding process, complemented by a variety of shared and individual learning experiences. Our formal and informal activities are designed to foster connections, build relationships, and integrate new hires into our company culture swiftly.

## Training and development

Our employees regularly are presented with opportunities to continually update their skills.

## Compensation and rewards

We offer fair compensation packages and recognize positive contributions through a structured rewards system. Our approach ensures that our employees feel valued and motivated to excel in their roles.

## Employee engagement

We have an open-door policy and want to ensure our staff are satisfied with their jobs, enjoy their work and the organization. Collaboration and innovation are key elements of our organizational culture and we endeavor to foster these throughout our entire communication and engagement approach.

## Positive working environment

We encourage a positive working environment, where everyone feels valued and appreciated for their contributions. Feedback is incredibly important to Smarttech247 and it is an approach that we implement at all levels of the organization. We encourage positive feedback as well as constructive feedback in order for the organization to know what it's doing well and what can be done better.

# Diversity, Equity, and Inclusion (DEI)

The Smarttech247 DE&I Program is empowering diversity in tech & fostering inclusive culture through policies, program & staff engagement.

Our approach to people management extends to fostering a workplace environment that prioritizes employee satisfaction and diversity. We prioritize diversity and inclusion in our hiring practices, ensuring that our team reflects a wide range of perspectives and backgrounds. This not only enhances the creativity and innovation within your cybersecurity team but also fosters a more inclusive and supportive work environment for all members. Our efforts center around five overarching pillars: leadership commitment and accountability, equitable policies and practices, cultural competence and awareness, inclusive work environment, community engagement and social responsibility.

Smarttech247 is committed to embedding the principles of equality, diversity, and inclusion into all aspects of its operations, including policy development, processes, and decision-making. This commitment is vital for fostering an inclusive environment and achieving our strategic objectives relating to employees.

- Our DE&I program is actively driving change through a comprehensive approach:
- Workplace Diversity: Multiculturalism and Social mobility, Gender Balance, Neurodiversity, LGBTQ+ Inclusion
- Accessibility (both online and within our office spaces)
- Employee Wellbeing
- Fair and Inclusive Recruitment Practices
- Leadership Diversity



## EQUALITY STATEMENT

Smarttech247 is dedicated to fostering an environment where equality is the cornerstone of our operations and relationships. We believe in treating every individual with respect and fairness, ensuring that no one is disadvantaged or discriminated against based on their background, gender, identity, or circumstances. Our commitment to equality means actively identifying, challenging, and removing barriers to equal opportunities in employment, career advancement, and participation in all company activities. We pledge to continuously evaluate and enhance our policies, practices, and actions to create a workplace where everyone's rights are acknowledged and protected.

## DIVERSITY STATEMENT

At Smarttech247, diversity is celebrated and recognized as a vital source of strength and innovation. We are committed to understanding, appreciating, and valuing the rich tapestry of cultures, perspectives, and experiences within our team, viewing this diversity as a critical component of our success. Our aim is to cultivate an inclusive culture that embraces differences and offers every individual the opportunity to contribute, learn, and grow. This commitment extends to all aspects of our business, from recruitment and retention to development opportunities, ensuring diversity is not just supported but actively promoted.

## INCLUSION STATEMENT

Smarttech247 strives to create an inclusive environment where every individual feels valued, heard, and supported. Inclusion for us means more than just physical presence; it's about fostering a culture where diverse perspectives are sought out, respected, and integrated into the fabric of our decision-making processes and corporate ethos. We commit to building and maintaining a workplace where each person can express themselves authentically, have equal access to opportunities, and feel a part of the collective success of our company. Our ongoing efforts include training initiatives, open dialogues, and policy reviews to ensure inclusion is practiced at every level of our organization.

One notable initiative in our DE&I program is our global Women in Cybersecurity Academy, empowering women with in-demand cybersecurity skills and fostering a more balanced industry.

Internally, we are running three separate initiatives to promote our culture of DE&I, promote ethical management, and ensure that long term planning is built into our frameworks:

1. Employees Awards and Recognition: promoting ethical management through recognizing members showing ethical behavior, and integrity at work;
2. Learn From Each Other - designed to foster professional growth and knowledge-sharing within our team in a structured way. It offers an opportunity for team members to engage in mentorship, creating a culture of continuous learning and skill development;
3. Feedback Loop: provides all team members with the opportunity to submit anonymous feedback on any work-related matter they wish to bring to the Senior Leadership Team's attention.

Our commitment to DE&I is vital for fostering an inclusive environment and achieving our strategic objectives relating to employees.



# Employee Experience

At Smarttech247, our commitment to fostering a positive and supportive work environment is reflected in our employee satisfaction ratings. With an impressive 4.6-star rating, 97% of our employees would recommend working at Smarttech247 to a friend. Additionally, our leadership is highly regarded, with 99% of our employees expressing approval of our CEO, Raluca Saceanu. These results underscore our dedication to creating a workplace where our team members feel valued, motivated, and empowered to thrive.

## Smarttech247 Reviews



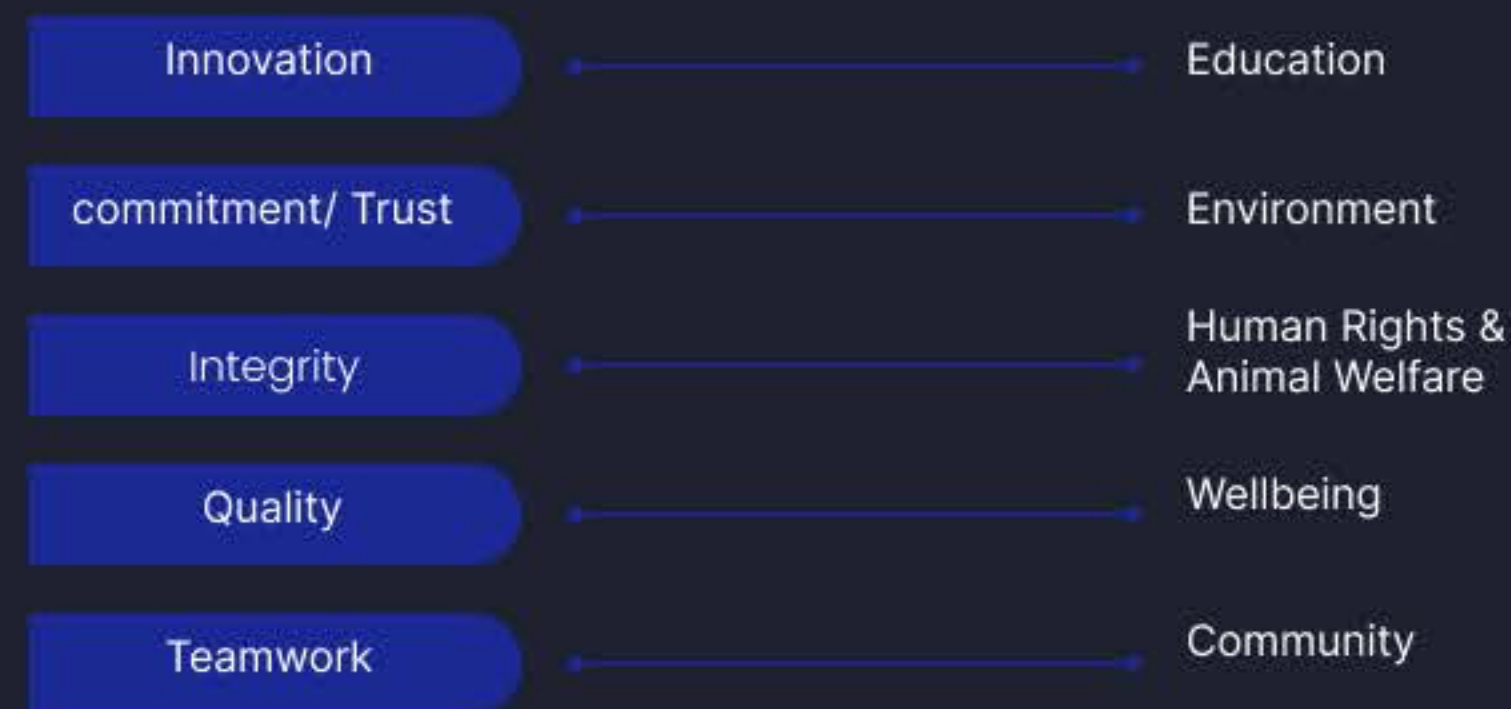
97% would recommend to a friend



# Community Engagement and Philanthropy

Our culture is built on the principles of Innovation, Commitment/ Customer Trust, Quality, Integrity and Teamwork. We have matched each value with a CSR pillar by identifying focus areas where we believe our company can make the greatest impact and create long-term benefits. We are implementing initiatives for Education, Environment, Wellbeing, Human Rights & Animal Welfare and Community every year.

We actively engage with the local community by participating in various initiatives, such as volunteering, supporting local charities, and collaborating with nearby businesses. Our goal is to build long lasting partnerships with organizations and work together to make a continuous positive social impact.



## EDUCATION

### Women In Cybersecurity Academy

Women in Cybersecurity Academy is a six-week course aimed at women looking to develop skills in Cybertech and Infosec. Participants will complete an end-of-term assessment, after which the top performers will be offered year-long placements with Smarttech247. Students will be given assignments and projects to complete in their own time. The academy program is open to women who have relevant experience or a degree in computer science, information security or network engineering, however, the course is open to a wide pool, from a student in final year, to a parent or carer at home who is considering a return to the workforce, or someone working in the sector who is looking for a new challenge.

In 2023, we ran a successful academy for the 3rd consecutive year where women from around the world gained skills in cybersecurity that allowed them to find employment in the industry or increase their existing competencies.

### Smarttech247 Infosec Graduate Program

This program is run every year. During the InfoSec Graduate Program at Smarttech247, participants will have the opportunity to gain knowledge and experience in various departments related to cybersecurity. The duration of exposure to each department may vary depending on the structure and specific requirements of the program.

### Industry Insight For Teachers

In 2023, we organized a webinar in partnership with Business in the Community Ireland (BITCI) in September 2023. Our CEO together with our HR Manager and a Smarttech247 member in an entry-level position all spoke with the Businesses In The Community Ireland community, providing Cybersecurity industry insights to teachers and guidance councilors. They will take these insights further and share them with students who are interested in being future employees of the cyber world.



## Environment

### Beach Clean

In the Summer of 2023, with a lot of passion and enthusiasm for the environment, our team of 16 volunteers partnered with Clean Coasts Ireland and came together to make a significant impact! Together, we collected several bags of litter and made the Youghal beach cleaner and safer for both wildlife and visitors alike. From plastic bottles to microplastics, we picked various types of litter, leaving behind a cleaner shoreline. Our journey toward a cleaner and healthier planet continues as we keep spreading awareness, reducing waste, and actively participating in events like this to create a sustainable future for generations to come!



# Wellbeing

## GT5K Run

We had another incredible day at our Corporate 5K Race for Charity in Cork in June 2023! For 7 years in a row, Smarttech247 joined the GT5K challenge supporting a great cause, and this year the beneficiary charity was Children in Hospitals Ireland. This event always brings us closer as a community but also inspires a lifelong commitment to health and wellness.

Our team spirit is always looking to make a positive impact and will ensure to attend more charity runs in the future!

## Charity Mountain Hike

We raised funds for Mercy Hospital Foundation Cancer Appeal by doing a charity mountain hike with a few of the Cork office members.

Despite the challenging weather conditions half of the day, the teams unwavering determination shone through. Just as we overcome obstacles in the realm of cybersecurity, they overcame the adverse elements and conquered the peak.

## Movember

For the last 2 years, we were delighted to have some very interesting faces by the end of each November month in our office and a big shout out to all the men who volunteered for this noble cause! From humble beginnings, the Movember movement has grown into a truly global one and Smarttech247 is proud to be involved in this initiative. Our team took on the 'Move for Movember' challenge, aiming to walk or run a collective 60 kilometers. As part of the cause, other team members took part in a weekly running club every Wednesday throughout the month. This initiative wasn't just about fitness; it was about sparking vital conversations around men's health issues.



## Community

### **Mercy Hospital Golf Classic In Aid Of The Mercy Cancer Appeal**

Every year, we support the Mercy Hospital Golf Classic in aid of the Mercy Cancer Appeal. Supporting Cancer Survivors. The Funds that we donate helps the foundation deliver life-saving improvements and Cancer Care, improving outcomes and experiences.

### **Christmas Toy Donation Campaign For Children's Health Foundation Ireland**

Every December we collect toys and support a very good cause in the community run by Children's Health Foundation. Employees leave the donations for the children's hospital under our Christmas tree in the office which are then being sent to the Children's Health Foundation.

We support the foundation in their effort to raise vital funds to support sick children and their families, spreading joy within the community.

### **Christmas Jumper Day And Bake Sale Raising Funds For ISPCC**

In 2023 we organized a Great Smarttech247 Bake Off with the grand finale to involve hosting a charity bake sale in support of a worthy cause.

On Wednesday, the 6th of December we celebrated all the winners of the Weekly Bake-Off Challenge and raised funds for ISPCC - Irish Society for the Prevention of Cruelty to Children.

All weekly winners brought their final creations, and all tasters were kindly asked to make a donation to enjoy them! For a touch of festive feel, everyone wore their favorite Christmas Jumpers!

### **Volunteering For Accessible Winter Wonderland At Crann Centre**

Members of the Smarttech247 team had an incredible time at The Crann Centre in Cork, spreading joy as Santa's helpers for the Accessible Winter Wonderland!





## HUMAN RIGHTS & ANIMAL WELFARE

### Children's Rights Alliance

We support the Children Rights Alliance organization in their efforts for children's rights.

Founded in 1995, the Children's Rights Alliance unites over 100 members working together to make Ireland one of the best places in the world to be a child.

### Munster Lost And Found Pet Helpline

We support Munster Lost and Found Pet Helpline to help lost pets find their way home and every contribution we make goes towards animal care. We support the efforts made to ensure the wellbeing of animals and end their sufferings.





# GOVERNANCE

# GOVERNANCE

Our approach to governance is rooted in our commitment to strong, transparent, and accountable leadership, ensuring that our Environmental, Social, and Governance (ESG) practices are integrated into every aspect of our business. The Board of Directors views ESG leadership as a core element of our business strategy, recognizing that responsible governance is essential for sustainable growth and long-term success.

We closely monitor and address ESG-related risks and opportunities, implementing appropriate mitigation strategies to safeguard our company and its stakeholders.

The Smarttech247 Leadership Team's proactive engagement in ESG matters helps in ensuring that we embed robust ESG practices across our operations. This governance framework not only aligns with our purpose and values but also sets the standard for best practices within the cybersecurity industry. Through diligent oversight and a commitment to ethical conduct, we strive to enhance our ESG performance and contribute to a sustainable future for our business and the broader community.

## Corporate Governance Structure

Good governance is vital to Smarttech247, we have well defined governance structures that are well understood and implemented by all of our team. Smarttech247 are audited internally and externally for ISO 9001 and ISO 27001.

We are dedicated to continuous improvement and the alignment of our policies and practices with the ever-evolving Environmental, Social, and Governance (ESG) standards and best practices. We understand that our commitment to ESG principles is integral to our long-term success and the well-being of our employees and stakeholders. Our company is committed to regularly reviewing and enhancing our policies to ensure they align with the most current ESG criteria, considering social responsibility, diversity and inclusion, environmental sustainability and ethical governance. We actively encourage feedback and ideas from our employees as a vital part of this process, recognizing that it is everyone's experiences and insights that can drive meaningful change. We consider our journey towards ESG excellence as an ongoing and collective effort, with our policies and practices serving as the foundation of our commitment to a more responsible and sustainable future. Together, we will contribute to a positive impact on our environment, our communities, and our workforce.

## Board Governance And Diversity

- Ethical Practices and Compliance

### Ethical Practices

Smarttech247 is committed to conducting its business with the highest ethical standards and in full compliance with all applicable laws and regulations. Ethical principles at Smarttech247:

- We are committed to acting with honesty and integrity in all our dealings in line with our Core Values
- We have zero-tolerance approach to any corrupt practices.
- We uphold all laws relevant to countering bribery and corruption in all jurisdictions in which we operate.

## Supporting Human Rights And Combating Modern Slavery

Smarttech247 is committed to acting ethically and with integrity in all its business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in its business or supply chains. Smarttech247 is also committed to ensuring there is transparency in its business, consistent with our disclosure obligations under the Modern Slavery Act 2015.

Because of our philosophy, Smarttech247 is unequivocally opposed to all forms of slavery and human trafficking within our operations and supply chain. We are committed to acting ethically and with integrity in all our business dealings and relationships.

Part of our commitment to equality, diversity, and inclusion involves ensuring that our suppliers and partners adhere to ethical practices that respect human rights. We will evaluate the ethical practices of our providers, ensuring they meet our standards against slavery and unethical behavior. These aspects are considered during Provider qualification as defined in our Procurement and Provider Policy.



## Risk Management

Smarttech247 has established a robust risk management framework and CAPA Program (Corrective Actions and Preventative Actions) that align with internationally recognized standards, including ISO 31000 Risk Management and ISO/IEC 27005 Information Security incorporated in our risk management for ISO 27001 compliance (Information Security Management System) and adoption of ISO 27002 (Code of practice for information security controls) best practices. This enables us to adhere to best practices in information security and ensures that our risk management and corrective actions efforts are in line with internationally recognized security standards. Risk based thinking has been implemented as part of our company culture.

## Supplier Diversity

Smarttech247 interacts with a large scope of third-party entities for the provisions of products and services that ultimately support and contribute to achieving Smarttech247's mission and goals. These third-Party relationships carry inherent risks that are being considered as part of Smarttech247's due diligence and business practices.

**Our Procurement and Provider Policy is focused on three key principles:**

- Promote a Human-centric approach: we prioritize the needs of our people and the overall business requirements. While our procurement process strives for global consistency, cost optimization, and automation, we are committed to ensuring sustainability and considering the well-being of our personnel.
- Meaningful Product Selection: we carefully choose products and services that provide tangible value across the entire organization. Our goal is to identify solutions that truly meet our needs and can be effectively utilized throughout the company, maximizing their impact.
- Embracing Growth and Change: we embrace continuous adaptation and transformation, working towards the establishment of a unified global process and standard. By doing so, we aim to bring greater value to our employees and our business. This includes providing the right tools at the appropriate costs and terms to enable growth and success.

- Smarttech247 has deployed a Supplier Security Risk Management framework across all engagements with providers and partners. This framework is designed to thoroughly evaluate the security posture of our sub-contractors, assessing risks to shared assets systematically. We employ a mix of assessments, audits, and reviews to ensure that risks are identified, quantified, and managed effectively, maintaining the integrity and confidentiality of shared information.

## Transparency and Reporting

Transparency and accountability are maintained at every level of the organization through the ESG Policy, the Smarttech247 Code of conduct, Governance structure, board oversight, data collection and metrics, stakeholder engagement, communication (both internal and external through internal communication channels, websites, press releases, customer newsletters etc.), senior management involvement, compliance and risks management. As a public company, we maintain the highest standards of corporate governance, ensuring that all actions and decisions are made with integrity and in the best interests of our stakeholders. This commitment to transparency is reinforced through regular audits, reporting, and adherence to regulatory requirements, which helps build trust and ensures the long-term sustainability of our operations.



# OUR FUTURE

Smarttech  
YOUR 24/7 SECURITY PARTNER

# 2024 PREVIEW

## OUR FUTURE

Our ESG focus in 2024 is on Biodiversity. Smarttech247 is committed to protecting Biodiversity and continuously working on net positive impact on Biodiversity across the business operations. We actively support the Irish Bee Conservation Project with our CEO closely working with the group on fundraising, raising awareness and developing education modules.

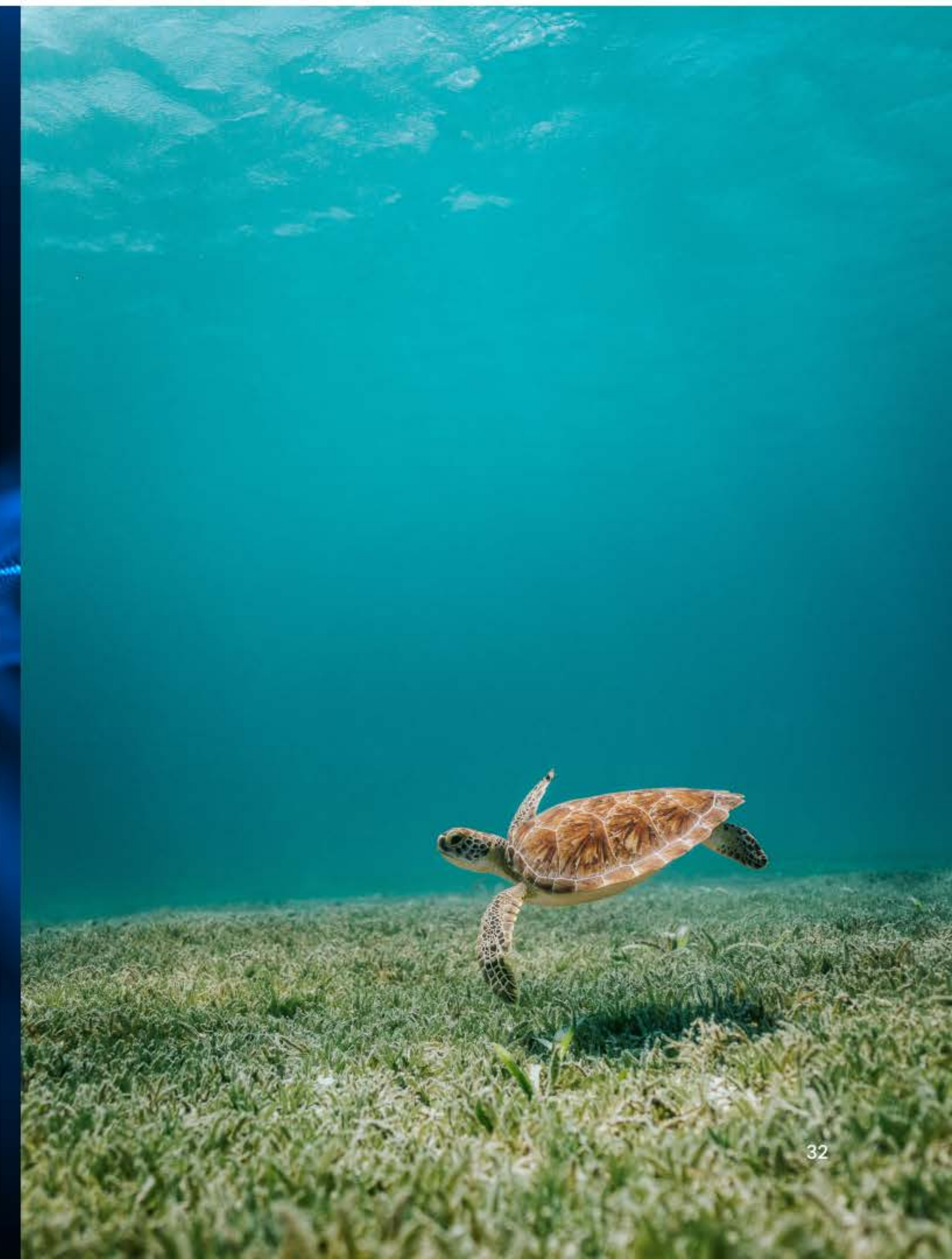
### Techies Go Green

A beacon for companies and individuals within the IT and Tech industry dedicated to reducing their carbon footprint and embracing Sustainability.

### Biodiversity for Business Ireland

A platform driving the transition to a nature positive Irish economy, where activities enhance natural systems in addition to minimizing impact, by harnessing the energy and innovation capacity of Irish businesses (reference document: BBI Commitment Document provided as evidence).

In 2024 we also became members of





## S247 COMMITMENT

Smarttech247 are dedicated to continuous improvement and the alignment of our policies and practices with the ever-evolving Environmental, Social, and Governance (ESG) standards and best practices. Our commitment to ESG principles is integral to our long-term success and the well-being of our employees, stakeholders and community. Together, we are contributing to a positive impact on our environment, our communities, and our workforce.

Smarttech247 is continuously working towards reducing the carbon emissions and would take all the required steps to quantify and reduce the carbon emissions. One of our long-term goals is Net Zero Carbon Emission by 2040 with the objective of halving our carbon emissions by 2030.

### **The Global Goals For Sustainability Development**

Smarttech247 is committed to aligning with the Global Goals for Sustainable Development outlined by the United Nations as we strongly believe it is within everyone's capability to contribute to meeting these targets.

The SDGs provide a comprehensive roadmap for addressing the world's most pressing challenges, from poverty and inequality to climate change and environmental degradation. Through our actions and initiatives, we actively contribute in particular to four of these goals:

#### **Quality Education:**

We are committed to ensuring inclusive and equitable quality education and promote lifelong learning opportunities for all.

There is currently a demand of 4mil jobs in Cybersecurity. We are actively promoting opportunities in the areas of internships and grad program. We run the educational program Women in Cybersecurity Academy on an annual basis.

Furthermore, we have partnerships in place with universities, participate in career fairs and collaborate with organizations in the Education area to promote these opportunities.

We talk about sustainability from an environmental perspective, and we also refer to it when it comes to our people.

As Cybersecurity is so dynamic and diverse and, with the introduction of AI generated platforms excelling at lighting fast pace, there are dozens of further opportunities for people to grow and learn with support from our training and career development programs.

#### **Gender Equality**

We are committed to achieve gender equality and empower all genders. According to the international cybersecurity membership organization (ISC)2 and to other various reports, women make up 24% of the cybersecurity workforce, with much lower percentages in some parts of the world.

Research has shown that diversity leads to collective intelligence. Diverse teams make better decisions. Having more women in cybersecurity can lead to more well-rounded discussions and a broader range of insights when assessing security risks and making strategic decisions.

We partner with organizations to promote our opportunities and we run our Women in Cybersecurity Academy program every year.

At Smarttech247, we are proud to have a workforce where 44.44% of our employees are women, reflecting our commitment to gender diversity. Our CEO's recognition with the Women in Tech Advocate award by Deloitte further underscores our dedication to promoting and supporting women in technology. We are actively working towards achieving a 50-50 gender balance, demonstrating our commitment to creating an inclusive environment where everyone has equal opportunities to thrive. This goal is central to our broader diversity and inclusion strategy, as we believe that a balanced and diverse team drives innovation and excellence in everything we do.

### **Decent Work And Economic Growth**

We are committed to promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

We provide equal employment opportunities for all individuals regardless of their gender, race, ethnicity, or background. All employment is decided on the basis of qualifications, merit, and business need. We are fostering a workplace free from discrimination, and we consider knowledge and skills the only criteria for advancement.

We firmly believe that diversity is our strength. By embracing a diverse workforce, we encourage a wide range of perspectives, experiences, and talents, which ultimately contribute to innovation and better problem-solving. We recognize the importance of work-life balance and have implemented policies and practices that allow us to sustain harmony between our professional and personal lives. This includes flexible work arrangements and support for family or personal responsibilities.

As a multi-national innovative tech company, we play a vital role in driving economic growth in all the countries we operate. Our contributions include job creation, partnerships with local businesses, and a focus on sustainable business practices that minimize our environmental impact.

### **Industry, Innovation & Infrastructure**

We are committed to keeping infrastructures secure, promote inclusive and sustainable industrialization and foster innovation.

Our mission is to keep our customers' infrastructures secure. Our approach is "Customer First", and we focus on prevention. We do this by utilizing the latest in cloud, big data analytics and machine learning, along with our industry-leading incident response team. We are ISO27001, ISO9001, Crest and Cyber Essentials certified.

In Cybersecurity, innovation is key. We have created 3 products in-house which aim to bring value to companies' security, enhance visibility, rapidly detect and respond to advanced cybersecurity threats.

Recognizing the profound impact that our operations have on the environment and society, we have made a resolute commitment to infuse sustainability into every facet of our supply chain. This holistic approach not only aligns with the company's core values but also positions it as a responsible and forward-thinking industry leader.

We are not just protecting organizations from cyber threats; we are also actively working to build a more diverse and inclusive tech industry while ensuring sustainable practices across our business operations.

Thank you for reading!

**Are you ready to elevate your  
security with Smarttech247?**

### **Contact Us**

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