

# **ESG Report 2023**

## **ARICOMA Group**

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# 1. Introduction

## Message from the Chairman of the Executive Committee

Welcome to the 2024 Environmental, Social, and Governance (ESG) Report for ARICOMA Group. As we navigate the complexities of our global and digital landscapes, the significance of integrating ESG principles into our core operations has never been more apparent. This report is not only a reflection of our past year's efforts but also a blueprint for sustainable growth that aligns with our long-term strategic goals.

ARICOMA Group continues to build on a foundation of technological excellence and innovation, driven by our responsibility to stakeholders, the environment, and communities across Europe. Our commitment is rooted in the belief that sustainable practices are integral to the creation of long-term value and resilience.

In 2023, we have focused our efforts on enhancing our governance structures, minimising our environmental impact, and fostering a diverse and inclusive workplace. This report outlines our achievements in environmental performance, our advances in employee well-being, and our strides in governance that collectively drive our ESG objectives forward.

We believe transparency is crucial. Hence, this report provides a detailed analysis of our ESG performance, utilising globally recognised frameworks and standards to ensure comparability and reliability of the data presented. This enables us to benchmark our progress, set measurable goals, and continually improve our practices.

Looking ahead, ARICOMA Group is committed to maintaining a leadership role in sustainability within the IT services sector. We will continue to innovate, adapt, and expand our ESG initiatives to not only meet but exceed the expectations of our clients, employees, and communities. Our journey towards a more sustainable future is ongoing, and we invite our stakeholders to join us as we pave the way to a greener, more equitable world.

Thank you for your continued trust and support.

If you wish to share your feedback with us, please contact us at [sustainability@aricoma.com](mailto:sustainability@aricoma.com).

Milan Sameš  
Chairman of the Executive Committee  
ARICOMA Group



## Company profile

ARICOMA Group is a European information technology company that combines the capabilities of its individual group companies to provide customers with high-quality, individualised and comprehensive solutions that help them to achieve their goals.

Founded in 2017 with a vision of becoming a major European IT services player, ARICOMA Group offers IT services via its member companies to corporate and government clients, including application and software development, integration and implementation of IT systems, managed services, data centres, sale of hardware, cyber security services and cloud services.

With its headquarters in Prague (Czech Republic) and 3,797 core employees globally as at 31 December 2023, the focus of the Group is on digitally progressive North-West European Markets as well as a presence in Eastern Europe and the Balkans to enable a nearshoring delivery model.

ARICOMA Group as of 2023 consists of two pillars:

# ARICOMA

**Aricoma** provides a wide portfolio of end-to-end IT services, including system Integration, Managed IT Services, Cloud & Hybrid solutions, Enterprise Applications, and software and hardware resale.

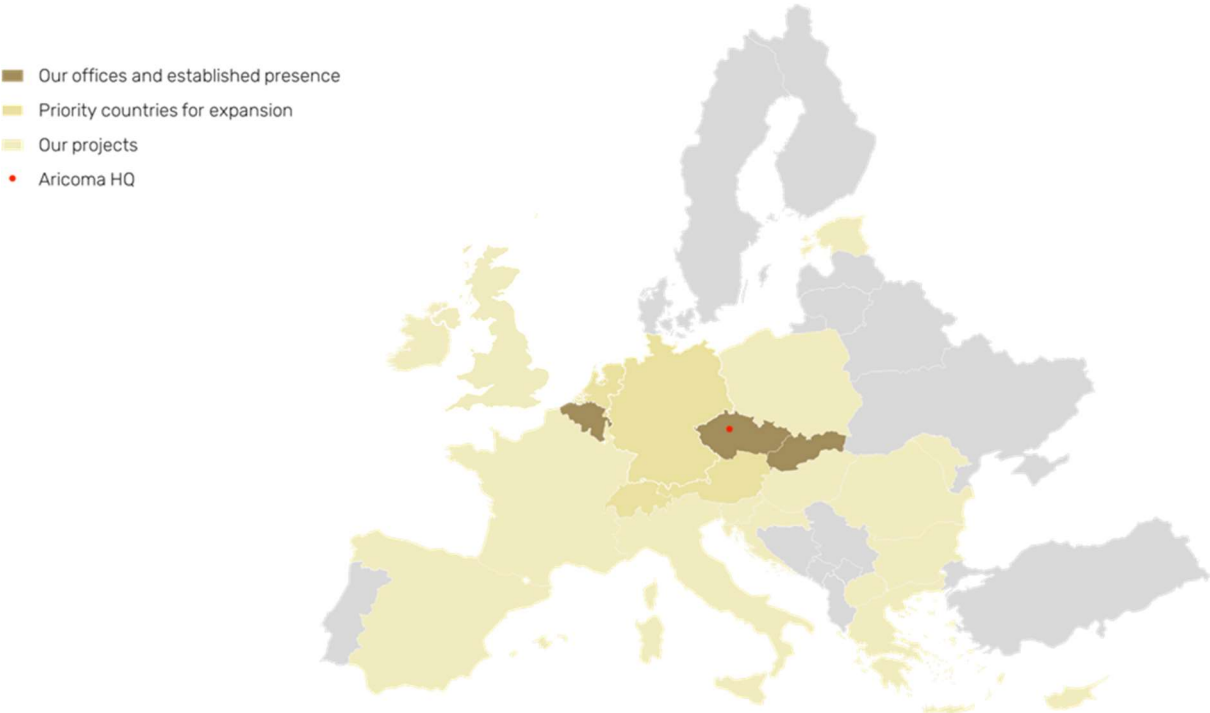
The group was created by integrating the former companies AUTOCONT (a Czech and Slovak system integrator focused on providing comprehensive IT solutions and services to both the private and public sectors), AEC (a provider of comprehensive cyber security solutions with a leading position in Czechia and Slovakia), CES EA (a Czech-based custom software developer of key eGovernment systems and industry IoT), Internet Projekt (a Czech-based provider of web applications, portals and omni-channel and e-commerce solutions), the systems-based part of Komix (a Czech-based custom application developer and provider of IT consultancy services.), Sabris Consulting (IT Services and IT Consulting), Consulting 4U (IT Services and IT Consulting) and Syscom Software (an IT systems provider to the public sector).

# Qinshift

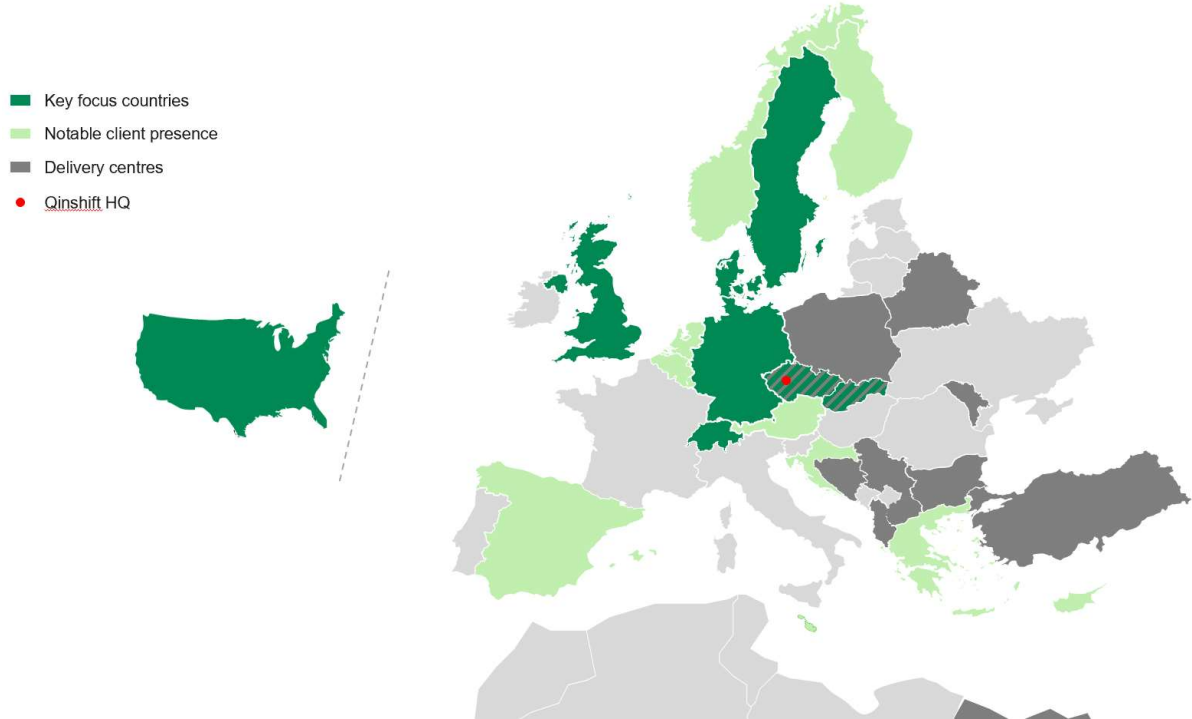
**Qinshift** is a new platform which was spun off from core Aricoma in July 2023, combining firms focusing mainly on designing and building custom software solutions.

This pillar descended from Aricoma by combining the former companies Seavus (a nearshore software development and IT outsourcing company), Cleverlance (a Czech-based custom application developer and provider of IT consultancy services), Stratiteq (a Swedish-based custom software developer, specialised in data analytics and consultative selling), the CAD part of Komix, Clearcode (a global AdTech and MarTech development partner), and Musala Soft (a developer of next-generation software products and enterprise solutions for major organisations worldwide).

### Overview of geographical areas with Aricoma's presence



### Overview of geographical areas with Qinshift's presence



## Organisational structure of ARICOMA Group

The holding entity Aricoma Group Holding a.s. is at the top of the organisation structure of ARICOMA Group. This holding entity falls under the ownership of KKCG Technologies s. r. o. The group is further split into two main platforms, Aricoma (represented by the holding entity Aricoma Capital a. s.), and Qinshift (represented by the holding entity Qinshift Capital a. s.).

On the lower level, two main sub-holdings are present: Aricoma a.s., (covering mainly Czech and Slovak operations) and Aricoma Group International AB (international operations and Czech-Slovak operations under Qinshift CE a.s.).

Compared to the previous reporting period, the main changes in the structure are:

- Spin-off of part of KOMIX into KOMIX Digital and its integration into Cleverlance Group
- Merger of the second part of KOMIX with CES EA, creation of Aricoma Digital (as of September 2023) and its transfer from Qinshift platform to Aricoma (on 1 Jan 2024)
- Acquisitions of Sabris Consulting, Consulting 4U, and Syscom Software by the Aricoma platform
- Rebranding of AUTOCONT to Aricoma Systems on 1 Jan 2024
- Rebranding of Cleverlance and Seavus to Qinshift on 1 Jan 2024
- Creation of shared service centre and its spinoff into Aricoma Shared Services on 1 Jan 2024
- Spinoff of the cloud services business unit and data centre in Luzice from ARICOMA Group on 2 Jan 2024 and their sale to České Radiokomunikace on 4 Jan 2024

The details of the main changes in the structure are described below:

### ARICOMA Group expands its SAP division

On 8 February 2023, ARICOMA Group completed the acquisition of the dominant part of the company Sabris. Sabris is one of the largest providers of SAP consulting services and projects in the Czech Republic and Slovakia.

#### *About Sabris*

Sabris's clients include major players in the retail, logistics, automotive and food industries, including Innogy, ŠKODA AUTO, MALL and Makro. The company's team of more than 140 specialists is adept even in fields beyond just their core, focusing on the implementation and evolution of SAP S/4HANA projects, while also cultivating expertise in ECM through OpenText and Microsoft Sharepoint solutions.

The remaining part of Sabris, under a new name in the future, will closely specialise in projects related to process manufacturing and in providing application development services in SAP technologies.

Sabris is the third recent acquisition by ARICOMA Group, following the purchase of the Polish digital marketing and advertising technology experts Clearcode and the Bulgarian enterprise software development leader Musala Soft. The group now consists of eleven companies providing all aspects of digital transformation for organisations.

### ARICOMA Group acquired Consulting 4U

On 13 April 2023, ARICOMA Group acquired a 100% stake in Consulting 4U, an Olomouc-based company specialising in analysis, implementation and support of SAP solutions.

#### *About C4U*

C4U was founded in 2000. It consists of twenty consultants with extensive knowledge of SAP application components, technologies and products and the business processes of companies from a wide range of industries. Its clients include Mattoni, Heineken, Tescoma, Linet and many other major companies in the Czech Republic and Slovakia.

In ARICOMA Group, C4U became another part of the SAP business unit alongside the recently acquired Sabris Consulting. While the two companies will operate separately under their own names, they will benefit from synergies within the joint business unit. All five original owners will remain in C4U after the acquisition and will continue to be actively involved in its further development.

#### ARICOMA Group acquired SYSCOM SOFTWARE

On 26 June 2023, ARICOMA Group acquired SYSCOM SOFTWARE (SSW), a company specialised in the development of custom software for public-sector bodies.

#### *About SSW*

The Prague-based SYSCOM Software has been operating on the market since 1994. The company's most important projects include the IS AVISme, a comprehensive economic information system for the state administration, the AVISme ESS file service, and projects in the field of research and application of AI in healthcare.

The acquisition of SSW complements ARICOMA Group's portfolio in the area of software development for the public sector, which the group's Komix and CES EA companies focus on.

#### ARICOMA Group splits its operations into Aricoma and Qinshift pillars

ARICOMA Group, part of KKCG Group, announced it will now operate under two major brands as it consolidates its position as an international Information Technology (IT) leader. Companies focusing on custom software development will form Qinshift, which is separating from the rest of the group adopting the Aricoma brand.

Over the last six years, the KKCG technology pillar has grown to become a leading European IT player with annual revenues of nearly EUR 500 million (CZK 11.7bn), employing 3,797 experts across 13 companies. The change will enable further specialisation within KKCG's technology pillar by allowing each entity to focus on its core competencies, driving further growth and delivering increased value.

**Aricoma** will unite brands focused on IT infrastructure, the cloud, corporate applications, cybersecurity, the digitalisation of the public sector and system integration. It will include Autocont, a local market leader in IT services, the cybersecurity experts AEC, the software developers for public sector CES EA and part of Komix, and e-commerce experts Internet Projekt. The gradual rebranding process will be completed at the end of the year.

This year's acquisitions—SAP-focused Sabris Consulting and Consulting 4U and public sector software developers SYSCOM Software—will follow later.



**Qinshift** will integrate six companies with expertise in software design for the commercial sector. This will include Seavus, a Scandinavian-centric custom software developer, Stratiteq, a Swedish-based company specialised in data analytics, Cleverlance, a Czech and Slovak leader in business digitisation services, and part of the Czech corporation Komix, which has a strong presence in the automotive industry, will join Qinshift by the end of the year, while Clearcode, a global partner for advertising and marketing software development, and Musala Soft, a Bulgaria-based outsourcer serving blue-chip customers, will follow in 2024.

Qinshift will aim to expand further across Europe, the United States, North Africa, and eventually Latin America, integrating cutting-edge AI services into its comprehensive portfolio.

The renewed emphasis on the specialisation and agility of both entities, while bringing individual companies together in the process, will create more dynamic environments to foster collaboration, innovation, and better serve a diverse and prestigious international client base from both the public and private sectors.

#### ARICOMA Group sold its Cloud business units (Cloud4com) and Data centre in Lužice to Ceske Radiokomunikace (CRA)

ARICOMA Group has sold its cloud computing specialist, Cloud4com (C4C), and a data centre in Lužice to České Radiokomunikace (CRA), a subsidiary of Cordiant Digital Infrastructure Limited. The deal, valued at over CZK 1 billion, is contingent on C4C's 2024 performance. C4C, a leading Czech IaaS provider, was acquired for CZK 870 million, with potential additional payments up to CZK 485 million based on its EBITDA. The Lužice data centre was purchased for CZK 130 million. This acquisition marks a significant expansion for CRA in the Czech data services sector and aligns with Cordiant's growth strategy. C4C employs about 28 people in the Czech Republic.

#### ARICOMA Group agrees to acquire Avenga, global technology platform from Oaktree and Cornerstone

On 15 December 2023, KKCG, a leading European investment and innovation group, announced its agreement to acquire Avenga, an end-to-end software engineering and consulting platform from funds managed by Oaktree Capital Management, L.P. ("Oaktree") and funds managed by Cornerstone Investment Management, L.P. ("Cornerstone"). This investment is a key step in the strategic development of KKCG's technology pillar.

Headquartered in Germany, and with offices in 31 locations, Avenga transforms its clients' operations with next-gen technology solutions to position them at the forefront of the digital era. The company is focused on digital transformation and custom software development and employs over 3,800 highly skilled professionals with a significant global delivery footprint. The acquisition of Avenga marks an important milestone in KKCG's growth story.

Avenga enables KKCG to strengthen its presence in target markets in Europe and North America, contributing strong capabilities especially in healthcare and pharma, while complementing the strong footprint of KKCG's portfolio company Qinshift in custom software development for telecoms, banking and financial services, and the automotive industry. By combining Qinshift's custom software development platform and workforce with Avenga's resources, KKCG will create one of Europe's leading digital transformation

architects, with nearly 7,000 professionals, uniquely positioned to service a large international client base.

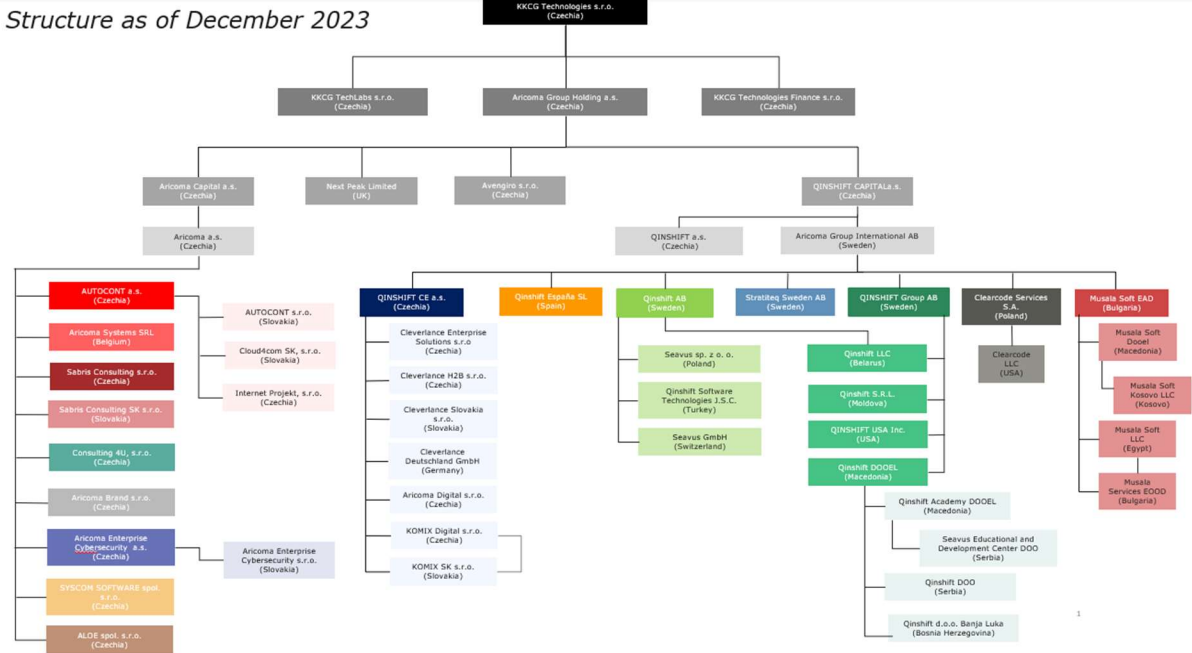
Clients can anticipate an expanded range of innovative solutions and a more comprehensive suite of services, tailored to meet their specific needs across diverse industries. Both companies also share a culture ingrained in buy-and-build platforms, cultivating an environment of growth, integrations, and the pursuit of further acquisitions.

Oaktree and Cornerstone were advised by Citigroup Global Markets Europe AG (“Citi”), acting as their exclusive financial adviser.

**About Avenga**

Avenga is a global engineering and consulting platform with deep industry knowledge, especially in pharma, insurance and finance, and advanced manufacturing. The company’s IT specialists operate out of 31 offices worldwide and support global corporations and complex organisations in their digital transformations with projects along the entire digital value chain, from digital strategy to the implementation of software, user experience, and IT solutions. Avenga’s many world-renowned clients include organisations like ABB, Allianz, GSK, Santander, and Volvo.

**ARICOMA Group structure as at December 2023**



# History at a glance<sup>1</sup>



For the detailed ARICOMA Group structure, please refer to the chapter [“Governance”](#).

## Economic performance

### Market Overview

Gartner has two major market trends integrated within this 4Q23 IT spending forecast that are pushing global IT spending in opposite directions: change fatigue and AI/generative AI (GenAI).

Change fatigue among CIOs often manifests as hesitance to engage or lengthen negotiations for new projects and initiatives. These delays also occur due to a new wave of pragmatism, capital restrictions or margin concerns. In extreme cases, organisations resort to cost-cutting measures, such as reducing headcount and cutting discretionary spending. Organisations taking a more pragmatic approach are shifting their emphasis on ongoing IT projects toward cost control, efficiencies and automation, while curtailing IT initiatives with longer ROIs. The overall effect is downward pressure on overall IT spending, particularly new spending.

On the other hand, there is a silver lining. Gartner is simultaneously raising IT spending specifically due to the prevalence of AI and GenAI. Business leaders want to use GenAI, but clarity on how to use it and the risks associated with using it can be nebulous. Early adopters began experimentation in 2023, leaving most companies in a state of planning to use AI and GenAI and watching quietly as the technology matures. 2024 and beyond will have more spending centred on AI/GenAI, as these technologies speed across the Hype Cycle.

Impacted directly by change fatigue, the 2023 global IT spending growth rate is forecast to slow down to 4.8% in constant currency, a notable deceleration from the 8.7% growth of 2022. The growth momentum will regain in 2024, accelerating to 7.0%, and will take total IT spending close to \$5 trillion. Worldwide overall growth rates will stay above 7% from 2025 through 2027, assisted by GenAI impacts fuelling IT spending increases. The 2022 through 2027 compound annual growth rate (CAGR) will be 7.1%, bringing the total spending to \$6.5 trillion in 2027.

The strong U.S. dollar headwind effect that caused the diminished 2022 U.S. dollar term growth rate has abated in 2023. Yet, the overall strong dollar impact continues. The 2023 growth rate in U.S. dollars is expected to be 3.3%, with total spending above \$4.6 trillion.

Bringing core CPI rates to target ranges remains the top priority of central banks, including the Federal Reserve System, European Central Bank and Bank of England.

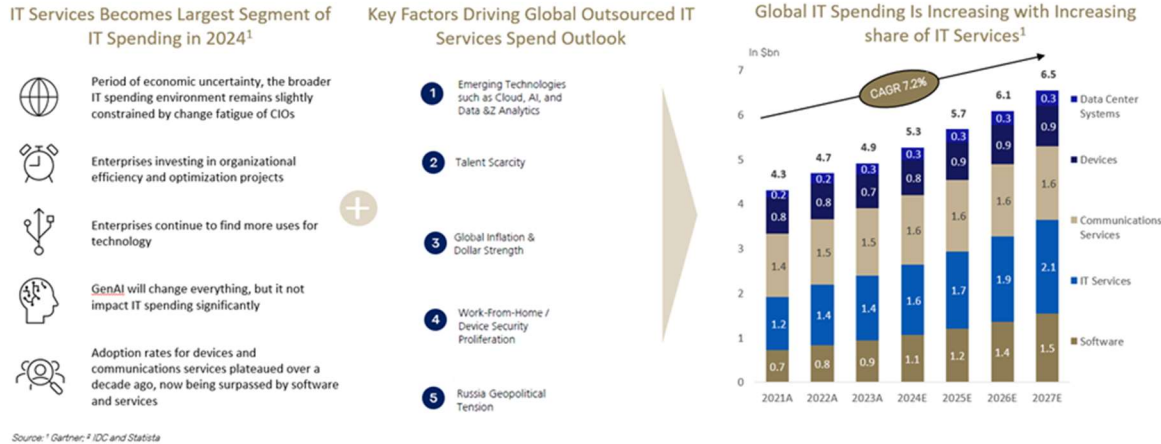
<sup>1</sup> Valid as of 31 December 2023

Monetary tightening, which in turn raises the cost of financing, will continue throughout 2024.

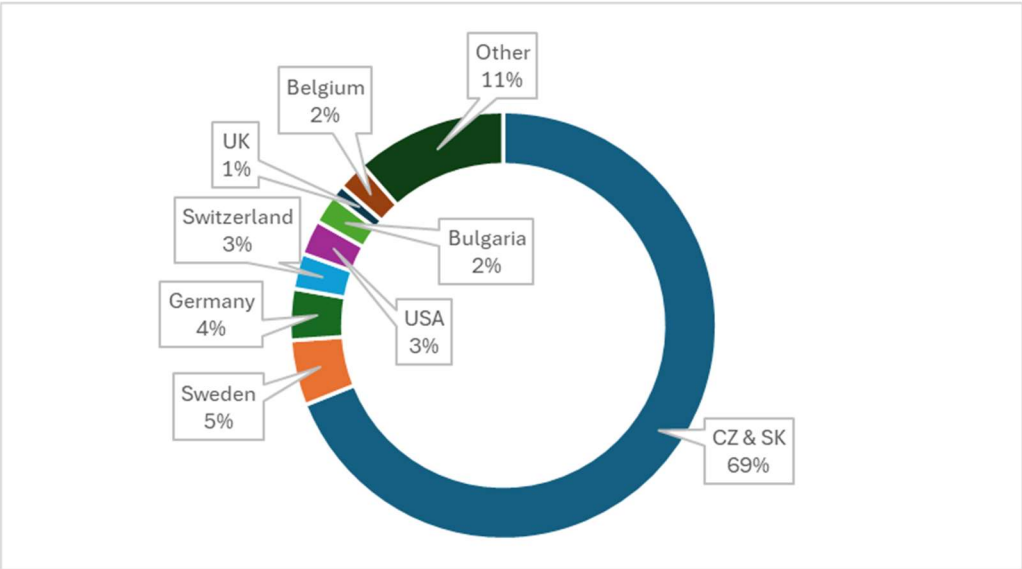
Total spending on devices will plunge by 6.0% in 2023 – one of the larger annual spending reductions on record. Overall, the devices market will start to recover in 2024 with 5.8% growth, but a return to 2021 spending levels will not be achieved until 2027.

### Market overview

Global IT Spending expected to grow by 7.0% in 2024, driven traditional factors such as profitability, labor, and dragged down by a continued wave of change fatigue<sup>1</sup>



### Revenue by Geography



Thanks to the diverse portfolio of our companies, we are able to serve a wide range of market segments. Our corporate clients are from various sectors including banking and insurance, telecommunication, manufacturing, business services, real estate, small and medium enterprises, and the enterprise industry in general. In addition to corporate clients, we also serve government clients from the healthcare and social-services sectors as well as other public bodies.

## Direct Economic Value Generated, Economic Value Distributed, Economic Value Retained

<i>thousand EUR</i>	ARICOMA Group		
	<i>Jan-Dec 2023</i>	<i>Jan-Dec 2022</i>	<i>Jan-Dec 2021</i>
<b>Revenues</b>			
Total income	525 171	485 730	369 453
Interest income	195	793	1,801
Finance income	18	4 380	2 633
<b>Direct economic value generated</b>	<b>570 101</b>	<b>490 903</b>	<b>373 887</b>
<b>Operating Costs</b>			
Materials and consumables	(167 014)	(181 215)	(145 135)
Services	(127 018)	(104 684)	(77 819)
Other operating expenses	(9 678)	(10 625)	(6 309)
<b>Employee wages and benefits</b>			
Personnel expenses	(186 942)	(145 320)	(107 690)
<b>Payments to provider of capital</b>			
Finance costs	(17 547)	(19 457)	(8 655)
Dividends PAID	(155)	(5 936)	(1 119)
Dividends paid - majority shareholder	0	(5,839)	0
Dividends paid	(155)	(97)	(1,119)
<b>Payments to government</b>			
Income tax PAID	(3 117)	(3 492)	(5 647)

Other taxes	(661)	(591)	(3 735)
<b>Donations</b>	(221)	(244)	(250)
<b>Economic value distributed</b>	<b>(512 353)</b>	<b>(471 564)</b>	<b>(356 360)</b>
<b>Economic value retained</b>	<b>13 031</b>	<b>19 339</b>	<b>17 527</b>

*Note: Consolidated figures, average CZK/EUR=24.007.*

## About the report

ARICOMA Group is issuing the non-financial information within this 2023 ESG Report with reference to the GRI Standards (2021) covering the reporting period 1 January to 31 December 2023, including the 2020, 2021, and 2022 historical data as comparatives.

A restatement of the 2021 carbon footprint data has been made to reflect the recent acquisitions as well as the change of the base year methodology. Previously, the year 2019 was considered the base year, but in 2021, ARICOMA Group decided to switch to a rolling base year (same-year, all year approach) to allow smooth base-year recalculations despite frequent acquisitions. Following the principle of a rolling base year (same-year, all year approach), data for 2022 are shown twice:

- 2022: without Cloud4com SK, s.r.o., Sabris Consulting, s.r.o. Slovakia, Consulting4U, s.r.o., SYSCOM SOFTWARE spol., s.r.o., ALOE spol., s.r.o. (originally reported in 2022 ESG Report)
- 2022+: to the Aricoma subgroup the following entities were added: Cloud4com SK, s.r.o., Sabris Consulting, s.r.o. Slovakia, Consulting4U, s.r.o., SYSCOM SOFTWARE spol., s.r.o., ALOE spol., s.r.o.

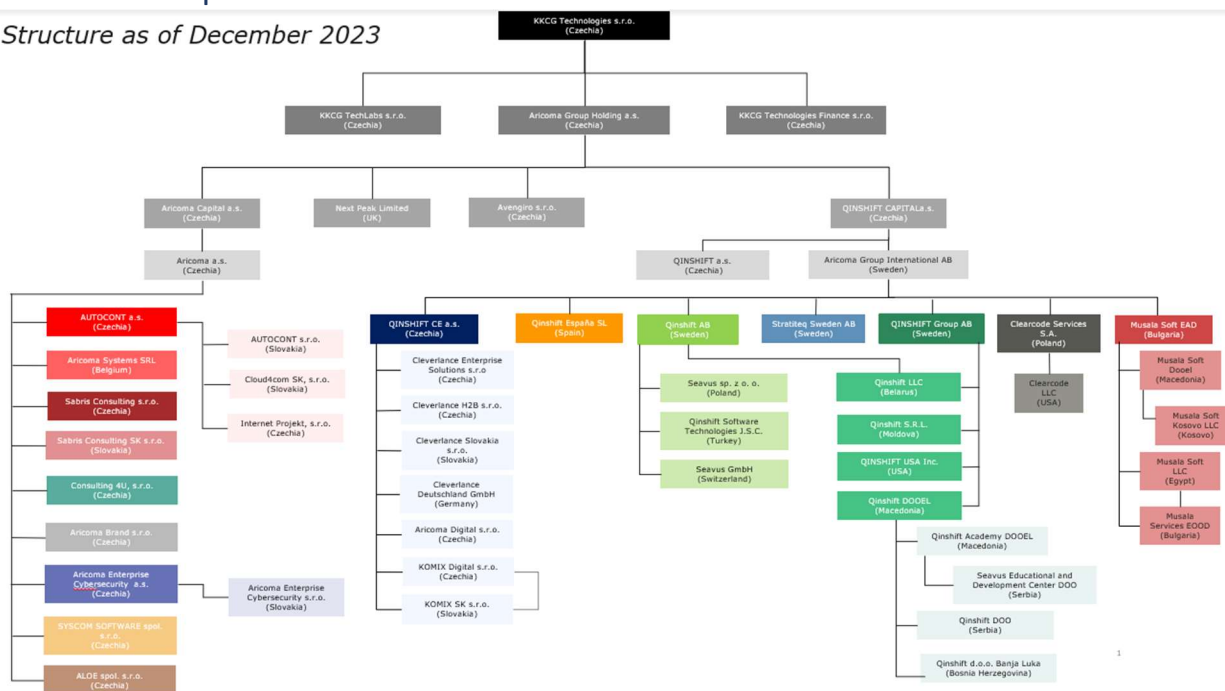
ARICOMA Group is not a separate legal entity with consolidated financial statements. Operationally, ARICOMA Group is composed of two groups of companies, ARICOMA and QINSHIFT. For the purposes of this report, ARICOMA Group is defined as a group of companies under the ownership of KKCG Technologies s. r. o., consisting of entities presented in the ["Company profile"](#) and ["Governance"](#) chapters and on the [ARICOMA Group structure](#) presented below. Formally, ARICOMA Group is composed of several companies that have their representatives registered in the respective commercial registers.

Quantitative data are presented for the whole group, with the exception of entities that are immaterial to the group by all means (number of employees, key financial indicators, size of operations and significance of ESG impacts), or in case the entities did not exist in 2023 or were acquired by ARICOMA Group later than 31 December 2023. The impact of the omitted entities is immaterial to the disclosures and indicators presented in the report.

The scope of the reported entities was determined based on the ARICOMA Group structure as at December 2023 (see below). Unless otherwise specified, the scope is the same across all material topics.

# ARICOMA Group structure as at December 2023

Structure as of December 2023



To simplify the data interpretation, the entities have been divided into six main subgroups within this report<sup>2</sup> :

Subgroup	Entity (including country of operation) <sup>3</sup>
<b>Aricoma</b>	AUTOCONT a.s. (Czechia)
	AUTOCONT s.r.o. (Slovakia)
	AUTOCONT SRL (Belgium)
	Cloud4com SK, s.r.o.
	Internet Projekt s.r.o. (Czechia)
	Aricoma a. s.
	Sabris Consulting, s.r.o. (Czechia)
	Sabris Consulting, s.r.o. (Slovakia)
	Consulting 4U, s.r.o. (Czechia)
	SYSCOM SOFTWARE spol., s.r.o. (Czechia)

<sup>2</sup> In the report, we very often describe information at the subgroup level rather than entities, so we use the subgroup designation.

<sup>3</sup> Entities marked immaterial for carbon footprint calculation – no significant emission sources



Subgroup	Entity (including country of operation) <sup>3</sup>
	Aricoma Digital s.r.o. - (former CES EA)
	Aricoma Digital s.r.o. - (former Komix s.r.o.)
	ALOE spol., s.r.o. (Czechia)
	Aricoma Enterprise Cybersecurity a. s. (Czechia, former AEC - Aricoma Enterprise Cybersecurity)
	Aricoma Enterprise Cybersecurity s. r. o. (Slovakia, former AEC - Aricoma Enterprise Cybersecurity)
<b>Cleverlance</b>	Cleverlance Enterprise Solutions s.r.o. (Czechia)
	Cleverlance Slovakia s.r.o. (Slovakia)
	Cleverlance Deutschland GmbH* (Germany)
	Cleverlance H2B s.r.o. (Czechia)
	Qinshift Espana SL (Spain)*
	KOMIX Digital s.r.o. (Czechia)
	KOMIX SK s.r.o. (Slovakia)
<b>Seavus</b>	Qinshift AB (Sweden)
	Seavus GmbH (Switzerland)*
	QINSHIFT Group AB (Sweden)
	Seavus FLLC (Belarus)
	Seavus DOOEL (Macedonia)
	Seavus Educational and Development Center DOOEL (Macedonia)*
	Seavus Educational and Development Center DOO(Serbia)*
	Qinshift d.o.o. Banja Luka (Bosnia Herzegovina)
	Qinshift DOO (Serbia)
	Qinshift S.R.L. (Moldova)
	Seavus Sp. z o. o. (Poland)*
	QINSHIFT SOFTWARE TECHNOLOGIES J.S.C. (Turkey)
	Qinshift USA Inc. (USA)*
<b>Stratiteq</b>	Stratiteq Sweden AB (Sweden)

Subgroup	Entity (including country of operation) <sup>3</sup>
<b>Clearcode Services S.A</b>	Clearcode Services S. A (Poland)
	Clearcode LLC (USA)*
<b>Musala Soft AD</b>	Musala Soft DOOEL (Macedonia)
	Musala Soft EAD (Bulgaria)
	Musala Services EOOD (Bulgaria)*
	Musala Soft Kosovo LLC (Kosovo)*
	Musala Soft LLC (Egypt)

*\*Entities marked as immaterial for carbon footprint calculation didn't have significant emission sources, such as physical offices, data centres, company cars or other significant source of emissions, and they are therefore out of the scope of the calculation.*

During the course of 2023, the following changes took place:

The cluster AUTOCONT was renamed to Aricoma and the following entities were added to the cluster: Cloud4com SK, s.r.o., Sabris Consulting, s.r.o. Slovakia, Consulting4U, s.r.o., SYSCOM SOFTWARE spol., s.r.o., ALOE spol., s.r.o.

CES EA s.r.o. was moved from the Cleverlance cluster to the Aricoma cluster and renamed Aricoma Digital s.r.o.- CES EA. KOMIX s.r.o. was likewise moved from the Cleverlance cluster to the Aricoma cluster and renamed Aricoma Digital s.r.o. – Komix s.r.o. In the same fashion, AEC a.s. and AEC s.r.o. were moved from Cleverlance to Aricoma cluster and renamed Aricoma Enterprise Cybersecurity a.s. and Aricoma Enterprise Cybersecurity s.r.o.

See the details of carbon footprint results in ARICOMA Group GHG Inventory Report.

The financial information presented in this report was compiled from financial statements of the ARICOMA Group components (individual entities or sub-groups). Financial information is also presented for 2022 and 2021 as comparative.

Non-financial information was collected from the components' internal systems (IT, HR, office facility management, car fleet management, purchasing, finance and governance) and from external partners (office landlords, suppliers, waste management companies). The vast majority of the data in this report originates from measurements, systems, and primary records.

In cases where the data were not available, we included a reasonable estimate. If an estimate represents a material proportion of the reported indicator, it is further explained

in the body of the report. Non-financial data cover the full 12-month period of 2023, irrespective of the acquisition date of the entities.

This report was reviewed by the ARICOMA Group Executive Committee.

Audit assurance of the Carbon Footprint Calculation has been provided according to ISAE 3410 by the independent auditor, PricewaterhouseCoopers Audit, s. r. o.

[The Independent practitioner’s limited assurance report](#) is an integral part of the 2023 ESG report.

The international IT industrial benchmark was used to perform the materiality assessment. The assessment was performed by the top management of the company and by a group of responsible leaders in ESG-related fields across territories. The stakeholder expectations, considerations and concerns were taken into account at the level of information known at the time the report was prepared.

Moreover, we present our commitment to the UN Sustainable Development Goals and Targets, which we have based on the priorities we identified in the materiality analysis performed in the reporting period.

We value your feedback, and we are happy to answer questions relating to this report or any possible concerns you may have regarding sustainability practice at ARICOMA Group.

Please contact us at: [sustainability@aricoma.com](mailto:sustainability@aricoma.com)

**Materiality Analysis**

**Material topics**

Topics that are material to ARICOMA Group emerged as a result of our in-depth internal analysis. These topics have been identified based on a wide variety of factors, including the industry specifics, value chain understanding, weighing of the importance of these issues, the definition and current availability of data indicators, the needs and interests of external and internal stakeholders, the positive and negative impacts analysis as well as the risk and opportunities for the group within the ESG. The results of the materiality analysis have been approved by ARICOMA Group management.

As is standard for ESG analysis, the topics have been organised into three categories: Environmental, Social and Governance and subsequently grouped into key sustainability areas. We perceive these as key topics and aspects, having great potential for future development in terms of reducing the negative impact and enhancing the positive impact of our operations.

In the context of the upcoming requirements arising from the CSRD directive, ARICOMA Group plans to start with DMA in the second half of 2024, which would establish material topics in the context of internal and external impact.

	Key ESG aspect	Topic	GRI Reference
<b>Environment</b>			
	Carbon Footprint and Emissions	Emissions	GRI 305

	Energy and Fuel	Energy and fuel	GRI 302
	Waste and Water	Waste	GRI 306
		Water	GRI 303
<b>Social</b>			
	Employee Care	Recruiting and turnover	GRI 401
		Employee care	GRI 401
		Performance evaluation	GRI 404
		Parental leave	GRI 401
		Education and training	GRI 404
		Health and work life balance	GRI 403
		Diversity and non-discrimination	GRI 405
	Local Communities	Charities and non-profit	GRI 413
<b>Governance</b>			
	General	General governance disclosures	GRI 2
	Purchasing	Purchasing	GRI 2-6
	Compliance	Customer privacy (GDPR)	GRI 418
		Data security and management	
	Business Ethics and Economic Performance	Collective bargaining	GRI 2-30
		Anti-corruption	GRI 205
		Technology and innovation	
		Profile info economic performance	GRI 201

## Stakeholders

The aspects of ESG are increasingly becoming key considerations for our investors and clients. As younger generations begin asserting themselves, our current employees, as well as talent we strive to attract, want to work for a company that is driven by ESG values.



The priorities of the following external and internal stakeholders are considered as we set our future ESG course:






- Shareholders
- Customers
- Employees
- Suppliers
- Government and EU organisations, policy makers and regulators
- Local communities
- Investors
- NGOs
- Academia, Research
- Industry partners, Industry associations

## Sustainable Development Goals

A collection of 17 interlinked global goals, called Sustainable Development Goals (SDGs), were set up in 2015 by the United Nations General Assembly to be a “blueprint to achieve a better and more sustainable future for all” by the year 2030.

ARICOMA Group identified the following SDGs as potential focus areas where the group can positively contribute to the global efforts.

SDG	GOAL	TARGET	NAME	ARICOMA MATERIAL TOPICS
	Goal 3. Ensure healthy lives and promote well-being for all at all ages	3.3	By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases, and other communicable diseases	<ul style="list-style-type: none"> <li>&gt; work-from-home arrangements</li> <li>&gt; eHealth platform</li> <li>&gt; coaching programme and a helpline with professional counsellors</li> </ul>
	Goal 4 – Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	4.4	By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship	<ul style="list-style-type: none"> <li>&gt; Internal continuous education</li> <li>&gt; Education support for society – IT upskilling programmes for children and adults</li> </ul>
		4.7	By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship, and	<ul style="list-style-type: none"> <li>&gt; Sustainability awareness events for employees</li> <li>&gt; Code of conduct</li> <li>&gt; Compliance basics e-learning</li> <li>&gt; Coaching for team leaders and delivery managers</li> </ul>

			appreciation of cultural diversity and of culture's contribution to sustainable development	
	Goal 7 – Ensure access to affordable, reliable, sustainable, and modern energy for all	7.2	By 2030, increase substantially the share of renewable energy in the global energy mix	> Electricity from renewable resources
		7.3	By 2030, double the global rate of improvement in energy efficiency.	> Energy efficiency measures
	Goal 8 – Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.2	Achieve higher levels of economic productivity through diversification, technological upgrading, and innovation, including through a focus on high value added and labour-intensive sectors	> Implementation of a modern solution for EU VAT reclaims
		8.8	Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	> Code of Conduct
		8.10	Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance, and financial services for all	> Migration of Česká spořitelna to the Microsoft 365 platform > EURO currency support
	Goal 12 – Ensure sustainable consumption and production patterns	12.2	By 2030, achieve the sustainable management and efficient use of natural resources	> Purchasing and waste management
		12.5	By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse	> Paperless company > Reselling IT equipment to employees > Waste sorting and recycling, food waste to biogas, municipal waste to energy
	Goal 13 – Take urgent action to combat climate change and its impacts	13.3	Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	Sustainability awareness events for employees
	Goal 16 – Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	16.5	Substantially reduce corruption and bribery in all their forms	Anti-corruption training
		16.6	Develop effective, accountable, and transparent institutions at all levels	Customer privacy

## ESG-related risks and opportunities

We acknowledge the significant influence of ESG-related risks on our operations and have initiated a comprehensive approach to ESG risk management. This involves pinpointing actual and potential risks, categorising them, formulating a framework for mitigation strategies, and forecasting emergent trends. Similarly, we also recognise opportunities for our business which arise through the business transition to a more sustainable economy and our strong performance under ESG criteria. These risks and opportunities do not yet follow the ESRS methodology, but we plan to address this in the future.

### Risks:

Type	Sub-category	Name of the risk	Mitigation action	Classification Short term	Classification Medium term	Classification Long term
Transition	Policy and legal	Regulation, pricing of GHG emissions, subsequent increases in energy and fuel costs, increases in the cost of carbon credits and expansion of the emission trading system and carbon tax could lead to increased expenses of our data centres, offices, business travel and supplier pricing	Considering decarbonisation KPIs, decrease energy consumption, increase energy efficiency and carbon offsetting, utilise renewable energy, utilise e-mobility in the company fleet, utilise carbon credits while developing and updating future group ESG strategy	Low	Medium	High
Transition	Policy and legal	Enhanced emissions reporting obligations related to disclosures	Monitor the upcoming CSRD and EU Taxonomy requirements, prepare a transition plan to fulfil the requirements, make investment to comply with regulations and to meet stakeholders' expectations, disclose sustainability-related information in the format required by	Medium	High	High

Type	Sub-category	Name of the risk	Mitigation action	Classification Short term	Classification Medium term	Classification Long term
			current legislation and stakeholders			
Transition	Policy and legal	Emerging data centre energy rules in the EU market driven by EU Taxonomy	Monitor regulation related to energy consumption of the data centre and requirements on design, future alignment with EU Taxonomy	Low	Medium	Medium
Transition	Reputation	Negative stakeholder feedback relating to data privacy incidents, AML, conflict of interest, whistleblowing	Active stakeholder engagement, maintain and communicate the channels for raising concern, transparent disclosure of ESG data, adequate PR strategy	Medium	Medium	Medium
Physical	Chronic	Frequent heat waves leading to higher energy consumption	Gradually upgrade air-conditioning systems to achieve higher effectiveness	Low	Low	Low
Physical	Acute	Storm or tornados causing damage to data centres and/or offices	Periodically review business continuity plans	Low	Low	Low

*Note: short-term relates to up to 5 years from the reporting year, medium-term more than 5 to 10 years, and long-term to more than 10 years, but no later than 2050.*



Opportunities:

Sub-category	Name of the opportunity	Action to leverage the opportunity
Energy efficiency	Developing software and IT infrastructure with lower energy demand in comparison with our competitors	Focus on innovative products and software that have a high level of energy efficiency
Market opportunities	Higher customer demand based on ARICOMA's ESG performance	Proactive and transparent disclosures of ESG data, regular stakeholder assessments, development of a group ESG strategy
Human capital	Improved talent attraction, employee engagement, satisfaction, and retention through ESG performance and reporting	Proactive and transparent disclosures of ESG data, regular stakeholder assessments, development of group ESG strategy

**ESG Strategy**

We are currently working on our medium- and long-term ESG strategy, which will be based on the results of the double materiality analysis and the KKCG group strategy.

## 2. Environment

ARICOMA Group is dedicated to maintaining a healthy and undamaged environment for today's society and future generations. Given the substantial environmental hurdles of our era, our goal is to minimise the negative effects of our business activities while seeking out sustainable practices that enhance our ecological contribution throughout the life cycles of our products and services.

One of our highest priorities is to reduce the carbon footprint of our products and services. We are actively pursuing increased energy efficiency and the integration of recycled and recyclable materials manufactured with low-carbon energy sources. Part of our operations are powered by green energy, which represents approximately 15% of our total purchased electricity consumption (including electric vehicles) in 2023 (compared to 10% of green energy in 2022). We are helping to reduce our environmental burden by replacing combustion engine vehicles with electric vehicles whenever possible.

Digitalisation holds a pivotal role in our sector, and we're harnessing its potential to amplify our positive environmental influence. Our ongoing efforts to refine our technology and services are aimed at supporting our clients as they navigate towards adopting essential low-carbon technologies.

### Environmental compliance

To be an environmentally ethical company, we ensure that our environmental management system is compliant with all applicable legislative requirements. We proactively identify, oversee, and alleviate potential risks stemming from our operations by thoroughly addressing environmental factors and impacts. Additionally, the following entities have been certified according to the ISO 14001:2015 standard: AUTOCONT a.s, AUTOCONT s. r. o., Internet Projekt s. r. o., Qinshift Czechia s. r. o., Qinshift H2B s. r. o., Qinshift Slovakia s. r. o., Qinshift Germany GmbH, Musala Soft EAD, Qinshift DOOEL Skopje, Qinshift DOOEL Bitola, Qinshift DOOEL Ohrid, Qinshift DOO Nis, Qinshift DOO Belgrade, Qinshift DOO Kragujevac, Qinshift DOO Novi Sad, Qinshift AB Malmo. In all these entities, potential environmental risks are identified, managed, and mitigated.

- For more than 10 years, Musala Soft has been following the requirements of ISO 14001:2015. Its compliance with the internationally recognised standard is a commitment to environmental responsibility and a strategic decision that can benefit the organisation and the planet. Musala Soft is dedicated to minimising its environmental impact, improving resource efficiency, and fostering a culture of sustainability.

### Education and initiatives for employees

Because we believe that reducing our environmental impact and our carbon footprint depends on properly educating our employees, ARICOMA Group regularly provides relevant educational training for its employees.

- Musala Soft provides resources and information on environmental best practices through internal communications channels. They also incorporate sustainability

goals and practices into company policies and procedures, demonstrating a commitment to environmental responsibility at all levels of the organisation.

- Clearcode is dedicated to fostering environmental consciousness and endorsing eco-friendly habits within its workforce. They offer insights into the critical role of environmental guardianship and individual contributions to sustainability. Educating employees about the importance of conserving energy, minimising waste, recycling, preserving water, using sustainable transportation, and making eco-conscious purchases is a key focus. Additionally, Clearcode has introduced to its employees green IT practices that promote energy efficiency and reduce electronic waste.

## Carbon footprint and emissions

We acknowledge the significant role that human endeavours play in climate change, aligning with the conclusions of contemporary climate research as outlined in the most recent reports by the Intergovernmental Panel on Climate Change (IPCC). Adopting an environmentally responsible approach begins with recognising the present impact of our operations, particularly through the assessment of our carbon footprint.

As mentioned in the section ["About the report"](#), a restatement of the 2022 carbon footprint data has been made in order to reflect the recent acquisitions of new companies. In the 2023 report, we presented two variants across all carbon footprint results: 2022 (without Cloud4com SK, s.r.o., Sabris Consulting, s.r.o. Slovakia, Consulting4U, s.r.o., SYSCOM SOFTWARE spol., s.r.o., ALOE spol., s.r.o.) and 2022+ (including Cloud4com SK, s.r.o., Sabris Consulting, s.r.o. Slovakia, Consulting4U, s.r.o., SYSCOM SOFTWARE spol., s.r.o., ALOE spol., s.r.o.). See the section ["About the report"](#) for more detailed information. Additional information on the carbon footprint methodology used is available in the GHG Inventory report.

In 2023, Scope 1 emissions increased compared to the previous year thanks to increased emissions from company fleet as well as fugitive emissions from air-conditioning units

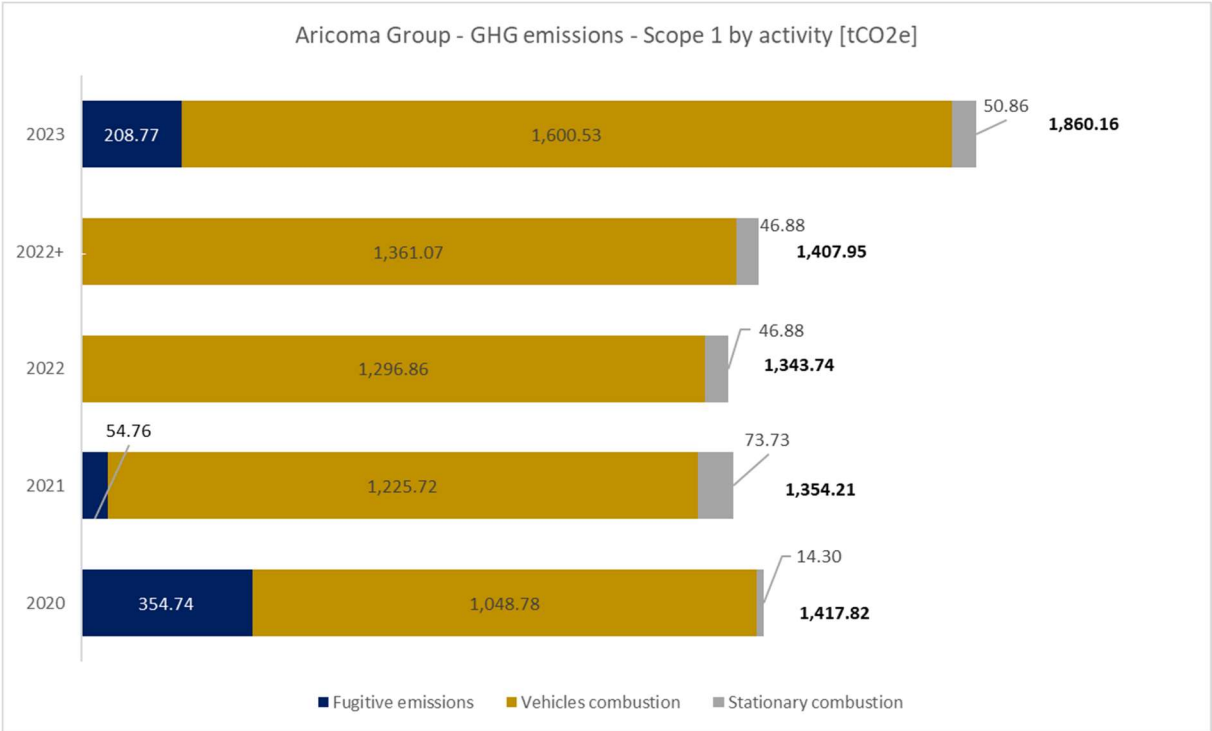
Scope 2 emissions slightly decreased compared to the previous year. They include emissions from electric vehicles, purchased electricity, purchased heat and cooling.

Reported Scope 3 GHG emissions are based solely on emissions associated with waste generation. Compared to 2022, emissions from waste generation decreased.

Although the total carbon footprint in tCO<sub>2</sub>e slightly increased compared to 2022 mainly due to acquisitions, the value of emission intensity remains stable. Emission intensity is calculated from emissions in scopes 1, 2, and 3 per the number of employees. ARICOMA Group - GHG emissions:

Source of emissions	GHG Emission [tCO <sub>2</sub> e]					
	2023	2022+	2022	2021	2020	2019
Scope 1	1,860.16	1,407.95	1,343.74	1,354.21	1,417.82	1,962.08
Scope 2	3,487.43	4,266.99	4,132.24	2,782.89	2,551.09	3,011.52
Total Scope 1 + 2	5,347.59	5,674.94	5,475.98	4,137.10	3,968.91	4,973.60
Scope 3	70.43	113.84	103.59	68.28	92.27	50.97
[tCO <sub>2</sub> e per employee]	1.44	1.51	1.49	1.26	1.58	2.09

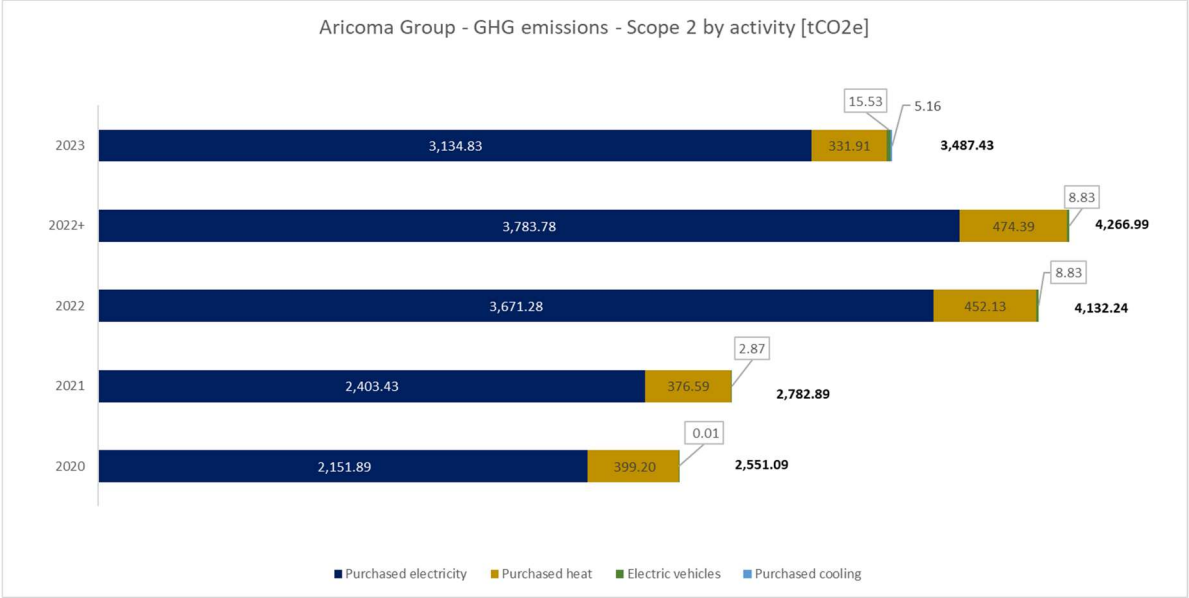
Note: Scope 3 values cover only emissions associated with waste generation. For scope 2 emissions calculations, the market-based method was used. More detailed overview of the scope 2 emissions including comparison of both methods can be found in the GHG Inventory report.



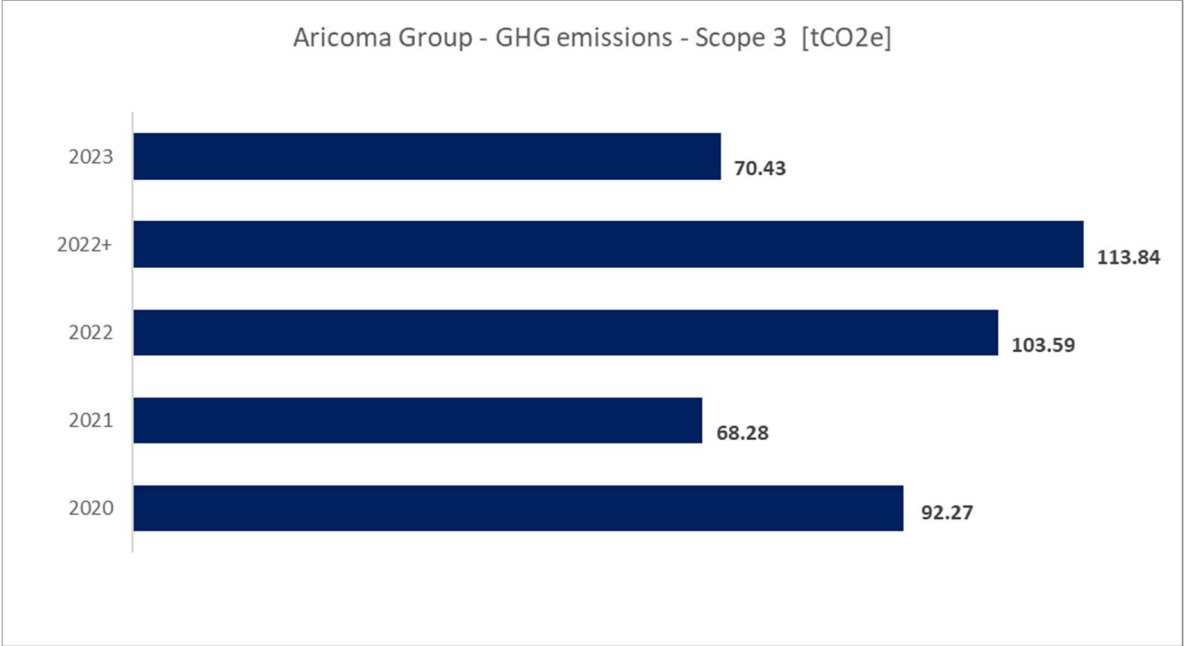
Scope 1 emissions come from the vehicles we operate, refrigeration and air conditioning equipment (HFCs), the combustion of fossil fuels for heat generation and backup power generators.

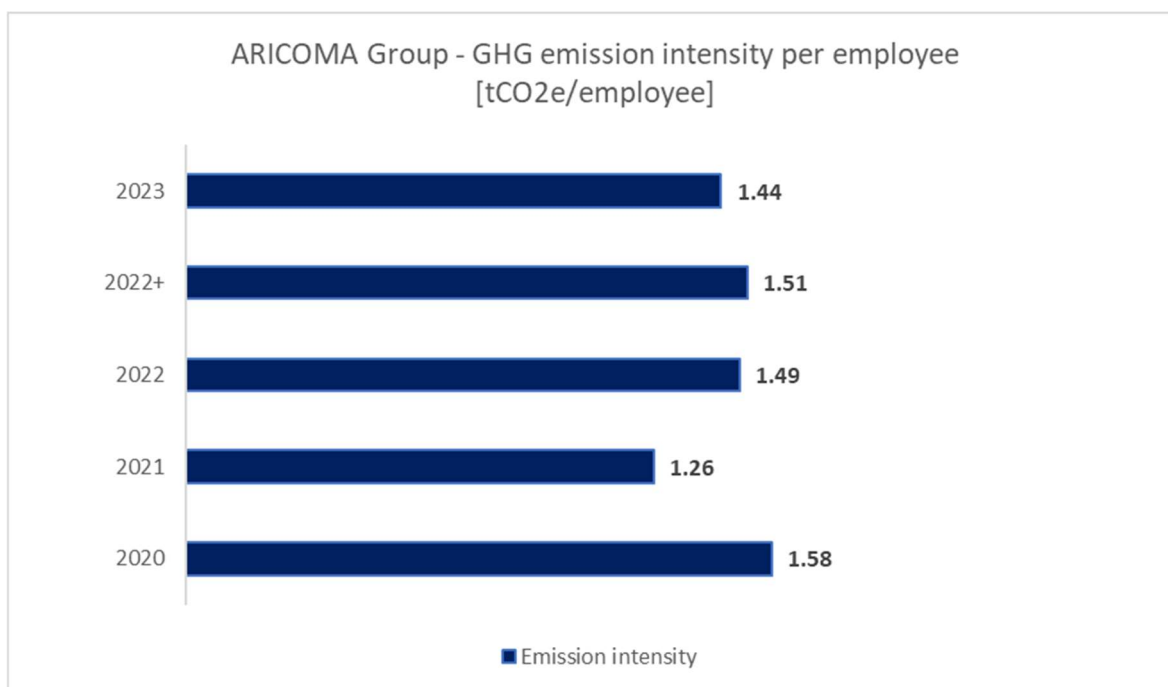
The increase in Scope 1 emissions in 2023 is driven by the fact that there were fugitive emissions from cooling agents at Stratiteq. Also, vehicle combustion increases annually.

In Scope 2, we report emissions from purchased electricity, heat and cooling and electric vehicle charging. Despite an increase in electromobility (especially at Cleverlance) and a growing number of employees, Scope 2 emissions decreased compared to 2022. This reduction is due to decreased consumption of electricity and purchased heat.



*Note: Scope 3 values only cover emissions associated with waste generation*





*Note: Emission intensity values were based on Scope 1, Scope 2, and Scope 3 emissions. Scope 3 values only cover emissions associated with waste generation. Workers that are not employees haven't been considered here.*

## Business trips

The transition to virtual meetings, the preference for ground transportation over flights, and the efficient utilisation of company vehicles have become the norm in our interactions with clients and suppliers. This shift has been seamlessly integrated, bolstered by the cost benefits of online operations. Prior to planning any business travel, digital options are to be thoroughly evaluated. Should travel be necessary, the organiser must provide a clear rationale for the indispensability of an in-person meeting over a remote one.

Business trips are allowed mainly in cases where it is necessary to ascertain technical condition. In the event of there being a need to travel, we prefer a means of transport that has the least impact on the environment, preferably public transport.

To optimise resource usage, ARICOMA Group utilises pool cars extensively and prioritises travelling in larger groups when using company vehicles for business trips. The company makes every effort to coordinate business trips, minimising the need for excessive vehicle usage.

- At Stratiteq there has been a slight increase in business trips in 2023, both within Sweden and abroad. Business trips within Sweden are mostly taken by train, and only a minority of trips (i.e., in exceptional cases) involve flying. As for business trips outside of Sweden, journeys by direct flight or by train are prioritised. Furthermore, Stratiteq currently has company bicycles that employees can use, and they are working on improving the policy for lending/using bicycles in the future.

- The Seavus subgroup has a dedicated team comprising licensed employees experienced in organising and optimising business trips. From an environmental standpoint, we prioritise optimising travel by company cars (through car sharing) or flying economy class with low-emission airlines, while also avoiding layovers.

## Electromobility

At ARICOMA Group, we see the move away from combustion engine cars as an obvious change. This transition is primarily motivated by our effort to lowering the carbon footprint across all our entities. Additionally, this move aligns with the EU's robust endorsement of electric mobility and its goals for reducing emissions in transportation. As we gear up for this change, we are methodically updating our vehicle fleet and setting up additional charging stations at our facilities and parking areas. Currently, Cleverlance, KOMIX subgroups and Stratiteq utilise electric vehicles within their company fleets.

- In 2023, five additional charging stations were installed in the Prague office. Six charging stations are in Bratislava. Cleverlance subgroup increased the share of electric vehicles in its fleet in 2022. In addition to utilising electric cars in its Czech offices, the first electric vehicle is also used in Slovakia office.
- At Stratiteq, those who possess leased cars are encouraged to think more about the environment when choosing a car. Cars are leased for three years, so replacement under the lease is gradual. Compared to 2019, when Stratiteq leased approximately 19 petrol/diesel cars, the current fleet now includes 1 petrol car, 3 plug-in hybrid cars and 4 electrical cars. The fact that more and more EV charging stations are available in our garage encourages even more employees to choose environmentally friendly vehicles.

In managing our fleet, we consistently strive to account for the life cycle of the vehicles under consideration. This ensures a harmonious equilibrium between augmenting the proportion of new vehicles that comply with the most recent sustainability standards and leveraging our existing fleet's capabilities for an appropriate duration.

## Employee commuting

To minimise the environmental impact of daily travel, we are strong proponents of work-from-home arrangements for positions that are conducive to this format. Providing the option to work remotely or commute to the office contributes to an improved work-life balance. To further promote green commuting, we encourage our employees to cycle, scooter, or even walk to work where possible and offer safe bike parking for all.

- Employees at Cleverlance and KOMIX have been consistent participants in the Bike to Work campaign which began in 2014. On average, approximately 55 employees participate in the May challenge each year. In 2023, 57 colleagues took part. The Brno and Prague offices boast well-appointed bike rooms. This country-wide initiative tries to motivate as many people as possible to learn to use a bike as a regular urban means of transportation (or, alternatively, walking or running) to contribute to cleaner air and more pleasant, safer, and healthier cities.
- Clearcode supports taking public transportation, commuting to work by bike or using other zero-emission methods of transportation. Their offices are located in the city centre and have excellent public transport access. Whenever there is a

need to commute between offices, Clearcode encourages people to commute by train or other means of public transport.

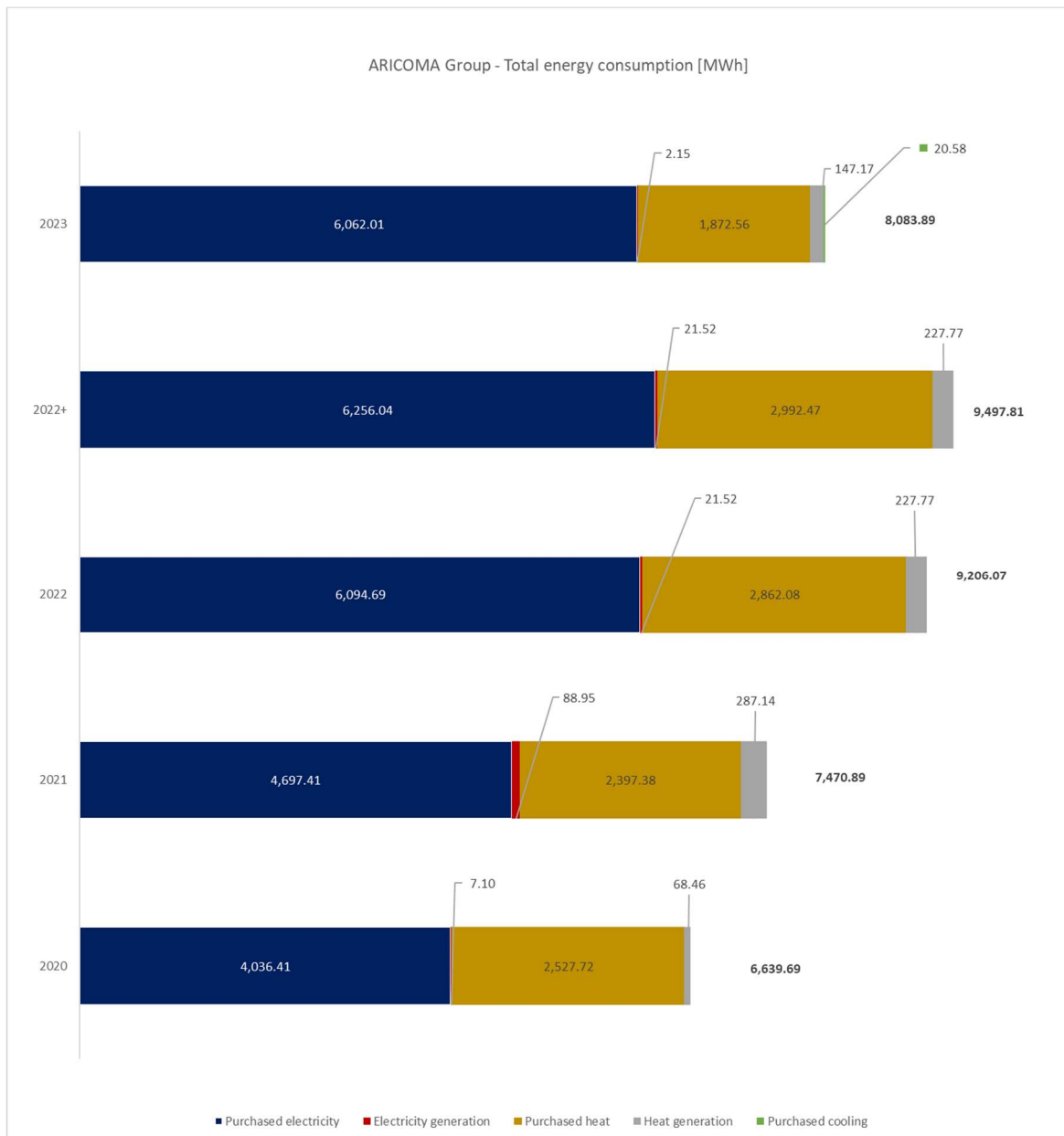
- Stratiteq has company bicycles that can be used by their employees, and they are working on improving the policy for future lending/using of bicycles.

## Energy and fuel

### Energy consumption

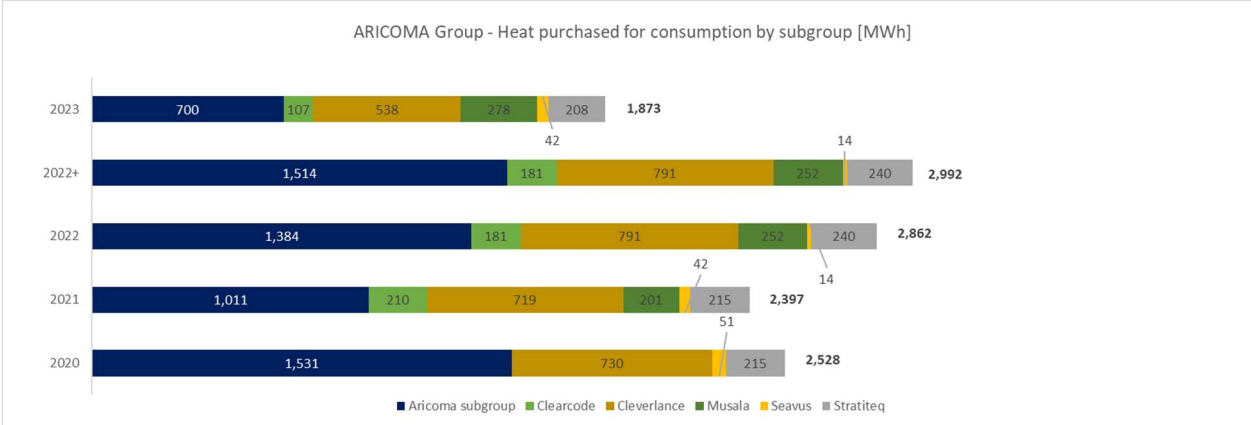
Total energy consumption consists of the electricity, cooling and heat that we purchase from local utilities as well as electricity and heat that we generate, in small amounts, directly in our operations. In 2023 total energy consumption also consists of cooling.

Electricity consumption in office buildings shows fluctuations depending on meteorological parameters, working hours and the number of employees.

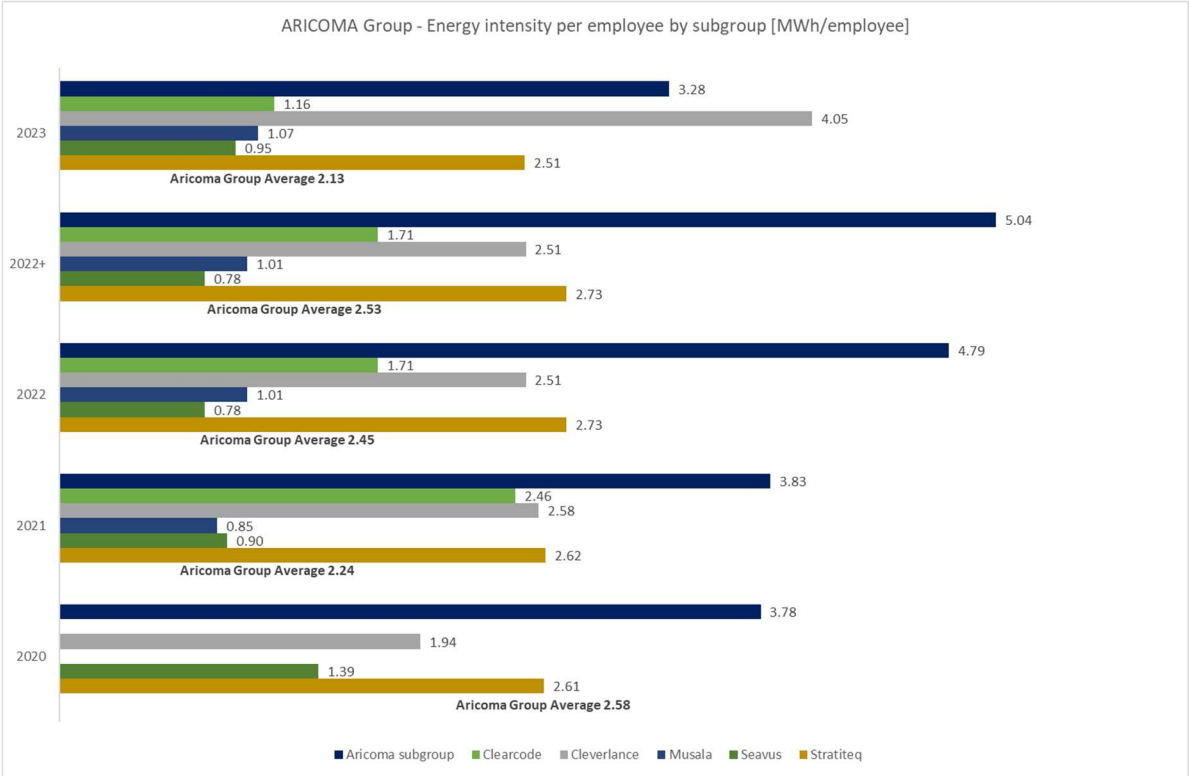




Note: Total energy consumption was based on purchased electricity, purchased heat and cooling, fuel consumed for electricity and heat generation. Fuel consumed by the fleet hasn't been included.



Note: Purchased heat for consumption presented in MWh. Data were estimated partially - see details in the GHG inventory report.



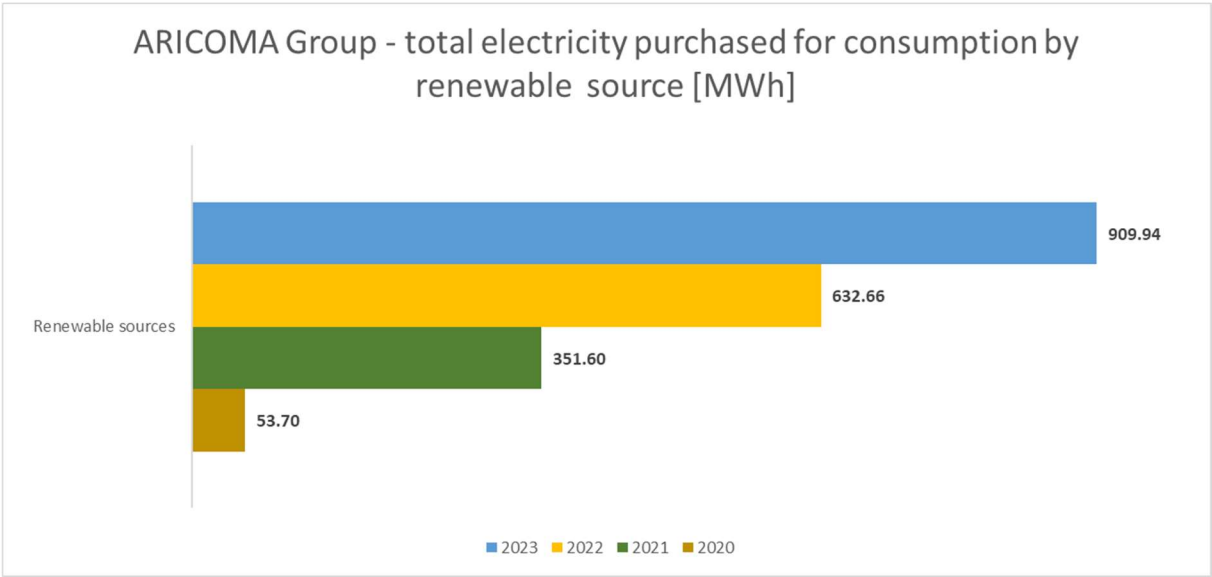
Note: Energy intensity per employee was based on purchased electricity, purchased heat, fuel consumed for electricity and heat generation. Fuel consumed by the fleet hasn't been included here. Workers that are not employees haven't been considered here.

### Renewable energy

Electricity is a critical resource for our operations, and reducing consumption is in some cases impossible and would not be in line with sustainable development. It is therefore important to reduce energy consumption from non-renewable sources and utilise green energy. Given our international operations across various countries, each with distinct renewable energy capabilities, the accessibility of green energy is a vital consideration. In

general, we are committed to utilising or transitioning to renewable energy sources where possible.

- In Stratiteq’s office, electricity comes from 100% renewable water, wind, and nuclear sources. The office is heated centrally, and 87% of the heat is produced from waste, residual waste gas, rest heat, and flue gas condensation produced in a local controlled plant.
- The Prague office in Palmovka (occupied by Qinshift Czechia s.r.o., QINSHIFT CE a.s., and Aricoma Enterprise Cybersecurity a.s.) purchases energy only from renewable sources through the purchase of Guarantees of Origin.



*Note: the amount of electricity purchased from renewable sources is displayed only from certified sources. In 2021, only Cleverlance and Stratiteq used renewable resources. In 2022 and 2023 renewable energy was used by Cleverlance, Stratiteq and Aricoma subgroups.*

### Energy efficiency

At all our sites, energy efficiency is paramount. We recognise that emissions from energy use are substantial, and we are dedicated to reducing them. The aim is therefore to continuously improve the energy efficiency of our operations. Our efforts to reduce energy consumption include the installation of efficient lighting and related electrical equipment, the installation of insulation solutions and, last but not least, improving the energy efficiency of our data centres.

- At the Seavus subgroup, they’ve taken important steps to reduce energy consumption. In particular, the Skopje office closely monitors HVAC systems, which are activated according to daily attendance. They’ve also installed energy-efficient LED lighting in their renovated offices and enforce responsible usage policies. This includes turning off lights after work hours and in unused areas like kitchens, restrooms, meeting rooms, and corridors. Additionally, they urge employees to power down equipment when not in use to minimise standby energy

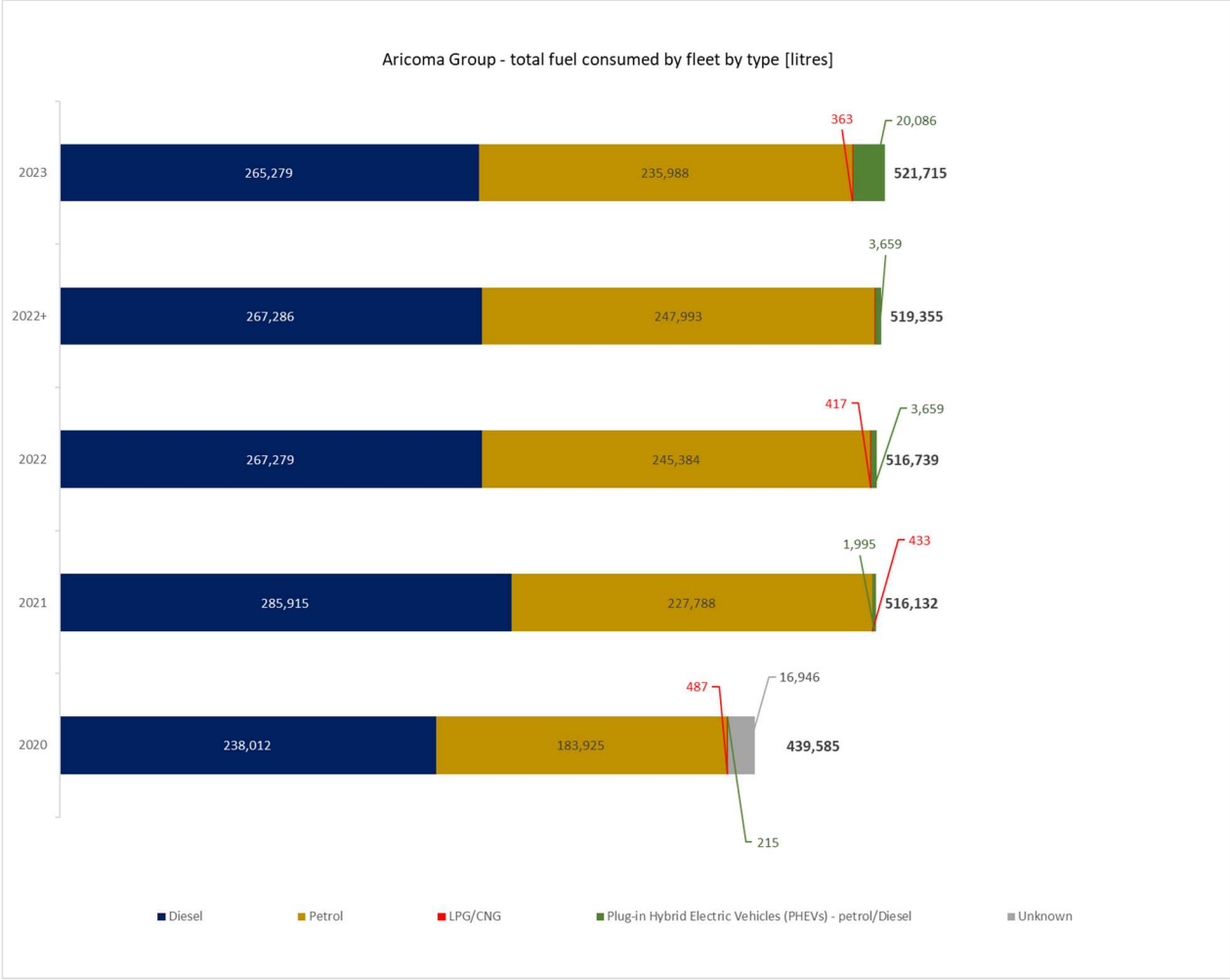
use. Outside of business hours, including weekends and holidays, all lights are switched off and overseen by the security team.

- Stratiteq only uses LED lights on its premises, supplemented by energy-saving lamps.
- The Cleverlance subgroup also uses standard measures like LED lights, sensors, and equipment with lower consumption in its premises. In addition, a smart automation system for heating and cooling is used.
- Clearcode has invested in energy-efficient computers, servers, networking devices, and other IT equipment. Upgrading to more energy-efficient hardware can significantly reduce power consumption and operating costs. Clearcode has made the important decision to abandon computers equipped with Intel processors and choose computers based on AMD processors as the primary platform. This made it possible to almost double computer performance while reducing their energy consumption by 50%. Also, replacing Apple computers equipped with Intel processors with the new line of computers had a positive impact on energy consumption and work performance.
- Energy efficiency is one of Musala Soft's main priorities. They continuously strive to minimise their energy consumption through a variety of practices, such as using energy-efficient equipment and replacing on-site business meetings and other types of company events with virtual ones.

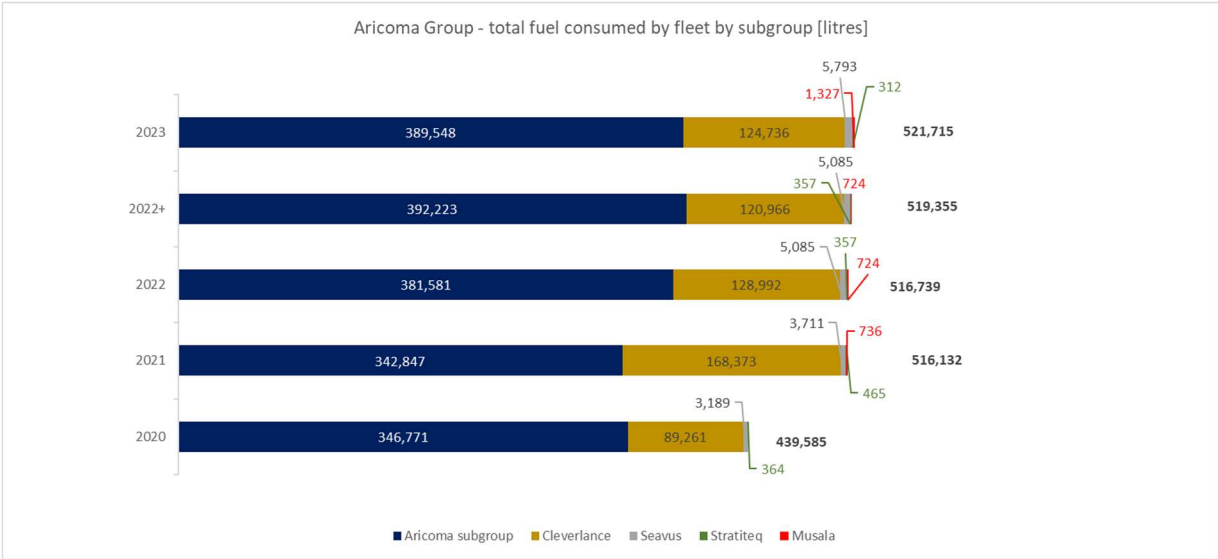
## Fuel consumption

We use mainly fuel to power our fleet of vehicles, but we also use a small amount to generate electricity. Fleet fuel consumption in 2023 decreased by approximately 0.78 % compared to the previous year. To maintain the downward trend, we encourage car sharing for business travel.

- At the Seavus subgroup, the upward trend in fuel consumption observed previously persists in the Serbian entity, primarily due to intensive local and regional business trips. Conversely, the Macedonian entity shows a slight downward trend in fuel consumption, attributed to alternative modes of transportation being utilised for extensive travel. To address this issue, new petrol cars have been purchased for the Serbian and Macedonian entities, replacing existing diesel vehicles.
- The Aricoma subgroup has two types of cars: the first comprises cars under leasing contract, and the second consists of cars owned by the Aricoma subgroup. After each leasing contract finishes, old cars are exchanged for new ones. Cars owned by Aricoma subgroup employees are sold.
- At Stratiteq, the fleet of cars is shrinking, going from 11 leased cars in 2022 to only 8 leased cars in 2023, consisting of 4 electric cars (3 of whose leases started in 2023), 3 plug-in hybrid cars (with one starting lease in 2023), and 1 hybrid petrol car. The fact that there are more and more charging stations available for electric vehicles (in parking garage, for example) is encouraging even more employees to choose environmentally friendly vehicles.



The total fuel consumption of the company fleet remained relatively stable in 2023 due to the increased use of plug-in hybrid and fully electric vehicles



Note: Estimated consumption for Stratiteq Sweden AB (Sweden) based on km using average car consumption in Sweden.

## Waste and the circular economy

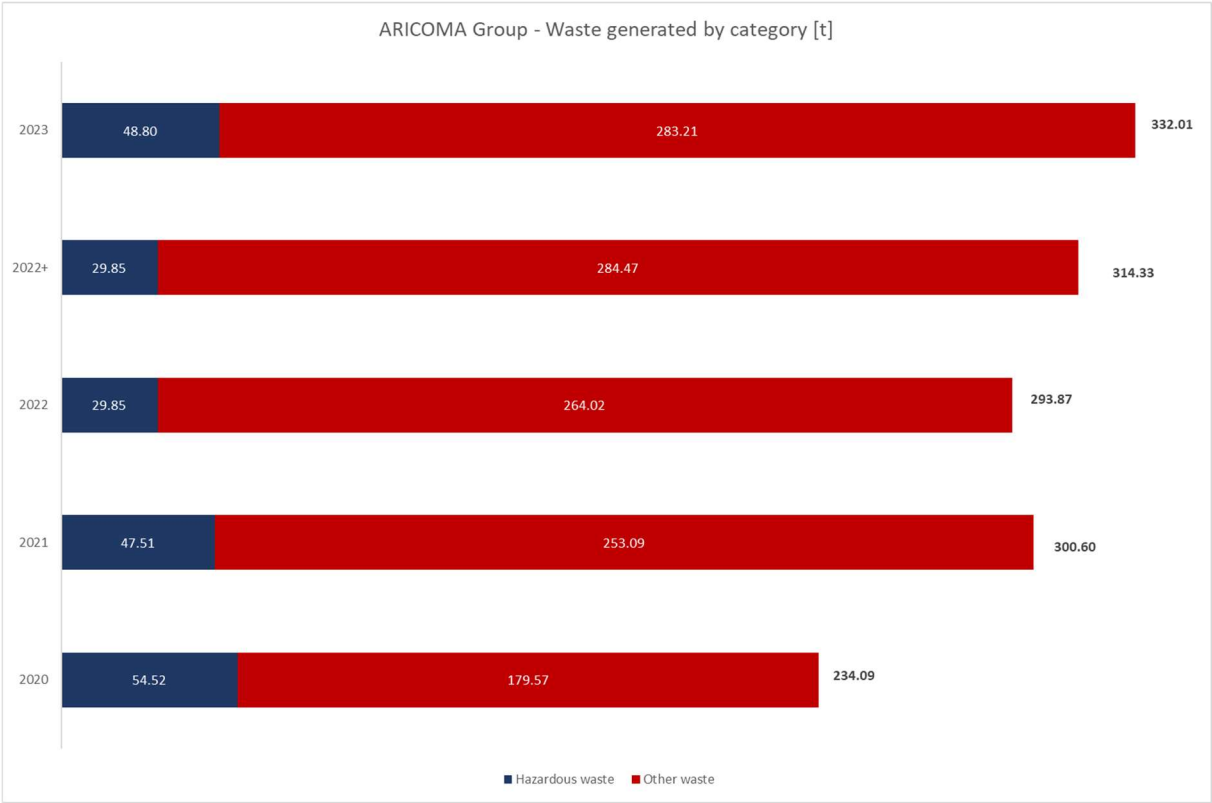
The circular economy represents a model of sustainability that enhances the life cycle value optimisation of products and services. In recent years, we have actively integrated the principles of the circular economy into our everyday practices, embedding them into our corporate DNA.

At ARICOMA Group, our waste management program is structured around the waste management hierarchy. Our approach to waste management is guided by the principles of “Prevent, Reduce, Reuse, Recycle,” which are integral to our operational philosophy.

In line with ARICOMA Group’s business practices, we strive to reduce our emissions associated with waste management. By increasing the number of entities, and therefore the number of employees, the total amount of waste production has increased. Besides the usual waste separation (paper, plastic, Tetra Pak, glass), we also separate electronic waste and bring the importance of this to our employees’ attention.

- At Musala Soft, there’s an initiative to cut down on plastic waste by motivating staff to opt for glass bottles and cups.
- At ARICOMA subgroup, they sort biowaste separately in special containers, and this waste is taken away by employees for gardening or planting flowers.

Since our companies primarily operate within office buildings, the logistics of waste removal and disposal are generally managed by the building landlords in partnership with local waste management firms. Consequently, specific waste data may not always be accessible for each tenant. In such instances, the reported figures are derived from estimates given by the landlords or are based on the averages of similar entities within the subgroup.





### Paperless company

Given that ARICOMA Group is an IT enterprise, it's appropriate that we embrace digitisation to the fullest. From conducting employee training to creating marketing materials, we've made concerted efforts to cut down on paper use, thereby fostering an eco-friendlier methodology in our everyday operations.

- At Clearcode, online meetings have eliminated the need for physical resources like paper, stationery, and printed materials. By going digital, companies can reduce paper waste and the associated carbon emissions from paper production, transportation, and disposal.
- The Seavus subgroup is actively reducing printing wherever possible, only doing so for necessary documentation as prescribed by law.

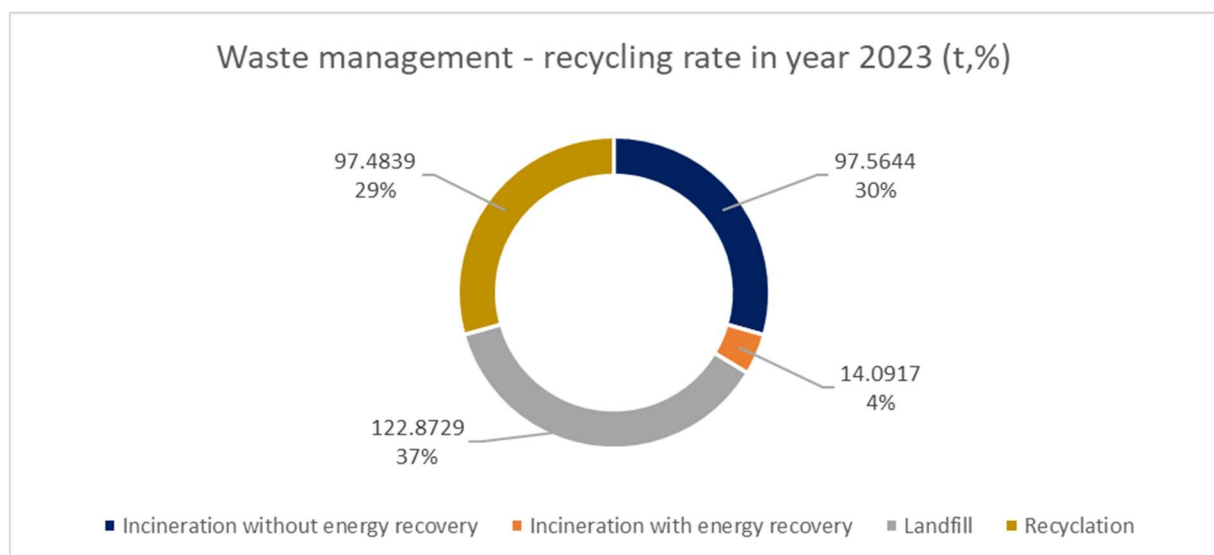
### Electronic waste

As an IT firm, responsibly disposing of electronic waste is a key aspect of our business practices. We strive to optimize the use of IT equipment throughout its entire life cycle, ensuring that we manage resources efficiently and sustainably. Electronic waste represented 15% of our overall waste generation in 2023.

- At the Aricoma subgroup, IT equipment is utilised for at least five years before being passed on to trainees for further use. Once it reaches the end of its lifespan, it is entrusted to a certified company for complete recycling.
- The Cleverlance subgroup takes a different approach with older electronics like mobile phones. Rather than discarding them, they offer these devices to employees at reduced prices. Additionally, they coordinate the collection of non-functional mobile phones for recycling through a sheltered workshop, an effort that underscores our commitment to environmental and social responsibility.
- Clearcode has established a battery recycling initiative to gather and repurpose spent batteries from gadgets like laptops, smartphones, and other mobile devices. Additionally, they recycle depleted ink and toner cartridges from printing and copying machines. Devices that have served their purposes within the company are frequently still operational. They endeavour to allocate these still-usable computers for continued use, either by selling them or donating them to NGOs. This practice considerably diminishes the volume of electronic waste needing disposal, more so than would typically be expected. In 2023 they sold 16 used computers for a total amount of 13 292,65 net PLN.

## Recycling

The percentage of waste recycled was 29% in 2023. We recognise that despite our best efforts, the effectiveness of recycling can often be influenced by local conditions, which may be beyond our control. This awareness guides our continuous pursuit of the most efficient and responsible waste management practices.



## Waste to energy

Another major shift in the waste management hierarchy was away from landfills and the use of waste in energy production in waste incineration plants. Waste is used for incineration unless it is for some reason unsuitable for recycling or reuse. The highest proportion of waste incinerated is in our Stratiteq office, where the residual waste is taken to an incinerator and the energy produced is used to heat houses in Malmö. The graphic above shows a significant increase in waste incineration. The increase in the percentage

of energy recovery and recycling of waste is indicative of the improving waste management of our offices, but also of the countries in which the offices are located.

**Water**

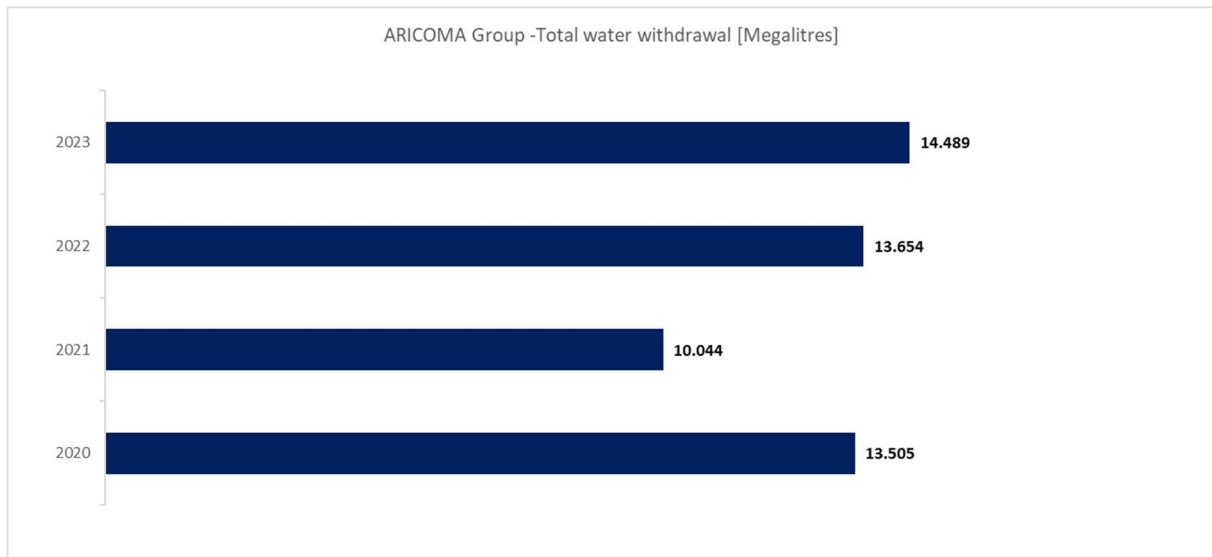
We are fully aware of how precious of a resource water is. Our commitment extends to educating and inspiring our employees to use water wisely, both in the workplace and at their residences, ensuring that this vital resource is conserved for future generations.

In the past, we performed an assessment of water stress levels (using the methodology according to the website: <https://www.wri.org/aqueduct>) in areas where our offices are located:

<b>Country</b>	<b>Water stress level</b>
Czech Republic	Low to Medium-high
Slovakia	Low
Germany	Low-medium
Macedonia	Low-medium to Medium-high
Sweden	Low-medium
Belarus	Low-medium
Switzerland	Low
Serbia	Low
Bosnia & Herzegovina	Low
Moldova	Low-medium
Poland	Low
US	Medium-high
Belgium	Extremely high
Bulgaria	High
Turkey	High

As our companies are mostly based in office buildings, water withdrawal and discharge are managed on a centralised approach by landlords.





*Note: Water withdrawal data is based on freshwater consumption from public utilities. For locations where submetering is not available, the values were estimated based on location average. Stratiteq moved at the end of 2023, and therefore data for 10 months (January-October) is missing, which was estimated based on the average water consumption in November and December.*

Water from public utilities is the primary source in most of our locations except for the Skopje office of Seavus where the water drill was activated in the summer of 2021 to be used for yard irrigation.

Water consumption in ARICOMA Group increased by 6% compared to 2022. We strive to educate our employees in the area of water-reducing-initiatives.

Thoughtful water consumption is one of the environmental measures that Musala Soft takes towards water conservation. In our office locations, the primary source of water is the public utilities, and water is consumed predominantly for drinking and sanitation. We make conscious efforts to consume water mindfully by implementing measures such as multi-filtration water systems and point-of-use (POU) water dispensers.

At the Seavus subgroup, they monitor water consumption to manage water resources efficiently and promote sustainable water use practices. The Skopje office continues to show a downward trend in water consumption thanks to the utilisation of the water drill, which was installed in 2021. Additionally, all activities aimed at reducing water usage for yard irrigation and front and back yard cleaning are optimised and precisely scheduled to minimise tap-water usage. Furthermore, small on-counter washing machines have been purchased and installed on every floor to be used daily by janitors, thus reducing water and electricity consumption.

### 3. Social

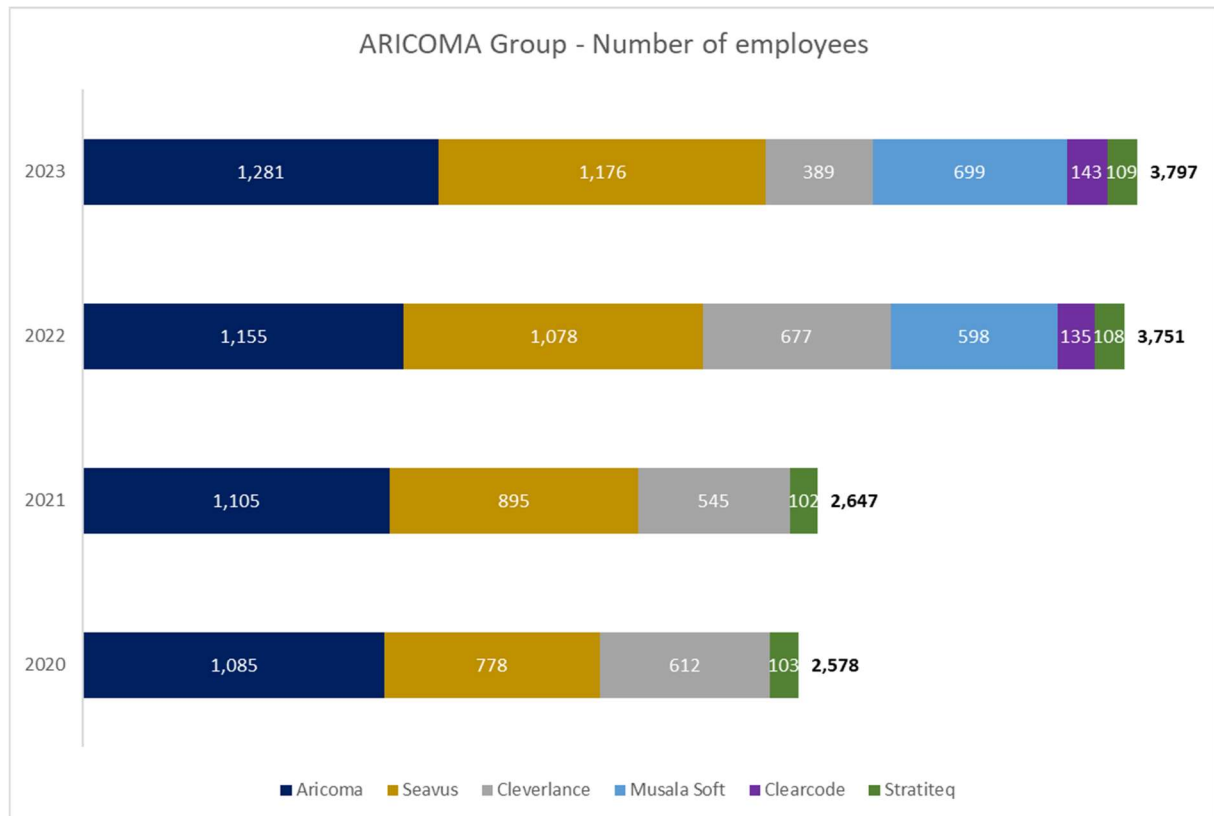
ARICOMA Group is dedicated to creating a positive social impact, extending its focus beyond the well-being of its employees to include local communities. We achieve this by offering products that contribute positively to society and forging multi-tiered partnerships with non-profit organisations.

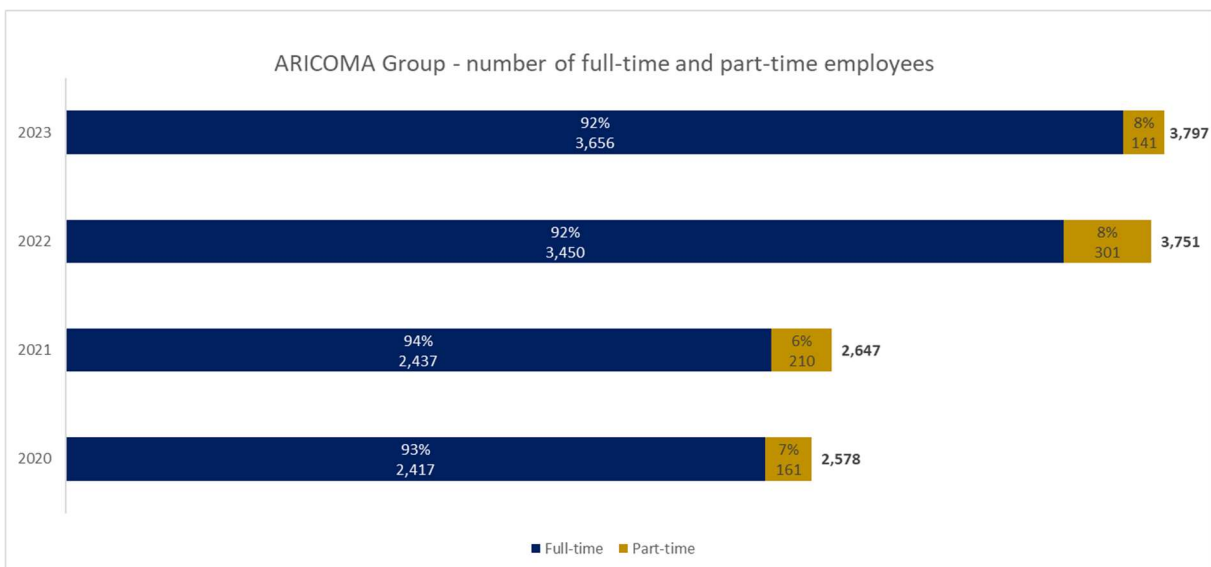
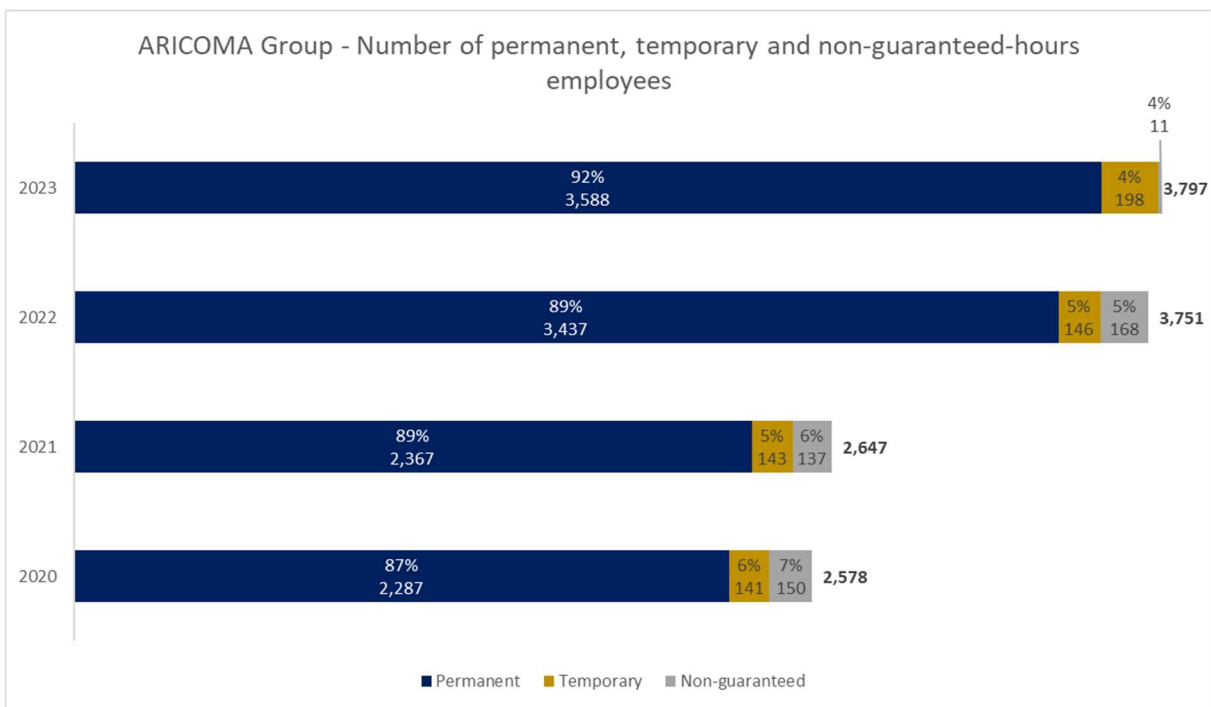
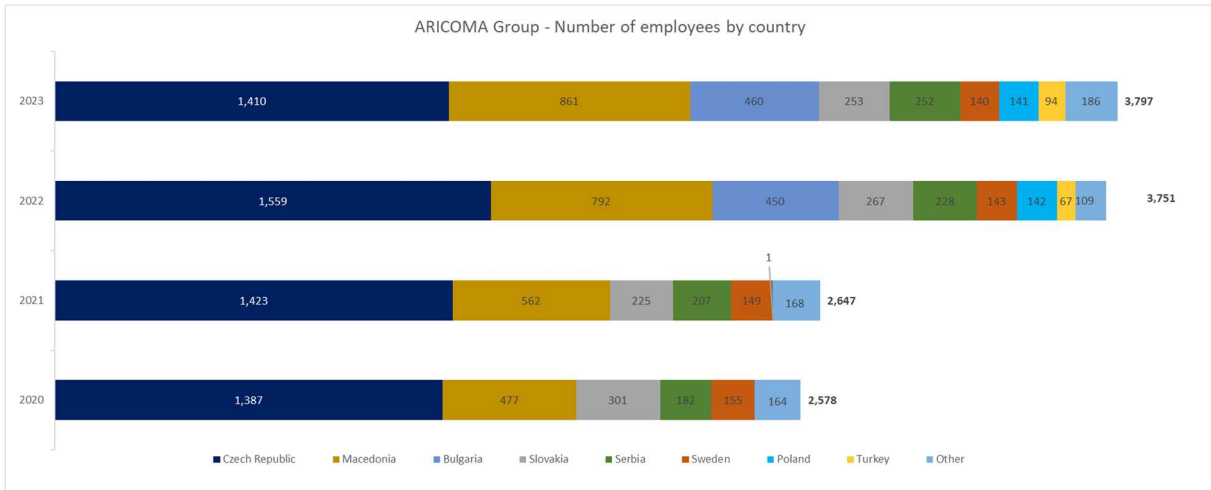
#### Employee care

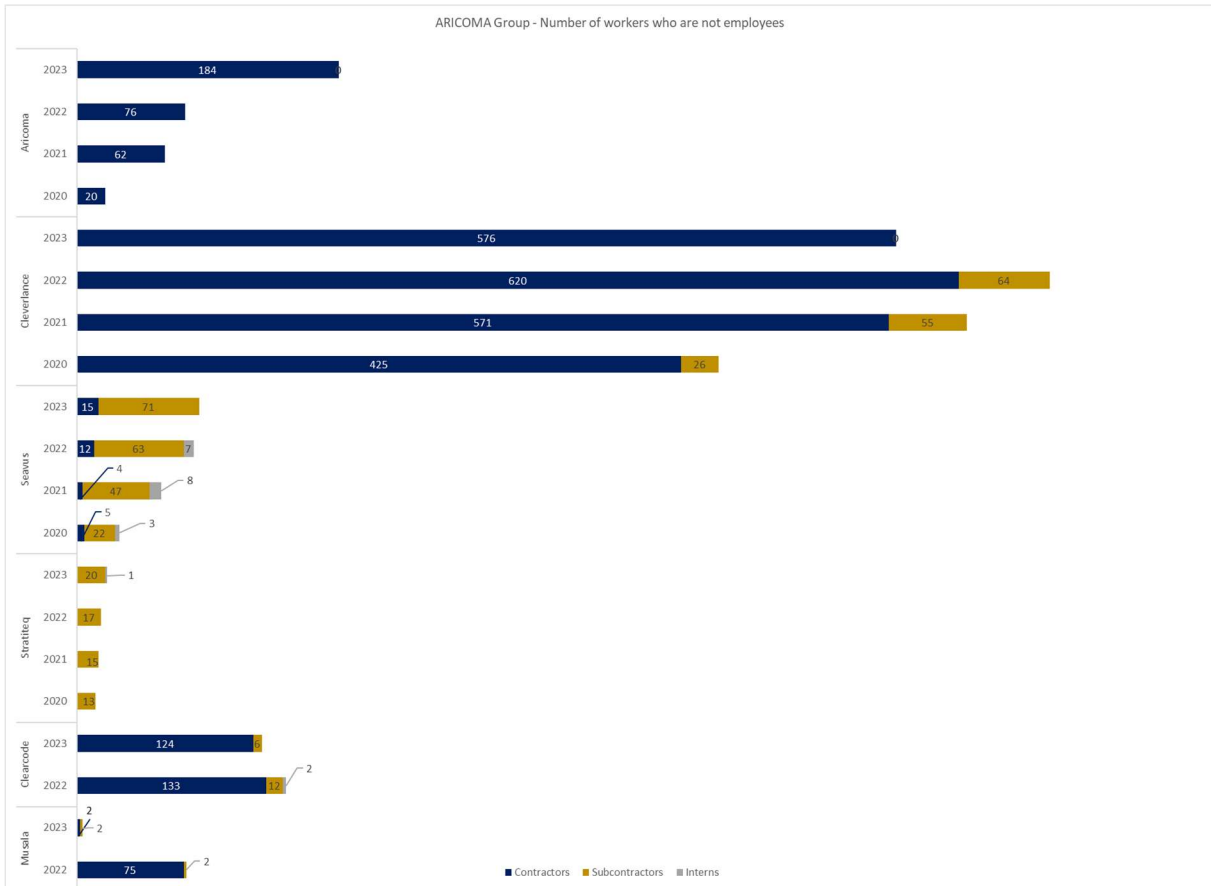
When it comes to human resources, ARICOMA Group’s strategy supports the vision, mission, and overall strategy of our companies by creating conditions for engaging our people, supporting the company culture, as well as creating workflows and great leadership that support employees’ professional development. The main goal is to implement a transparent and enduring recruitment strategy that promotes the cultivation of internal talent, the discovery of external talent, and the employment of suitable recruitment tools and methodologies.

#### Key Workforce Statistics

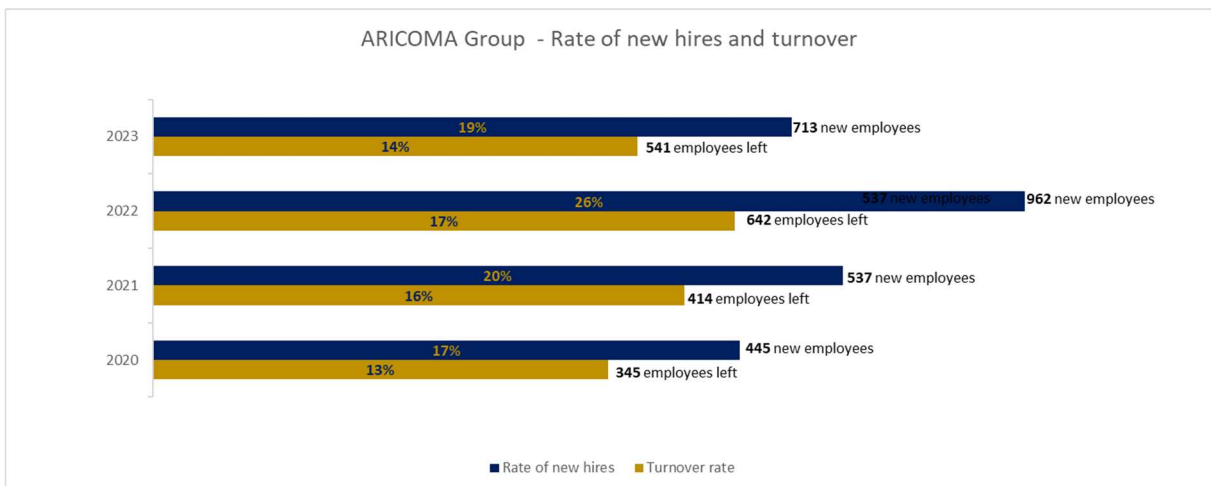
Note: All HR figures are based on the headcount at the year-end unless otherwise specified. More detailed statistics are available in [Attachment no. 3 – Tables](#).







## Recruitment & Turnover



## Recruitment

Because our people are a critical factor in our success, recruitment is an essential part of our internal processes. The intense competition for skilled professionals has become one of the biggest challenges for the IT and application development industry, so we use a variety of tools, including social media, headhunting, and various internal or external

contacts, to reach the desired candidates for open positions. We also encourage recruitment from internal positions to provide career progression opportunities for our employees. Lastly, we engage with universities and use our own public [academy](#) programmes as unique sources of brand-new IT talent so we can hire the most successful individuals as core employees.

Here are some examples of our companies' various recruitment strategies:

- The Aricoma subgroup is open to all those who have a desire and interest in continuous personal development, not only within the IT industry. A university degree or five years of experience in IT is not a strict requirement. As part of the recruitment process, they aim to respond quickly to candidates in the first instance and then maintain contact with them from the beginning to the end of the process. In January 2023, they implemented a new recruitment system, called Datacruit, to further improve and expedite their relationship with candidates, as well as to provide clearer reporting.
- Stratiteq consistently strives to attract suitable candidates in the strategy and technology fields. To this end, the company actively builds and maintains a network of potential candidates with appropriate technical backgrounds. The recruitment strategy focuses on enhancing awareness of the employer brand and ensuring a positive experience for both employees and candidates, recognising that recruitment primarily relies on proactive search efforts.
- The Cleverlance subgroup is committed to fostering talent and facilitating career transitions through its Clever Academies. These academies provide individuals from non-IT backgrounds with the opportunity to enter the world of information technology and transform their lives. By offering comprehensive training programs, Cleverlance equips these talented individuals with the necessary skills to pursue rewarding careers in the IT industry. The referral program at Cleverlance encourages employees to actively participate in the recruitment process by referring individuals from their professional and personal networks who possess the skills and qualifications needed for open positions within the company.
- The recruitment strategy at Clearcode is based on creating awareness related to the employer brand (social media, job portals) and fostering great employee and candidate experiences. As AdTech is a very specific segment of the market, Clearcode's long-term recruitment strategy is based on developing its own AdTech professionals by giving many opportunities to juniors who are willing to work on themselves and grow within the company.
- Recruitment at Musala Soft follows all best practices. To attract the right candidates, it is crucial to clearly define the job requirements and qualifications. By utilising multiple recruitment channels, such as headhunting, social media, and employee referrals, they can reach a diverse pool of candidates. Developing a compelling employer brand is key to attracting top talent. They also aim to streamline the application process to make it user-friendly and efficient for candidates. Musala Soft is committed to providing a positive candidate experience by keeping applicants informed throughout the recruitment process and offering timely feedback. Lastly, offering competitive compensation and benefits packages is fundamental to attracting and retaining top talent.

## Turnover

In 2023, technology employers increased their efforts to recruit the largest demographic in the labour market, the millennial workforce, given their ever-increasing demand for "go remote." Although remote work remains specific to many industries, the technology industry is taking a leading role in shaping modern, remote and hybrid (semi-remote) workplaces.

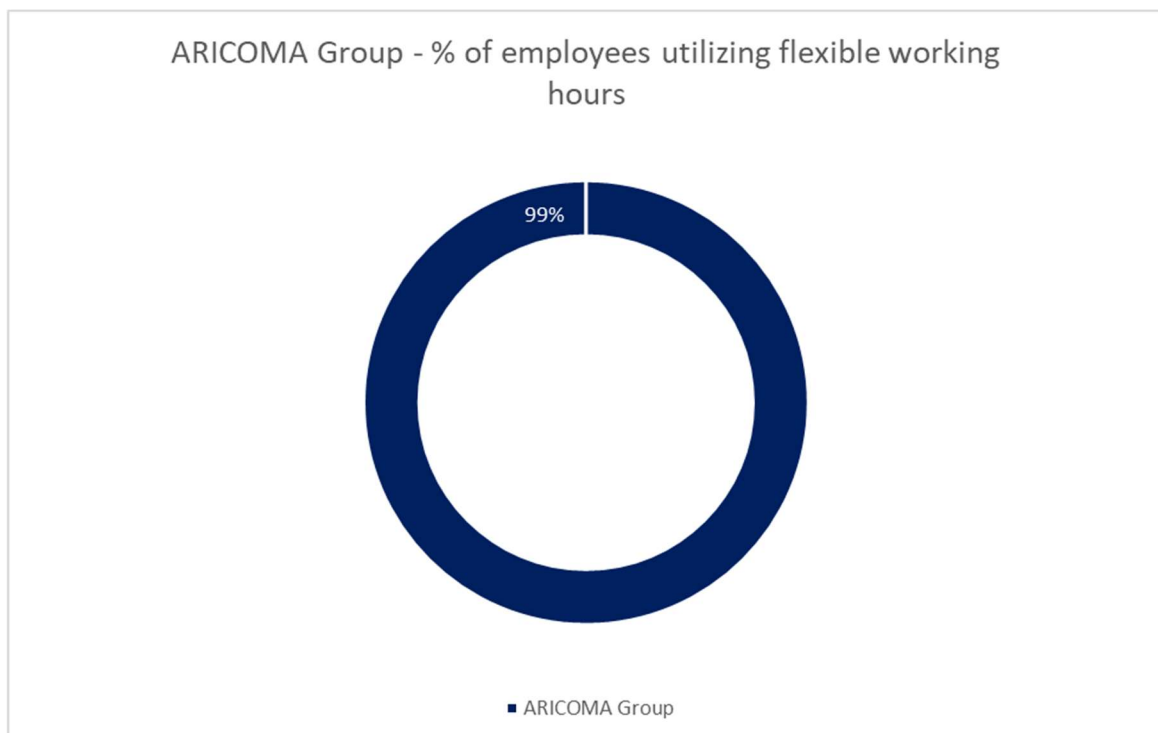
Besides the absence of remote working, there are a number of factors why IT professionals are leaving their jobs, ranging from a desire for higher salaries, lack of flexibility, outdated technology in the current company, poor company culture and management styles, poor work-life balance or lack of job prospects and training opportunities. At ARICOMA Group, we make every effort to develop all of these areas to maximise employee retention.

## Employee retention

At ARICOMA Group, we have developed and deployed various pillars for our employee retention scheme:

1. Working conditions
2. Brand, values and culture
3. Technology
4. Stability and remuneration

The first pillar provides employees with **working conditions that are in line with current trends in the IT labour market**. Our companies offer flexible working hours, part-time work, and work-from-home arrangements so that employees can better balance their work and private lives. At the same time, fully equipped offices remain available to employees.



The **brand, values and culture** of our companies are also very important for employee retention.

- At the Cleverlance subgroup, they organise regular breakfast gatherings where colleagues can come together, socialise, and start their day on a positive note. They also organise an annual Children's Day event, where Cleverlance invites their employees and their partners and children to a fun-filled day at an amusement park.
- As part of efforts to strengthen relationships and improve internal collaboration at the ARICOMA subgroup, they organise Christmas parties, sports events, and employee days for staff, often including their families. These gatherings are ideal for having informal communication, letting team members get to know each other better, and generally strengthening bonds between colleagues, all of which are important stabilising factors. They have also introduced so-called health days at branches where, once a year, they dedicate a day to preventative healthcare and provide the opportunity to consult various medical specialists.
- At the Seavus subgroup, they have organised a series of events under the Gravity Project, including pub quizzes in Skopje and Belgrade and a Diet Challenge that was conducted globally. They celebrated the reopening of the sport centre in Skopje and reintroduced aerobic classes in a hybrid format, accessible both online and in a physical space. They have also brought back fruits and refreshments to the office. In a shift from individual and team-based celebrations, they now host a global and corporate work anniversary event each month, where the company celebrates the anniversaries and jubilees of their employees in front of the entire company.
- At the Cleverlance subgroup, they believe in providing individuals with a significant degree of autonomy and freedom, which aligns with our core company values. This approach not only fosters a sense of ownership and empowerment but also contributes to achieving outstanding results. They value the uniqueness of each employee and understand that adhering to rigid templates or guidelines may hinder their full potential. Therefore, they offer a considerable amount of flexibility and allow individuals to use tools and approaches that best suit their personal preferences and working styles.

Another pillar for talent attraction is the opportunity to become a part of the development of **cutting-edge technology, solutions, and services**. For technically oriented individuals, this is a way to be on the ground floor of the latest innovations in the field and a chance to further expand their own expertise.

- Clearcode frequently empowers its teams to select the technologies they use for their projects. Moreover, the "PoET" (Presentations of the Engineering Teams) initiative, established in 2022, is a monthly event where a development team presents to the entire company. They discuss recent challenges, intriguing solutions, and new technologies they've encountered. This initiative is designed to facilitate knowledge exchange and ensure that the technical staff's expertise remains current.
- As a technology company, the Aricoma subgroup gains access to cutting-edge technologies, solutions and services through high-level partnerships with its tech vendors. This brings specialised expertise to employees who then practically apply

these skills. For those with a technical orientation, it offers the chance to be at the forefront of the latest industry innovations and to expand their own expertise.

- At the Seavus subgroup, Tech Panel Discussions cover a variety of topics and are broadcasted live (including digital streaming for remote participation) facilitating cross-office and cross-country collaboration.

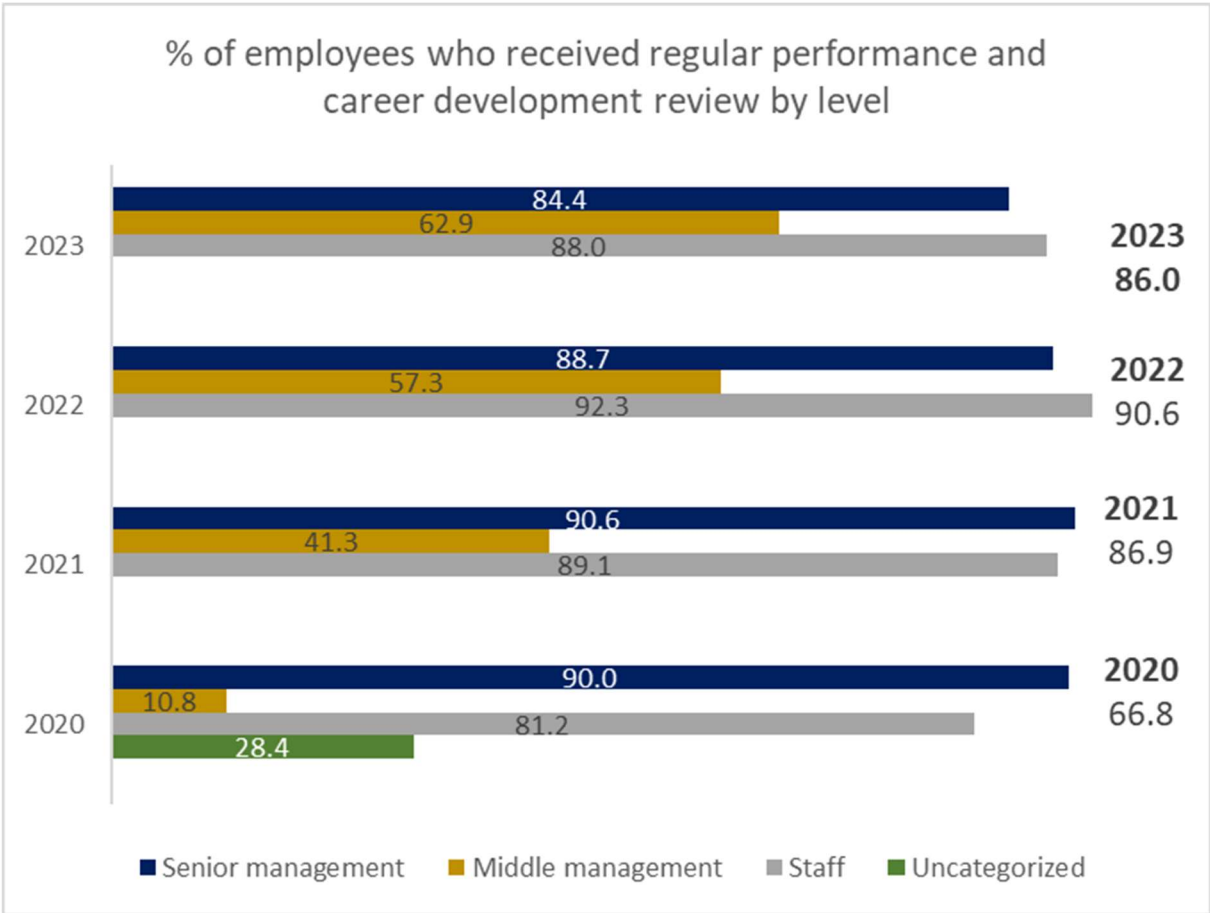
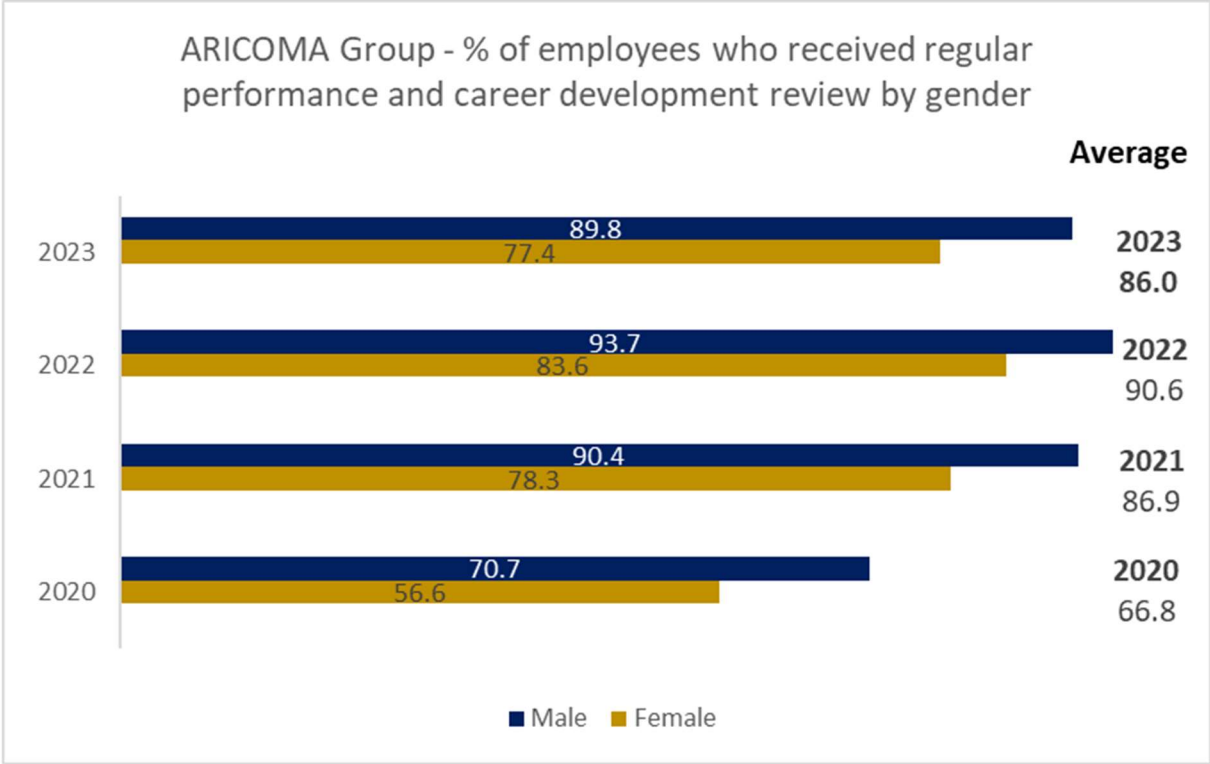
Finally, there are the pillars of the **stability** of our companies and **competitive salaries**. One of the important stabilising factors for our employees is the inherent stability and size of an employer which values its human capital. As employee satisfaction is the priority, our companies conduct satisfaction surveys on a regular basis.

- Clearcode tracks the labour market and wages. Salary surveys are conducted at least quarterly, and the findings are benchmarked against our employees' wages to ensure our pay scales remain competitive. The board and management are routinely updated with these insights, enabling them to integrate this data into their strategies for employee retention, market competitiveness, and equitable compensation.
- To stabilise new employees at the ARICOMA subgroup, they start working from their very first day through an adaptation plan prepared under HR supervision by the new joiner's manager. By implementing the adaptation plan and sharing it with the new hire, we have in place an important guiding element during the delicate period of probation, not only for the new joiner's assurance and satisfaction but also for the manager. The adaptation plan also serves as a tool for managing and evaluating this period.

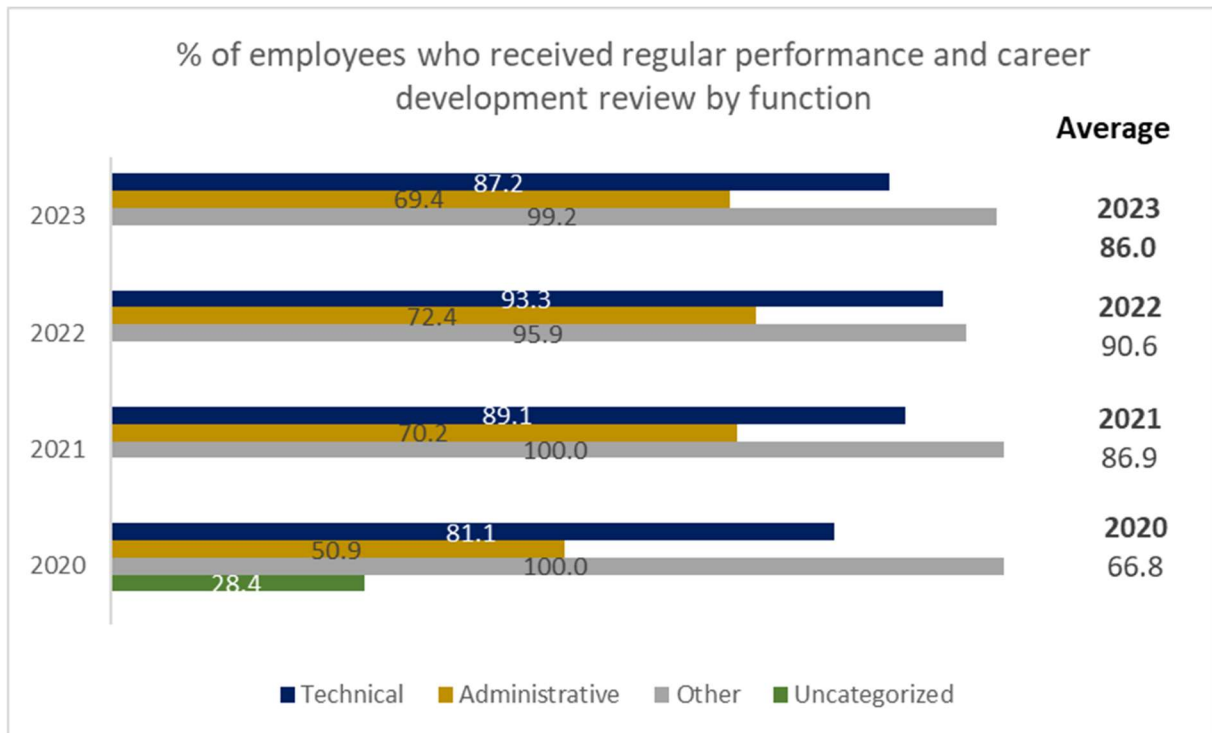
### Performance evaluation and feedback

We view performance evaluations as a constructive mechanism for providing feedback and fostering professional growth, while also refining our approach to employee engagement and support. Tools to communicate with our employees are used from the very start, and periodic, formalised reviews are in place to ensure fairness and objectivity in the evaluation process, providing essential information for career paths and the personal development of each individual employee in our group.





*Note: Uncategorized category – created to cover data that was not available in the required granularity.*



*Note: Uncategorized category – created to cover data that is not available in the required granularity*

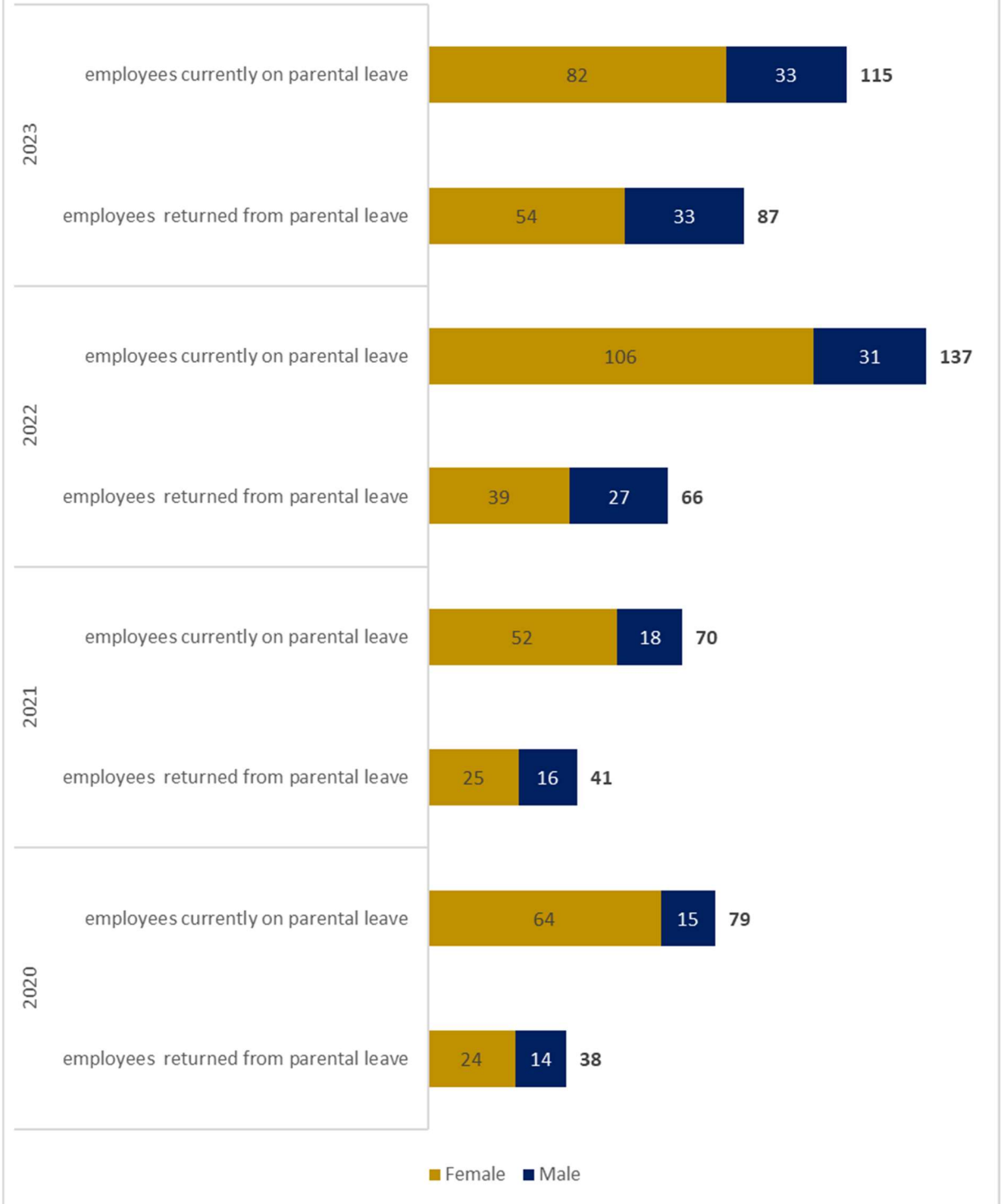
- In the course of 2023, as with all other processes, the Seavus subgroup initiated the new brand across the company. They set up overall requirements for the new performance evaluation model which is to be established globally. The novelty in this concept was the introduction of the mentorship concept and the enrolment of mentors in the evaluation process, as well as defining a new performance evaluation system and salary revision cycles. For this purpose, a working group across the organisation was formed to define the targets, the approach and the strategy milestones for this process.
- At Stratiteq, regular one-on-one meetings between managers and employees foster ongoing discussions on development, well-being, work-life balance and performance. Performance evaluations occur every six months with goal reviews, while salary reviews are conducted annually based on individual performance and accomplishments. The company also measures employee engagement weekly, gathering feedback to inform strategic decisions.
- From the first quarter of 2023, Clearcode has used an external application on Slack - OfficeVibe which allows employees to provide regular, anonymous feedback on their daily work, which is then sent to the People&Culture team. Twice a year, feedback surveys for project managers are also used, which are completed by team members. Within these they assess, among other things, the cooperation of the manager with the team, contact between the manager and the client, team representation by the manager to the rest of the company, and the transparency of the manager's work. Such feedback surveys are also sent for C-level people and are completed by project managers.
- Musala Soft's main goal is to effectively evaluate employee performance, provide constructive feedback, and support employees in achieving their full potential. They use internal tools for sharing feedback, praising colleagues, and periodic reviews. Their internal system for tracking employee career development is used for gathering and analysing feedback, conducting performance appraisals, and

setting and regularly reviewing career goals. They also have a dedicated team that conducts informal one-on-one meetings with employees regularly.

### Parental leave

When it comes to parental leave, we strictly follow the requirements and recommendations of the local labour Laws of each country where we operate. Efforts are made to ensure consistent communication with employees on parental leave, keeping them updated and involved by extending invitations to company events. We also support them when they return to work, and if the nature of the job allows for part-time work, we are always open to flexible work options, giving our employees the opportunity to balance work and family life.

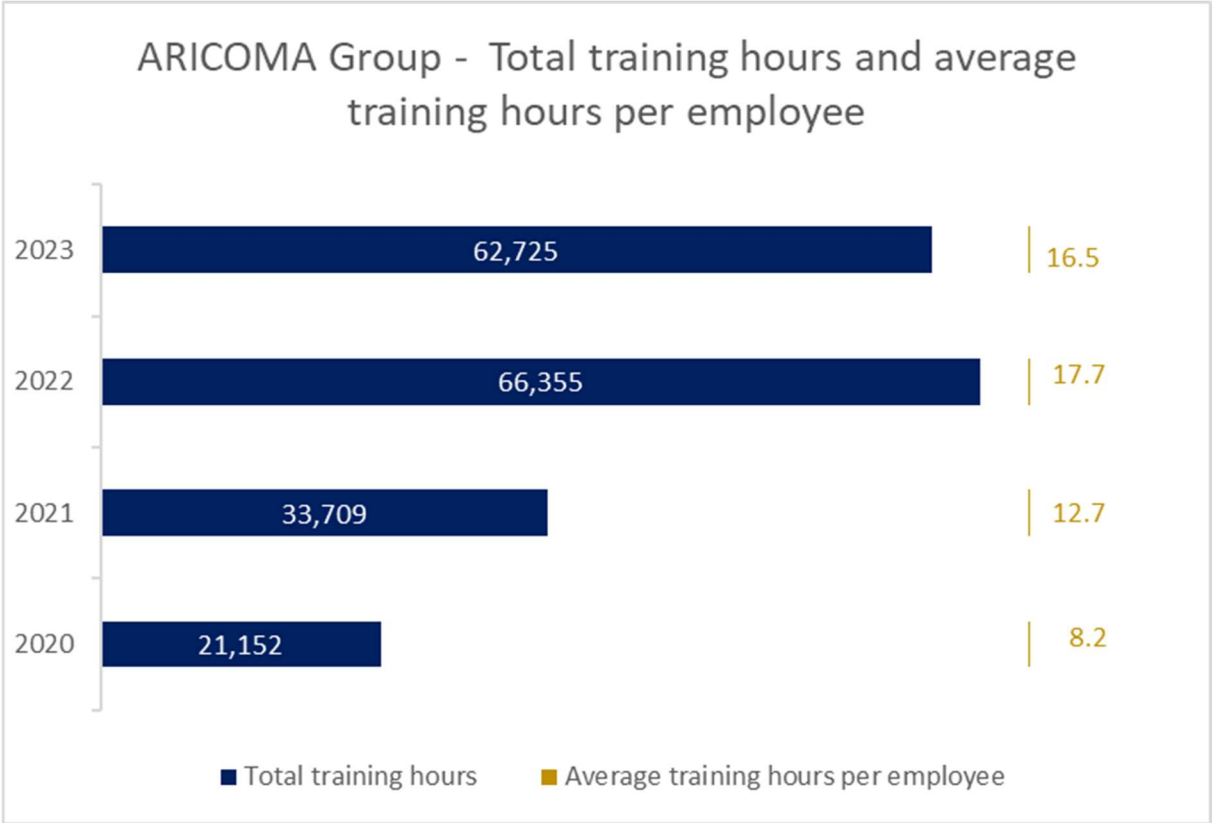
ARICOMA Group - Number of employees currently on parental leave and returned from parental leave



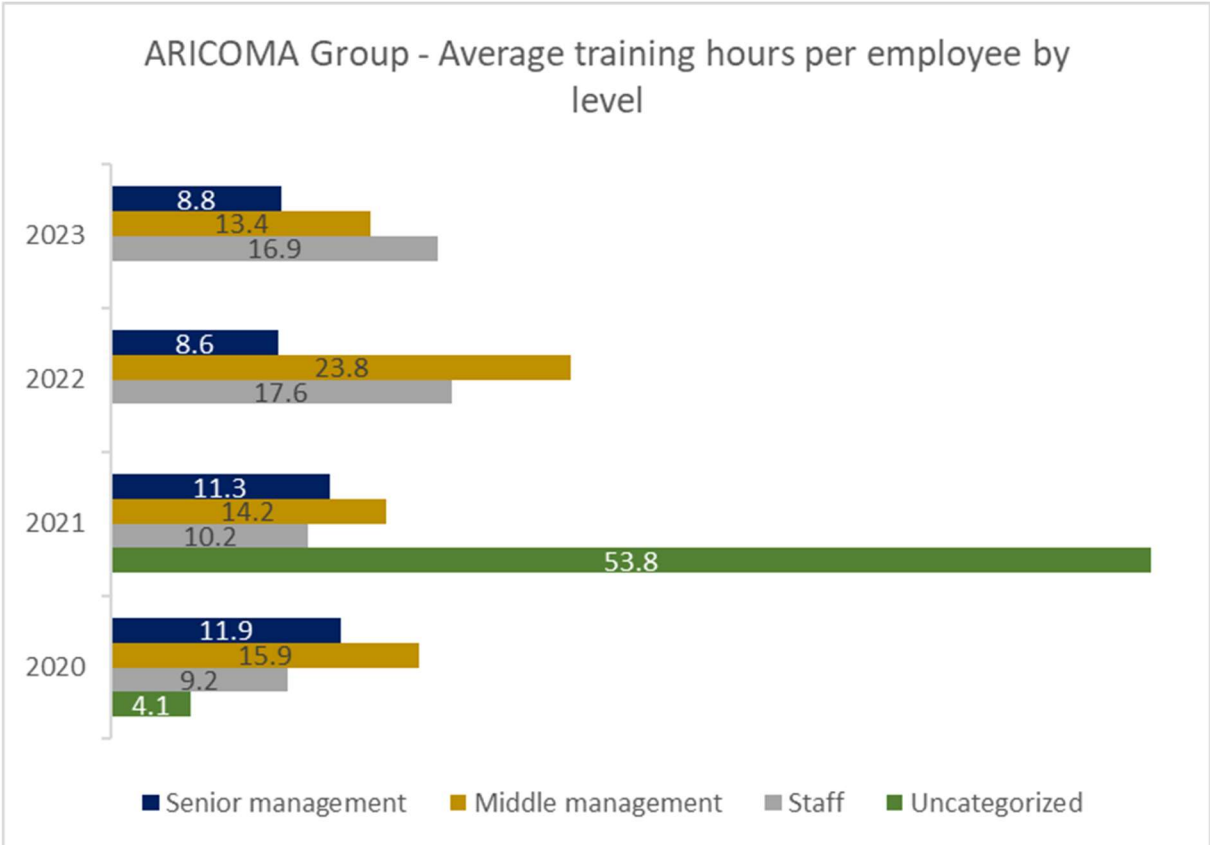
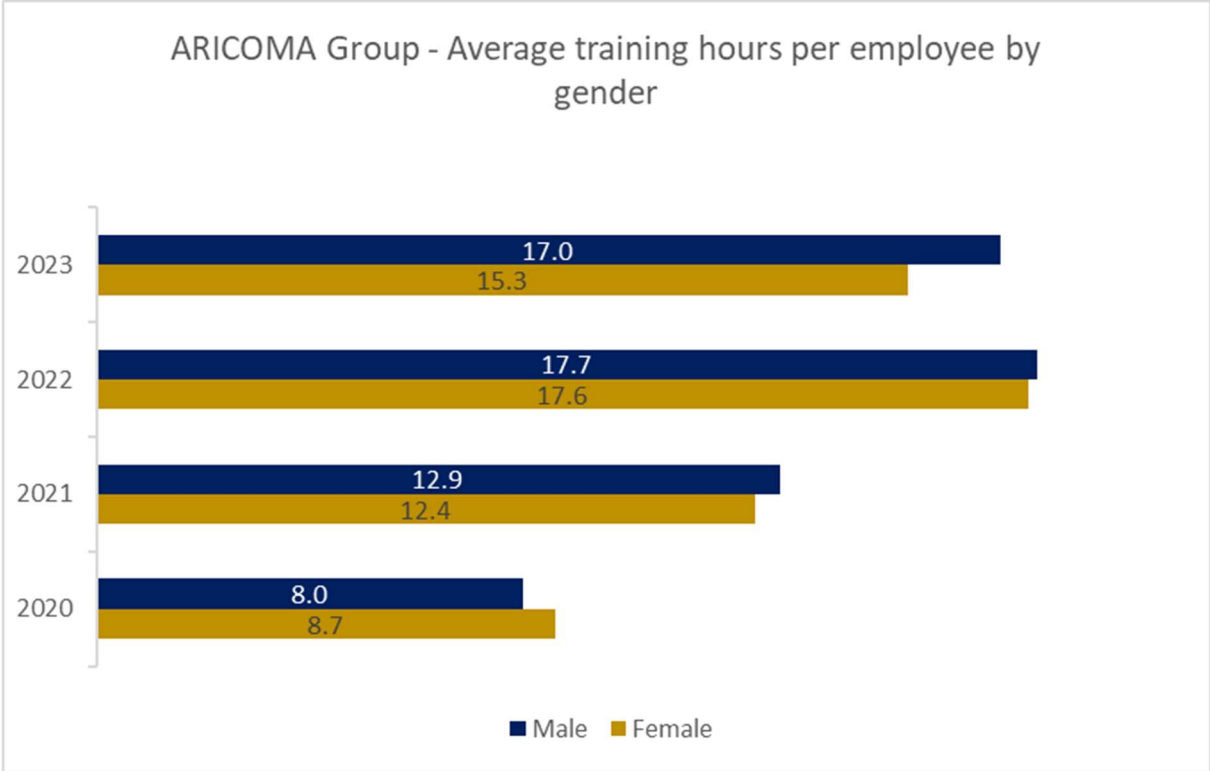
**Education and training**

Employee development is a key part of our human resources strategy to ensure ARICOMA Group’s long-term growth. We dedicate ourselves to providing a variety of programs,

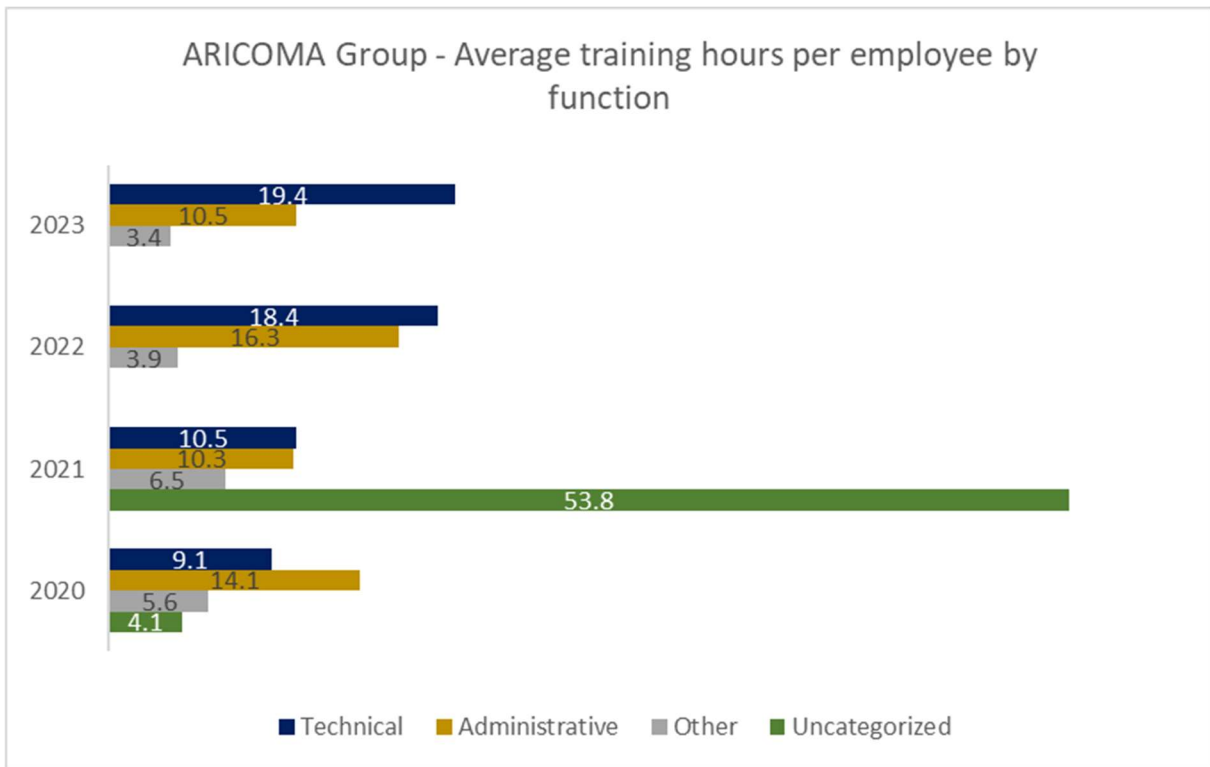
tools, and opportunities that empower our workforce to develop and thrive amidst the ever-evolving IT landscape. The range of our training offerings varies across the organisation, encompassing everything from technical skills development and language learning to soft-skills enhancement. However, regardless of the company, every single employee must undergo the mandatory training required by local legislation.



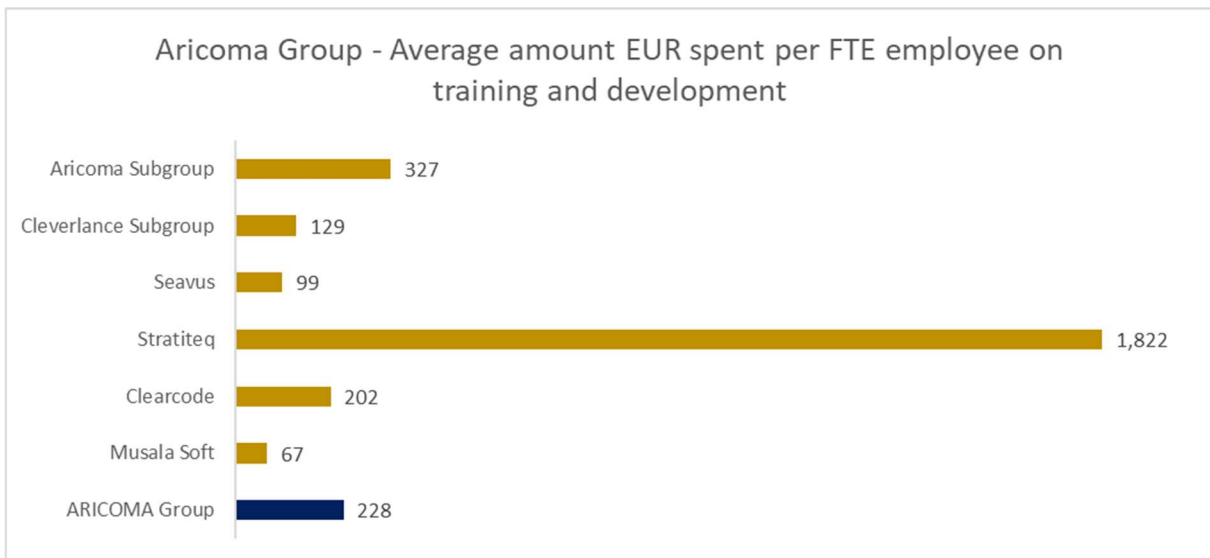
Note: The average number of training hours were calculated based on the formula: (number of attends \* hours of training)/total number of employees).



*Note: Uncategorised category – created to cover data that was not available in the required granularity*



*Note: Uncategorized category – created to cover data that is not available in the required granularity*



- Stratiteq operates an internal leadership academy aligned with its business objectives and offers individual development plans with allocated competence budgets for each employee. Additionally, the company organises annual events, such as a Hackathon and competence conference. New hires receive lead-yourself training as part of their first-year onboarding process.
- The Cleverlance subgroup recognises the importance of continuous learning and professional development for IT specialists. To enhance their qualifications and enable them to enter new IT sectors, the company organises specialised Clever academies. These academies provide advanced training and upskilling

opportunities, enabling IT professionals to stay updated with the latest industry trends and technologies.

- In 2023, the Seavus subgroup established a global Learning and Development (L&D) framework, split into Technology and People & Leadership streams. A new global Learning management system, Learnster, was launched to provide digital training across various domains. The focus was on identifying L&D needs and launching initiatives, including a Managing Change Initiative for leadership and new programs in leadership training and mentorship.
- The Aricoma subgroup educates its employees throughout their tenures at the company, enhancing their employability in the job market. The training of employees stems from their current needs and the prevailing market conditions. Upon joining the company, every employee is required to complete mandatory training as dictated by law. We have introduced a new platform, NowBe4, which has further streamlined this process. For new employees, we organise the FAST START training program, where newcomers become acquainted with the history, present, and future of the Aricoma subgroup as well as the entirety of ARICOMA Group. We also support foreign language learning. Additionally, the Aricoma subgroup has its own training centre, which primarily provides education in the field of IT, both externally and internally, for its employees. The Aricoma subgroup provide employees with expensive, top-tier training and the necessary certifications employees need for their work, such as PRINCE2, Microsoft Dynamics 365 for Sales, Navision 4.0, Axapta Finance, MS Transcript, and more. They place great emphasis on the development of soft skills, not just at the managerial level. The Aricoma subgroup have long-term collaborations with several companies that know their people well and tailor development for them. Aricoma subgroup has even built a three-year training program for managerial position successors.
- Clearcode offers a series of internal soft skills training conducted by members of the People & Culture team on the following topics: basics of communication, work in a distributed team, conflict resolution, and strengths based on the Clifton Strengths test. Clearcode offers teams a development budget (2000 PLN/per person/per year). Employees can use this fund throughout the year to purchase development books, training, conference tickets or other activities and initiatives related to their own professional development.
- At Musala Soft, they constantly strive to improve the training and certification options available to their employees. Their dedicated Talent Development Team is responsible for developing, organising and phasing out our training and certification initiatives.

### Health and work life balance

We believe that the health of our employees is one of paramount importance, so we are committed keeping our people in good health to the maximum extent possible. We protect our employees' health not only by complying with local health and safety requirements in all our locations and minimising chances for any incidents or illnesses, but also by encouraging our employees to have healthy lifestyles and preserve their mental health.

### Occupational health and safety



Even though most of our positions are office-based with low risks of potential incidents, the health and safety of our employees is our top priority, a statement that is backed up by the fact that some of our locations have achieved ISO 45001 certification. All our employees undergo mandatory health and safety training as well as mandatory health checks, the frequency of which is defined by local legislations.

- At the Aricoma subgroup, they address safety and health protection at work on two levels for two groups of people – administrative positions, which are almost without risk, and technical positions, which are risky. Occupational health and safety (OHS) is provided by an external company that regularly monitors work safety at all locations across the Czech Republic, where both groups of workers are present. Another integral part of OHS at the Aricoma subgroup is the regular monitoring of the health status of our employees. They actively encourage regular medical examinations, which also correspond to the job description. They consider the education and awareness of employees on the topic of safety and health protection to be absolutely essential. The company believes that the efforts thus expended truly pay off, as an absolute minimum of work accidents have been recorded.
- All Seavus subgroup employees undergo regular professional health checks right from the start. Furthermore, Seavus Stockholm AB has an additional benefit whereby, due to a membership fee and depending on the employee’s driver’s license, they get complete health checks once or twice a year, including eye examinations once every two years.

**2023 Statistics**

No work-related illnesses and no recordable work-related injuries were reported in 2023.

ARICOMA Group - Injuries				
	2023	2022	2021	2020
Total hours worked by own employees	7,880,965	6,384,524	4,751,514	4,712,299
Recordable work-related injuries	0	4	1	1
Recordable work-related injuries rate	0.0 / 200,000 hours worked	0.12 / 200,000 hours worked	0.04 / 200,000 hours worked	0.04 / 200,000 hours worked

**Healthy lifestyle**

We promote a health-conscious culture among our staff by coordinating in-house sporting events for our employees, covering entry fees for diverse athletic contests for individuals or teams, and hosting company relays. Additionally, we arrange sports sessions within our office spaces and offer our employees access to cafeterias that can be used for leisure and recuperation excursions or for funding sports-related pursuits. Furthermore, we are committed to aiding our employees in achieving a balanced work-life dynamic.

- Fresh water is always available at Clearcode, and fresh juices, fruit, and vegetables are delivered to the office once a week. The company supports various groups focussing on sport, e.g., running and cycling. Once a year, a couple of employees take part in the Company Run, during which they form relays of five, in which each member has to run 5 kilometres. The profit from the Company Run supports the charity Every Health Day. They paid 7014,99 net PLN for the tickets in Company Run and this amount has been donated into Everest Foundation. Clearcode also

organises an initiative related to supporting physical health, e.g., yoga in the office or lectures and exercises with a physiotherapist.

- Stratiteq provides an annual health benefit for employees to use towards wellness activities and training. Weekly training sessions are offered at the office, and the company adopts a hybrid work model allowing flexibility based on client/project needs. Every other year, employees undergo health check-ups to assess overall well-being and receive feedback. In 2023 we also launched a health initiative around everyday workouts. This was an initiative with an app as a platform where the employees could encourage each other by posting workouts or everyday changes, such as riding a bike instead of driving a car.
- On a global level, Qinshift has initiated the concept of CSR (Corporate Social Responsibility). This concept was established with an initial survey in which employees mutually decided upon the topics to focus on. In line with Qinshift's value of Bigger Hearts, the topics which were chosen as the main focus were mental health, wellbeing, education and environmental awareness.
- At the Cleverlance subgroup, they prioritise the health and well-being of their employees, recognising that a balanced and healthy lifestyle is essential for overall happiness and productivity. They believe that small steps towards a healthier lifestyle can make a big difference. Therefore, they provide fresh fruit and vitamins on-site, ensuring that employees have access to nutritious options throughout the day. The company understands the importance of physical and mental well-being. To support this, Cleverlance offers regular yoga sessions in the office. As part of a comprehensive benefits package, they provide employees with a Multisport card. They know that relaxation and stress reduction are crucial for maintaining optimal well-being. As a special treat, they offer monthly massages to their employees.
- As part of the steps taken to strengthen relationships and further improve internal cooperation, the Aricoma subgroup organises sporting events and staff days for employees, often including families. The company supports small employee sports teams, including runners (e.g., the Vltava-Labe run) and hiking teams (climbing the Lysá mountain), and also organises hockey matches in Brno, AC bikes, ski alps, dragon boats and squash tournaments.

### Mental health

The mental health of our employees is by no means less important than their physical health, which is why our companies put various measures in place to best support employee mental health.

- At the Seavus subgroup, employees have access to an internal 'Wellbeing' page, a coaching programme and a helpline with professional counsellors available every day from 8am to 6pm.
- The website Ulekare.cz is frequently used by Aricoma subgroup employees for health consultations. Not only for physical but also mental health, it continues to receive a great deal of positive feedback.
- Each employee at Clearcode has access to a psychiatrist and psychologist through private medical care offered and paid for by the company. They celebrate Depression Day by making employees aware of maintaining mental health. Also, they encourage employees to take time off or sick leave if they feel it will improve

their mental health. Clearcode is in the process of looking for an external platform to support mental health among its employees, which would allow access to psychiatrists, psychologists, training and educational materials in the field of mental health. Clearcode takes great care that their employees do not work more than eight hours a day and avoid overtime to prevent burnout. In November 2023, they introduced a new benefit, the mental health platform Mindgram, which is accessible to all employees.

- Musala Soft has an Employee Assistance Programme which provides mental health support to employees. They also actively support the relocation of their employees logistically (travel, accommodation), organisationally (by institutions, documents), and socially (integration, language courses) so that employees who relocate are sure to feel satisfied with their important life decisions on changing their places of residence.

### Diversity and non-discrimination

At ARICOMA Group, we value diversity as a key strength. Teams that are diverse, comprising individuals from varied backgrounds, experiences, and perspectives, are often more innovative and provide opportunities for team members to enhance and leverage each other's experiences. Our workplace culture is rooted in the principle of respecting individual differences, which empowers our employees to be themselves and voice their opinions. We uphold non-discrimination policies, which are reinforced through internal training on diversity.

We focus on following areas of diversity:

- Parents at work and support for employees returning from parental leave
- Employee work-life balance
- Women in leadership
- Age diversity—multiple generations in the workplace—students, trainees, and 50+
- Extending the active phase of life by supporting employees at different life stages, including the flexibility and mobility of people 50+
- Supporting the entry and inclusion of young people into the labour market
- Recruiting expat employees across countries and continents

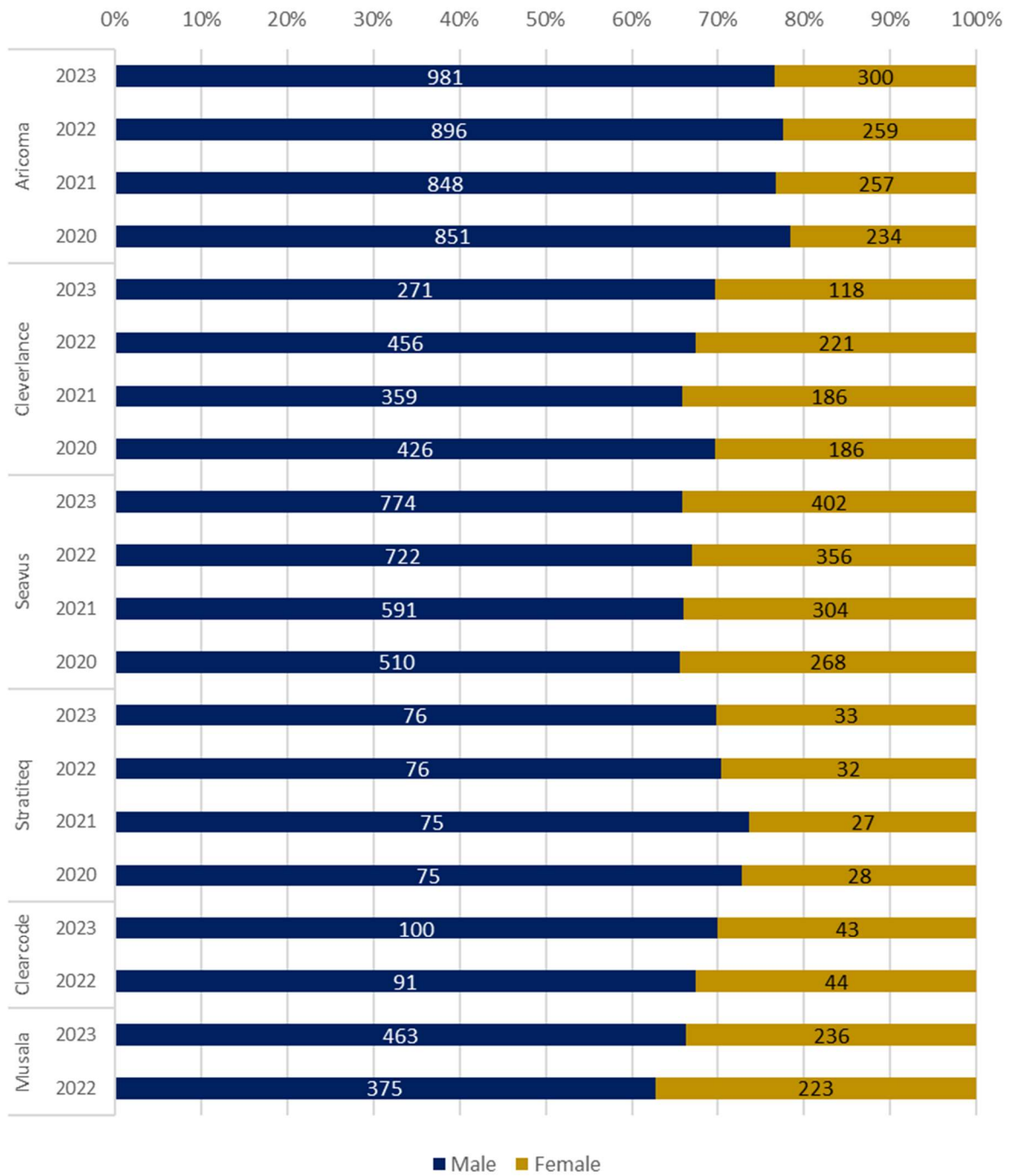
We select our candidates based on the qualities and or the expertise they possess, regardless of gender or other social categories. We are proud of our diverse teams that contain women and men, young and old, people of various nationalities, people with disabilities, working parents, people from the LGBTQ+ community, people with various religious beliefs, and people of different faiths and cultures. Internal promotions and development opportunities are equally accessible to all employees.

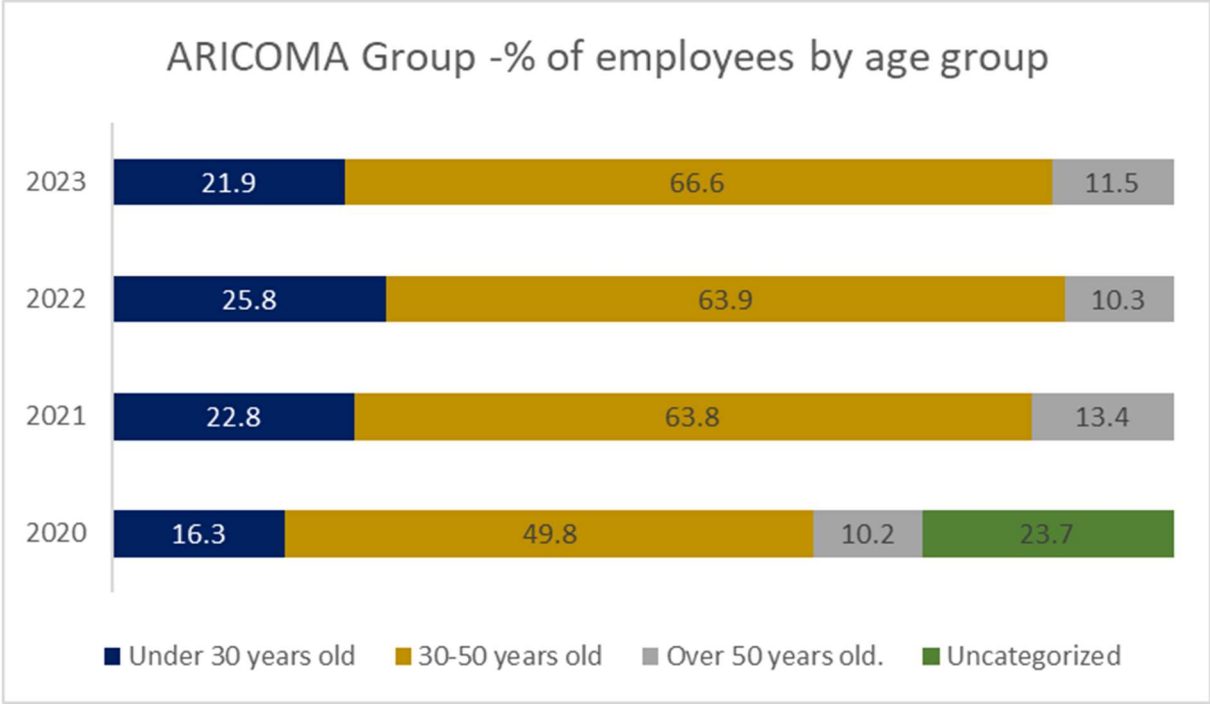
- Musala Soft celebrates diversity in cultures, backgrounds, and perspectives within the organisation through events, activities and communication.
- At the ARICOMA subgroup, they also have an anonymous form of communication directed at the company's management for expressing disagreement with the company's ethics, discrimination, especially concerning violations of ethical standards, internal company policies, and legal norms related to the activities of our company or our employees.

- In the course of 2023, the Seavus subgroup made their Code of Conduct official within the company, targeting the topics of equality, diversity and gender balance. The grievance mechanism in Seavus remains the same, but in order to ensure that all employees are well aware of this channel, the Seavus group have implemented compliance training as an integral part of the onboarding process, with the digital training as well as refreshments being organised for all regular and new employees via the new KnowBe4 platform.

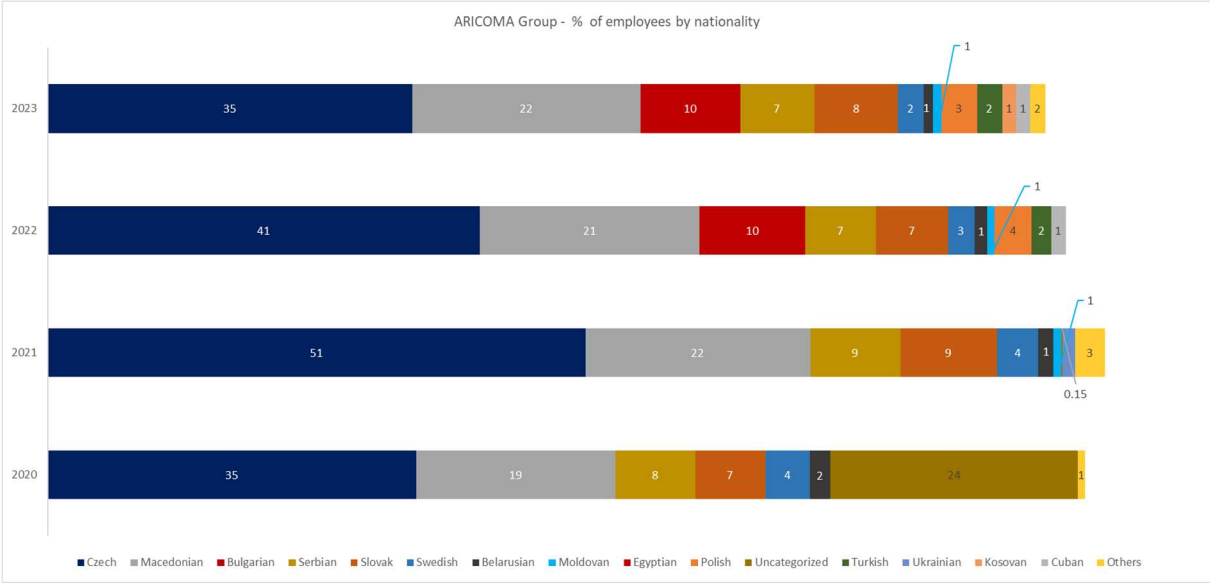
### Employee diversity

## ARICOMA Group - Number of employees by gender



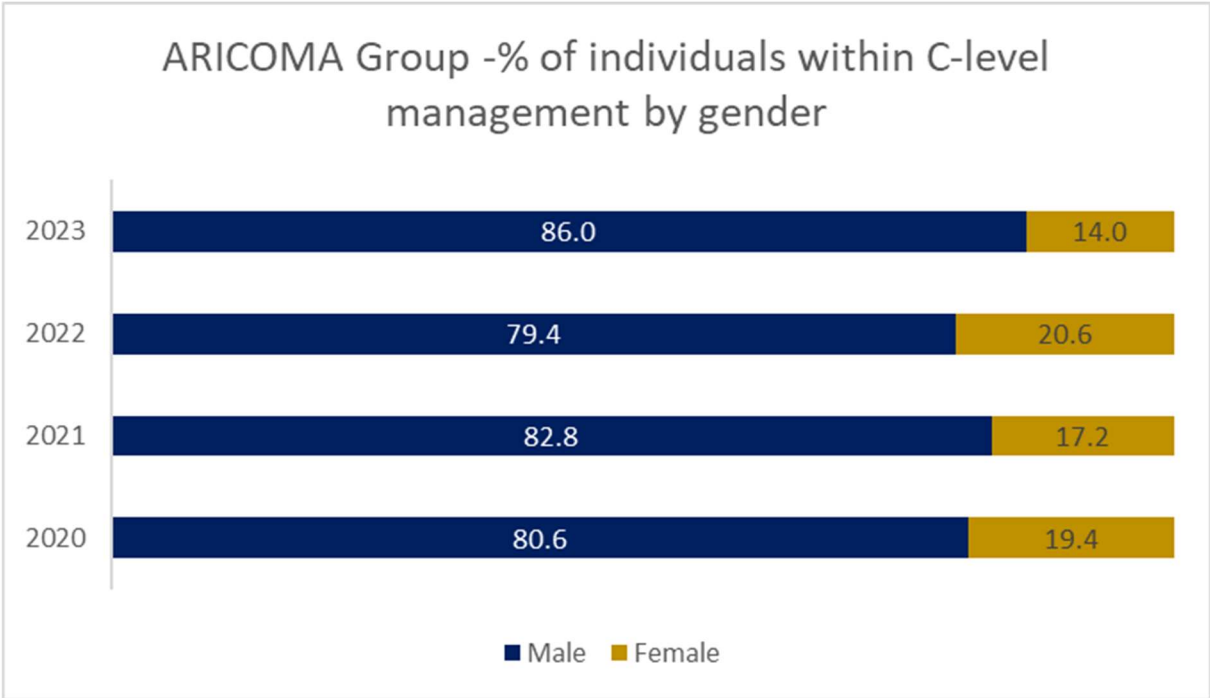
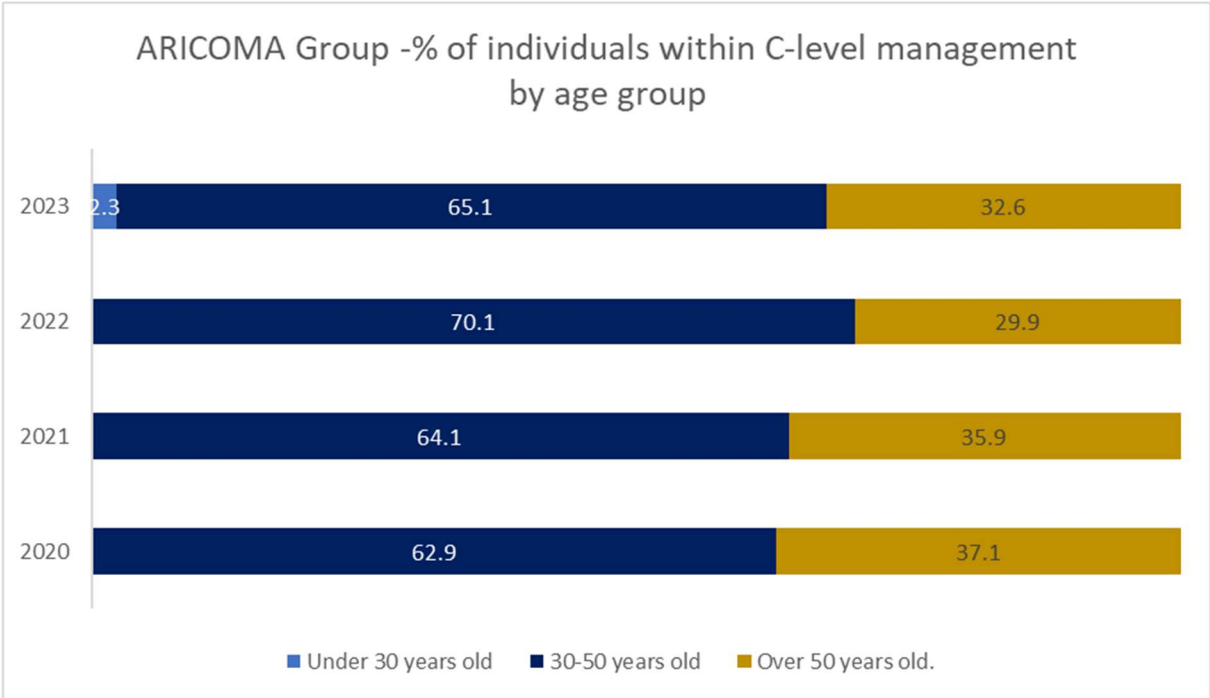


*Note: Uncategorized category – created to cover data that was not available in the required granularity*



*Note: Uncategorized category – created to cover data that was not available in the required granularity*

Management diversity



## Charities and non-profits

We are committed to enhancing the beneficial impact of our operations on the communities we serve. Our organisation engages in a variety of long-term and short-term collaborations with charities and non-profit entities, including sponsorships and corporate contributions. At the individual employee level, we foster initiatives like volunteering and charitable contributions. As part of our volunteer program, we offer our employees 2 days of fully paid leave. Equally important, we aim to create products that contribute positively to society and local communities, alongside offering comprehensive IT training programs for children, youth and women. Although our support for local communities varies due to our presence in multiple locations, our mission remains consistent: to make a positive contribution to the world around us.

Charities indicator	2023	2022	2021
Total amount spent on CSR activities (EUR thousands)	219	244	250
Number of partnerships with NGOs	27	13	8
Number of programmes for communities enhancing professional skills and knowledge	25	39	28
Total number of employee volunteering hours in CSR activities	849	1,811	446

*Note: The number of programmes for communities enhancing professional skills and knowledge means any co-operation with non-profit organisations, schools, industry associations, etc. where business-based knowledge is shared. The co-operation is based on agreement, a memorandum, or any other alternative.*

## Company giving

In 2023, the Aricoma subgroup prolonged its support for the Memory of Nations Institutes (“Paměti národa”) – Post Bellum. The direct support in 2023 was EUR 32,000 for the creation of Educational Institutes in given cities and another EUR 4,800 provided via the Aricoma subgroup’s IT services. Since 2000, the Aricoma subgroup has been the main partner of the National Theatre in Prague, with annual support amounting to more than EUR 30,000. A minor portion of this support came in the form of ticket purchases enjoyed by Aricoma employees and their guests. The Aricoma subgroup also supported a variety of other organisations in 2023. The company remained committed to the program “Ze srdce”, organising charity Fenix Runs with financial support of EUR 4,000. Donations of EUR 2,400, and EUR 3,600 were made to hospital staff IT training for the Medical Rescue Service and Jihlava hospital, respectively. The Aricoma subgroup assisted the Wheelchair Sports Club with EUR 2,240 in donations. The Aricoma subgroup also supported the University in Hradec Králové with a total of EUR 9,400 dedicated to creating a sustainable digital transformation for the school and for educational activities for its employees. In Slovakia, the Aricoma subgroup donated EUR 5,000 to Child Hero of the Year, as well as donation of EUR 5,000 to Plamienok NPO.

The Cleverlance subgroup is committed to positively impacting society through sustainable and socially responsible initiatives. We actively support charitable causes and promote environmental health through various programs, including “Do práce na kole” for sustainable transport, “Hýbejte se s TERIBEARem” to aid children and families, and educational events for mental health and literacy. We also engage in “Movember” for



cancer awareness, “Pragulic” and waste sorting for environmental care, and host a Christmas market supporting disabled individuals’ craftsmanship. Our efforts aim to foster a compassionate, inclusive, and environmentally conscious community.

This year Clearcode again organised a Company run as an initiative to raise money for disabled children. Also, Clearcode organised a cycling race that aims at promoting physical activity and supporting the environment. For each participant, one tree was planted. The company became the sponsor of the JavaScript workshops for women initiative. Clearcode hosted the event in their office, paid for lunch, and funded all additional materials (branded T-shirts, etc.). Furthermore, three female developers became Mentors and conducted these workshops. Clearcode celebrates International Dog Day, a company competition where employees match dogs with their owners. Winners (the first three places) receive cash vouchers to support animal-friendly foundations. Finally, Clearcode celebrates International Cat Day, a company competition where employees choose a cat “miss” and “mister” from among the employees’ cats. Winners (the top two places) receive cash vouchers to support animal-friendly foundations.

Musala Soft has a dedicated Events team which regularly supports meaningful charities and initiates non-profit campaigns, such as charity bazaars in support of local communities in need. These include book donations to a local community centre, food donation to those in need supporting the “You are not alone” initiative, donation of goods to children living in the SOS Children’s Village, buying Martenitzi from a social enterprise for all colleagues in connection with the Bulgarian holiday Baba Marta, and others.

## Society education support

### Aricoma subgroup Training Centre

Aricoma subgroup has its own training centre, which primarily ensures education in the field of IT, both externally and internally, for its employees. The training centre’s offerings include courses such as

- Office 365 for users
- operating systems, servers, databases, networks, security, development for IT specialists
- IT strategy, process management, ITIL, PRINCE2 for IT managers

Other popular courses include Excel for Intermediate Users, IT Strategy for Your Business, Teams Training, Power BI – Data Analysis and Report Creation, Visio, and more. Participants at our training centre can take international certification exams from all major market players, such as Axelos (ITIL), Cisco, Citrix, IBM, and others. For the public, we offer the rental of mobile classrooms and equipment.

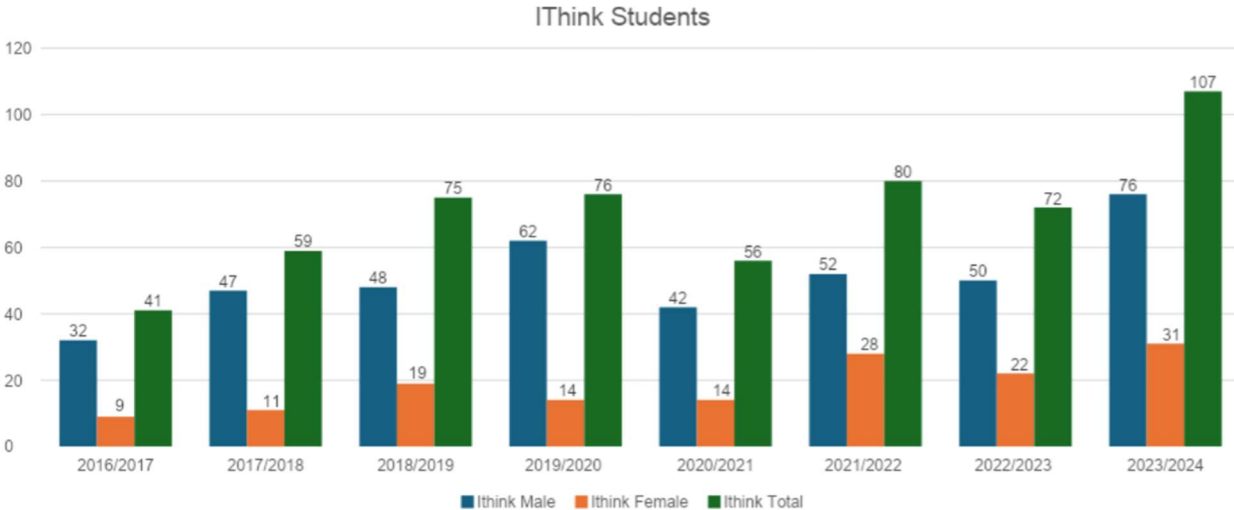
### Pinkprogramming

Stratiteq focused on working with the non-profit organisation Pinkprogramming, which works towards achieving a gender-equal tech industry. They create inspiring coding and networking events for developers and people who are curious about tech. They also focused on ReDI (ReDI School of Digital Integration) in partnership with Microsoft. ReDI is a non-profit tech school for women with migrant- and refugee backgrounds, offering a free programme, including IT and tech courses on several levels. Our focus is to create

digital empowerment by supporting women in getting access to digital skills and social and professional networks in Sweden. We also work for more diversity and inclusion in the Swedish labour market, especially in the tech sector. Stratiteq believes that these newcomers are a great opportunity for society and strives to give these women a helping hand to reach their potential.

IThink Academy

IThink is the introductory academy for children in the field of technology organised by the Seavus Education Development Centre in Skopje. The main goal is to encourage young people to solve challenges and problems logically and creatively with the help of technology. Taking place in premises that appeal to kids and youngsters, the academy consists of three modules based on the level of experience. The elementary Basic programme introduces design, internet programming and robotics, while at the end of the Advanced programme, each student will have their own design of a real website, and the final product of the Upper-level programme is the student’s own design of a game. Several additional events are organised for students and the public, such as Codefest, Kid’s Day, Open Day, and zoo events.



Seavus Education and Development Center (SEDC)

In addition to in-house training, the Seavus Education and Development Center also offers development programmes for the public. Anyone interested in growing in the IT education field can participate in high quality training that results in 85% of participants being employed after engaging with the SEDC. The programmes range from Prometric, Pearson VUE, Certiport and ECDL certifications to the delivery of various commercial IT and business courses and academies.

## 4. Governance

Our approach to corporate governance is based on balancing the interests of stakeholders, including, for example, regular shareholders, employees, customers, suppliers, and the communities in which we operate. We believe that clear and transparent governance processes help cultivate a corporate culture of integrity. As an IT company, we are committed to a high level of data security and protection.

### High governance body, governance structure and composition

Operationally, ARICOMA Group is composed of two groups of companies, Aricoma and Qinshift. Each group has its own CEO (Milan Sameš for Aricoma and Ludovic Gaudé for Qinshift). Aricoma focuses on infrastructure deliveries, cyber security and SAP. Qinshift focuses on software development. For both groups, the ARICOMA Group Executive Committee is represented by four committee members (the Chairman Milan Sameš, the Vice-Chairman Michal Tománek, and Ludovic Gaudé and Ondřej Matušík). Executive committee members are appointed by the KKCG AG shareholder. The nomination criteria are based on typical qualities like experience, integrity, and credibility. The tenure of the committee members has been effective since 1 November 2021 when ARICOMA Group was regrouped into Aricoma and Qinshift. All Committee members are male with the following diversity composition:

Age group	Number of Committee members	% of Committee members
30–50 years old	2	50
Over 50 years old	2	50
<b>Totals</b>	<b>4</b>	<b>100</b>

Nationality	Number of Committee members	% of Committee members
Czech	3	75
French	1	25
<b>Totals</b>	<b>4</b>	<b>100</b>

## Governance body model



Mr. Milan Sameš holds the post of Chairman of the Executive Committee and also CEO of Aricoma and chair of the board of ARICOMA Group, with a five-year tenure.

Measures are in place to prevent conflicts of interest of the Chairman and Executive Committee members in alignment with Act 90/2012 Coll. on Commercial Companies and Cooperatives (Business Corporations Act).

From the statutory point of view, ARICOMA Group is composed of several companies that have their representatives registered in the respective commercial registers.

As of 4 January 2023, the holding entity Aricoma Group Holding a. s., is at the top of the organisational structure of ARICOMA Group. This holding entity falls under the ownership of KKCG Technologies s. r. o. Under this holding entity, there are two main branches. The Aricoma branch is represented by the holding entity Aricoma Capital a. s. and its daughter companies, and the QINSHIFT branch is represented by the holding entity QINSHIFT Capital a. s. and its daughter companies. This separation of Aricoma and Qinshift groups was the main reason for the reorganisation.

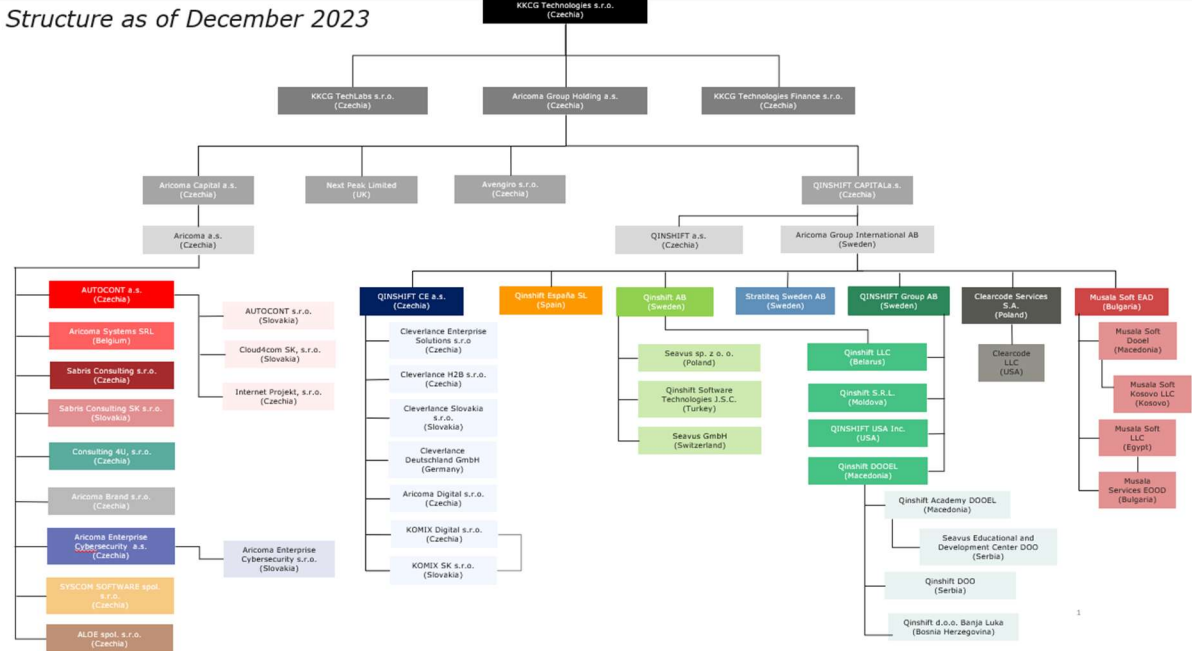
As of September 2023, ARICOMA Group adopted new board rules which address the approval of various matters on two levels: a) on the level of the particular operating company and b) on the level of ARICOMA Group (important matters).

In 2024, the third ARICOMA Group branch, AVENGA (bank financing), was acquired. It will be incorporated into Qinshift in the future.

There are two main sub-holdings: Aricoma Capital a.s. and QINSHIFT CAPITAL a.s.

Compared to the previous reporting period, the main changes are the acquisitions of SYSCOM, ALOE and Sabris SK as well as the renaming of AEC to Aricoma Enterprise Cybersecurity. Also, ARICOMA Digital was established and comprises the former KOMIX s.r.o and CES EA.

The governance structure as of December 2023 was the following:



**Remuneration and compensation**

Members of the ARICOMA Group Executive Committee, as well as members of the senior management, are remunerated on the basis of written contracts with extraordinary remuneration to be approved by the highest corporate body, specifically, the shareholder or the General Meeting.

The KPIs for which these seniors are responsible are based on their individual performance, combined with the assessment of the performance of the respective part of the group. Currently, KPIs do not take ESG performance into account.

**ESG governance**

Our ESG strategy, as well as due diligence in identifying and managing our impact on the economy, environment and people, is guided by the Executive Committee.

In terms of the delegation of authority, Ondřej Matušík has been appointed as the senior executive overseeing the ESG agenda within ARICOMA Group. As Ondřej is also a member of the ESG team within KKCG, his role is, among other things, to relay important ESG-related information from KKCG to ARICOMA Group and contrariwise on a regular basis.

The Executive Committee is afterwards responsible for developing, approving, and updating ESG-related purposes, values and mission statements, strategies, policies, and goals if they are to be developed at the ARICOMA Group level. In terms of statements,

strategies, policies, and goals that are company-specific, the responsibility lies with the Board of Directors of the particular company.

When it comes to ESG operational roles, a multidisciplinary team of SMEs representing all ESG-related functions across the whole group has been appointed. The Executive Committee and SMEs are provided with the relevant information from external and internal resources so they have the sufficient collective knowledge, skills, and experience needed to manage the group's ESG agenda and due diligence adequately.

In terms of sustainability reporting, the Executive Committee is responsible for reviewing and approving the reported information, including ARICOMA Group's ESG material topics. The first step of the process is the initial approval of SMEs that are involved in the annual corporate sustainability reporting process and taking responsibility for the reported information. Representation of all subgroups is ensured. The final version of the ESG report is subsequently reviewed and approved by the Executive Committee prior to the official release.

### Communication of critical concerns

Critical concerns are communicated to respective parties based on their severity. The least severe concerns are communicated at a company level to the Board of Directors. In case of greater severity, the concern is brought by the company representative to the Executive Committee. All critical concerns are communicated, including complaints from the whistleblowing and grievance mechanism.

### Ethics and compliance

Our compliance programme has been compiled at the KKCG level and put in place to ensure that we comply with all applicable laws and regulations and conduct our day-to-day business in an ethical manner.

The programme includes policies addressing:

- Bribery and corruption,
- anti-money laundering and prevention of terrorist financing, know-your-client principles (including sanction lists),
- conflicts of interest,
- charitable contributions and political donations,
- facilitation payments, gifts, and hospitality,
- fair competition, and other compliance topics.

These policies are codified in internal guidelines and each company has a person dedicated to compliance.

### Compliance Training

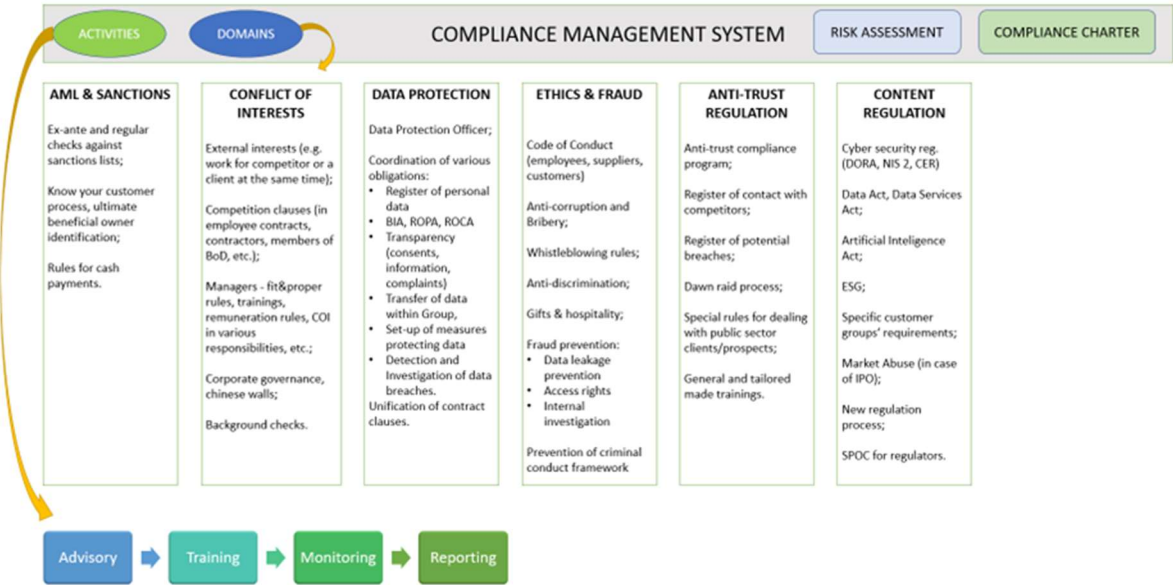
Employees are regularly educated via compliance training sessions, and each new joiner is required to undergo compliance training as well. These compliance training sessions are held regularly to ensure identified issues are properly addressed. Since 2022, compliance training has been conducted through a new, universal, group-wide training

platform that provides us with real-time information about training completeness across the whole group. Specific training sessions are organised for dedicated groups of employees based on a risk of their positions or business. As an example a training on dawn raid process, anti-trust principles, etc.

As of 1 February 2024, the new role of Compliance Director was established at the ARICOMA Group level in order to reflect the specifics of compliance within the IT business. The Compliance Director defines a compliance strategy and builds a compliance culture within the Company. The Compliance Director’s main task is to identify areas exposed to compliance risk and to coordinate mitigation. As a support role to senior management, the Compliance Director provides advisory, monitoring, training and reporting in compliance domains mentioned above. The Compliance Director coordinates activities with KKCG Group to secure a minimum standard of compliance policies and principles. The Compliance Director is an independent function which reports directly to the Board of Directors of Aricoma Group Holding.

Compliance Programme

Compliance programme is based on policies and principles defined by KKCG that set a minimum standard obligatory for the Aricoma Group Holding. In April 2024 the Board of Directors of Aricoma Group Holding approved the Compliance Framework (Compliance Management System) that will be implemented in the course of 2024. In includes a Compliance Charter, Risk Assessment of Compliance Risks and list of domains. As a next step the new set of policies and principles will be introduced and trainings updated.



Acquisitions

As we have been growing continuously, it is absolutely crucial for us to ensure that our compliance programme is embedded into the processes of newly acquired companies. As a part of our standard due diligence processes, we check the status of formal compliance processes within the target company, including any potentially pending compliance issues so that we can effectively roll out our standard compliance programme in the target companies after acquisition and deal swiftly with any issues identified.

Following the acquisition, we require each new company to join our compliance standards and prepare a plan on how these compliance standards would be introduced. The progress of implementation is assessed on a monthly basis. Our position is that there will be the same level of compliance within ARICOMA Group, regardless of each company’s country of incorporation and the timing of the company’s incorporation into ARICOMA Group.

Other

Besides compliance with local legislation in all locations where we operate, policy commitments such as the Paris Agreement, ILO conventions, UN Guiding principles on business and human rights have not been officially articulated; however, these are considered when setting our general ESG direction.

Each company in the group is required to include standard compliance provisions in its contractual templates with its employees, vendors and customers, and the breach of such provisions can lead to termination of the respective contractual relationships.

No significant instances of non-compliance with laws and regulations or corruption were confirmed in 2023.

<b>Governance indicator</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Business ethics training – employee passing rate	96%	86%	92%
AML training – designated employee passing rate	93 %	86%	88%
Number of money laundering incidents	0	0	0
Total number of cases reported by internal whistleblowers	0	0	0

**Processes to remediate negative impacts**

One unified process has been established to cover grievance mechanisms and whistleblowing mechanisms. Grievance mechanisms enable all internal and external stakeholders to raise concerns about, and seek remedy for, the organisation’s potential and actual negative impacts on their human rights. Whistleblowing mechanisms enable internal and external stakeholders to raise concerns about wrongdoing or breaches of the law in the organisation’s operations or business relationships, regardless of whether the stakeholders themselves are harmed or not. Whistleblowing is currently implemented throughout the whole group. There are different mechanisms for Aricoma and Qinshift, with separate teams to handle the issues.

As part of our compliance programme, each company is required to post the email address which is dedicated to these issues, [compliance@aricoma.com](mailto:compliance@aricoma.com) and [compliance@qinshift.com](mailto:compliance@qinshift.com), on its website. In the event of a concern being sent in, the relevant case is properly addressed, communicated to the Board of Directors and also communicated with the specific stakeholder in order to remedy the negative impact of



our actions. Subsequently, all concerns are evaluated, and the process is concluded with an annual compliance report.

One concern was reported in 2023, which was resolved.

## Collective bargaining agreements

ARICOMA Group companies are not involved in collective bargaining agreements, with the exception of Qinshift where Qinshift AB is a part of trade unions and has a collective bargaining agreement with Almega. Communication with this trade union is carried out through an HR representative in Qinshift AB. Similarly, Qinshift DOOEL is bound by the General collective bargaining agreement for the private sector in accordance with applicable Macedonian Law.

Despite there being no official agreements in most locations, freedom of association is not limited by any means and transparent communication channels between employees and company are in place. Our employees are encouraged to ask questions and express their concerns, comments or suggestions for improvements.

## Membership associations

ARICOMA Group companies are members of respected professional organisations in their respective countries. For example, in the Czech Republic, the ARICOMA subgroup is a member of ICT UNIE, which is a professional association of companies active in the field of information technology and electronic communication.

Apart from that, ARICOMA Group companies are ISO certified and hold certifications such as ISO 9001, ISO 10006, ISO 20000, ISO 22301, ISO 27001, ISO 14001, ISO 37001, ISO 45001 TISAX, VMware Master Services Competency certification for Cloud Management and Automation and others.

## Customer privacy (GDPR), data security and data management

It is critical to our business that we protect customer data, manage it responsibly, and ensure we are collecting and storing it in the most compliant, secure, and effective way. Our global cyber security, data privacy and data protection processes are standardised to meet the requirements of all applicable laws and regulations as well as the relevant certifications.

To further improve our overall security posture and strategic planning in information protection, we have engaged a dedicated Chief Information Security Officer at the ARICOMA Group level, focussing on information security and risk. As a result, the information security roadmap for the group is defined, communicated, and updated annually. Newly set-up Compliance function is responsible for compliance risk, governance and data privacy (see above).

In terms of process enhancements, we have shifted processing GDPR documents from paper form to a fully digital environment. This shift not only brings us greater savings of human labour and paperwork, but also grants more rights to employees in expressing their consent to the use of their personal data.

We continue to enhance our adherence to industry best practices in information security. In response to the upcoming EU-wide NIS2 legislation in cybersecurity, we have implemented an internal security framework based on the Czech transposition of the amendment to cyber law. This initiative led to the launch of a gap analysis project aimed at identifying discrepancies between NIS2 requirements and our current processes. Our new internal security framework is designed to ensure compliance with legislative mandates such as NIS2 and DORA, as well as with commercial standards including ISO 27001:2022 and TISAX.



## Security Framework



Cybersecurity continues to be a paramount concern for our company and all its business units. We remain committed to enhancing cyber security awareness through ongoing training for all employees and regular phishing simulation campaigns to ensure a consistently high level of vigilance. Furthermore, we have introduced and implemented data classification of all documents and emails into one of four categories – Public, Internal, Confidential and Restricted.

We are pleased to report that there were no cybersecurity incidents within our operations in 2023. Also, we did not encounter any confirmed personal data incidents, nor did we receive any substantiated complaints regarding personal data from external parties or regulatory bodies.

Cyber security indicator	2023	2022
Number of business continuity disruptions:		
<ul style="list-style-type: none"> <li>caused by a cybersecurity related incidents</li> </ul>	0	0
<ul style="list-style-type: none"> <li>caused by a technology malfunction-related incident</li> </ul>	0	0
Employees with a completed cybersecurity training	91%	100%

We continuously monitor and address external cyber risks using Security Scorecard. Our company consistently maintains a rating above 90 points, corresponding to an A

category, in the mid-to-long-term average. In response to supply chain risk management requirements, we have also started applying the same criteria to our most critical suppliers. Human resources security has also improved by introducing background screening checks on new hires or contractors.

Following the rebranding and consolidation of our business units, we conducted group-wide penetration testing across our entire digital footprint. The results exceeded our expectations, uncovering fewer than five issues, all of which were resolved within a few business days. These outcomes reaffirm our effective strategy for managing external cyber risks through the regular use of third-party vendor management tools like Security Scorecard.

In terms of technical measures, we are enhancing our endpoint protection by implementing zero-trust concepts. A mobile device management solution is currently being piloted with the aim of a mass rollout by the end of 2024. Concurrently, an advanced threat protection solution is also being tested to assist us with web content filtering, SSL inspections, data loss prevention, and other risk mitigation mechanisms.

Several of our legal entities hold security clearances, enabling us to participate in contracts that require handling classified information up to and including the EU Secret or NATO Secret levels. We are also expanding the number of employees with personal security clearances at the EU Restricted, EU Confidential, or EU Secret levels.

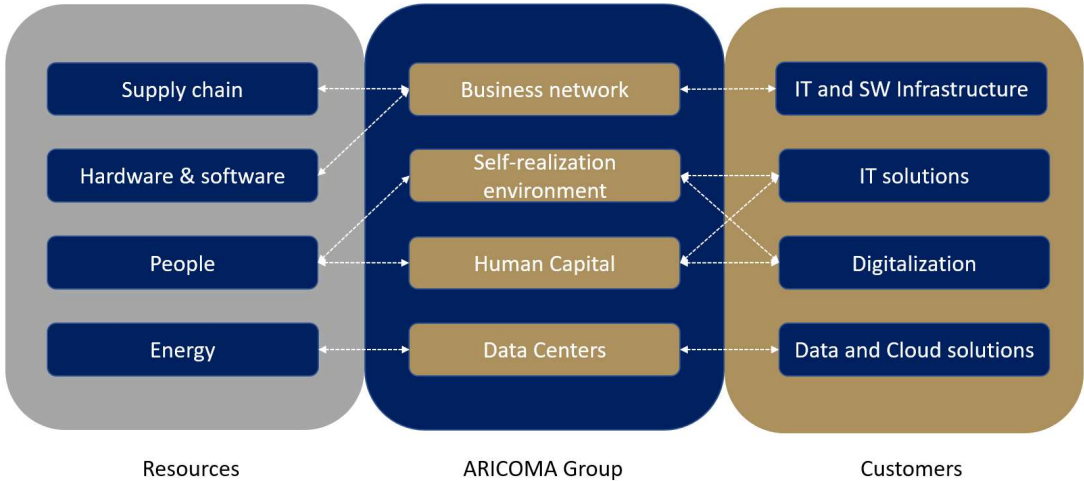
Also, other group companies actively help their clients to manage cyber security threads:

- For instance, the Aricoma subgroup deals with the security of end-devices, including mobile platforms, networks and connections to the Internet or cloud, protection and management of user identities, data protection against leakage and theft, as well as protection of applications and data centres, and implements systems for security management. Security monitoring and ICT security consulting services are a very important part of the offer as well.
- Seavus offers services provided by a team of security professionals in the form of a Security Assessment service, which provides a detailed evaluation of external and internal threats by delivering vulnerability assessment and penetration testing services, including recommendations for improving the overall security posture.

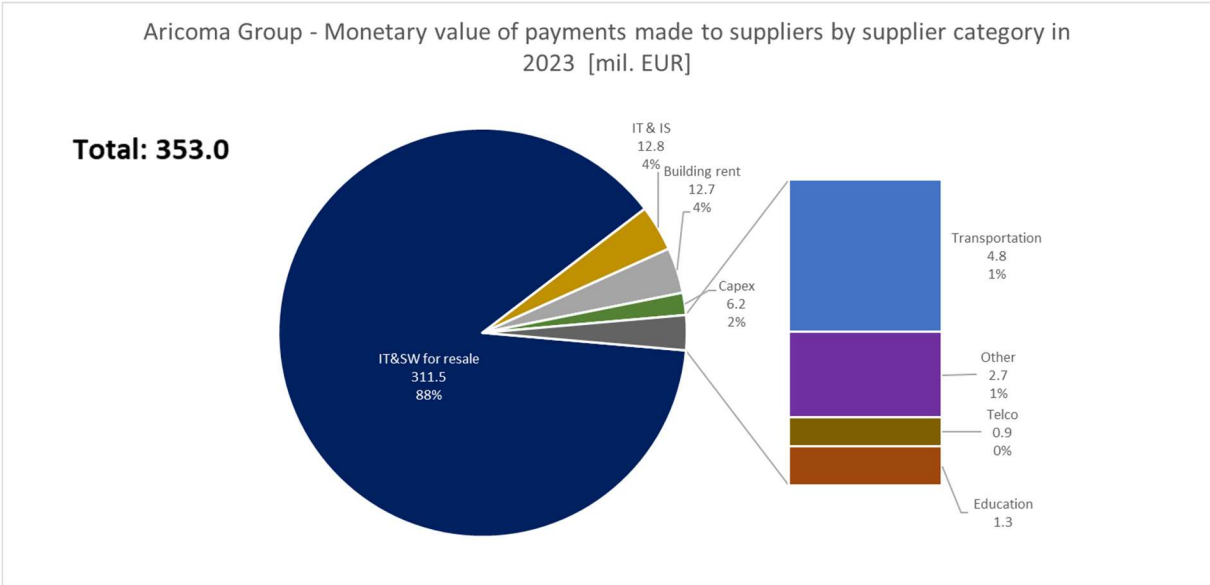
## Responsible purchasing

We recognise our suppliers as essential partners in creating successful services and product offers for our customers, and so they represent an important aspect of our value chain. Our supply chain can be broken down into four main segments: hardware, software, people we need to acquire, and energy. Our suppliers represent the critical resources that can be perceived as the upstream of our operations. We strive to utilise these resources in a sustainable manner and bring value to our customers when delivering our downstream products and solutions, such as IT and software infrastructure, IT solutions, digitalisation, and data and cloud solutions.

ARICOMA Group Value chain



In 2023, we spent almost EUR 353 million in purchases from our suppliers worldwide. Purchased items have been grouped into 7 main categories – Building rent, Transportation, IT&IS, Telco, Education, IT & Software for resell and Capex.



Note - Categories explanation:

<i>Building rent</i>	<i>Expenses for buildings and premises rent</i>
<i>Transportation</i>	<i>Expenses for external transportation, operative leasing, fuel expenses, service expenses</i>
<i>IT &amp; IS</i>	<i>Expenses for internal IT (HW &amp; SW), expenses for IT vendors</i>
<i>Telco</i>	<i>Telecommunication, cell phones, internet</i>
<i>Education</i>	<i>External training, employee education, awareness campaigns</i>

<i>IT&amp;SW for resale</i>	<i>HW/SW for resale</i>
<i>Capex</i>	<i>Capital expenditure</i>
<i>Other</i>	<i>Office supplies, refreshment, coffee</i>

## Supplier selection and evaluation

Our long-term goal is to refine our supplier selection process across the entire group. We aspire to evaluate suppliers not solely on their past performance and cost-effectiveness but also on their commitment to environmental, social, and human rights issues. Presently, each of our companies has a unique stance on these matters, reflecting their individual maturity levels. Typically, we opt to partner with well-established global brands that are likely to adhere to ESG principles, backed by robust ESG strategies and a proven history of success.

- At the ARICOMA subgroup, approximately 80% of suppliers have an ESG programme in place, and the trend is being monitored over time. Aricoma maintains and achieves targets with its major vendors, such as DELL, HPE, HPI, Microsoft and Lenovo. Vendors are selected based on Gartner Magic Quadrant technology grants, our own research in the IT sector, and customer requirements. Purchasing is managed in two ways, directly from the manufacturer and indirectly through an approved distribution channel. Approved suppliers are then evaluated twice a year against set criteria.
- The Cleverlance subgroup prefers hardware manufacturers and distribution partners that keep their carbon footprint at a low level. As some cloud services are being utilised, the providers are selected not only with respect to the high level of security measures, but also to ensure a low impact on the environment (e.g., Microsoft).
- Clearcode strives to allow only equipment from reputable manufacturers to be purchased. In the case of computers, these are Lenovo, Dell, HP, and Apple, and for selected models, Asus. In the case of monitors, their sources are Dell, Benq, Iiyama, and LG.
- Musala Soft acknowledges that responsible purchasing is crucial for managing the supply chain regarding environmental protection, social responsibility, and economic development. They are continuously committed to conducting their procurement activities honestly, competently, fairly, and transparently. They expect all suppliers to adhere to the company's Supplier Code of Conduct.

## Innovations

Our primary goal is to support our clients with innovative solutions that help them serve end-clients and solve long-term problems, increase productivity and efficiency, and achieve their goals. Utilising the extensive range of IT services our firms provide, we craft, execute, and manage personalised and all-encompassing solutions that are specifically adapted to meet the needs of our clientele. Our principal areas of focus include:

- Custom software development
- UI/UX design
- Technology consultancy services

## ESG and innovation

We believe that there is a strong link between ESG and innovation. Firstly, ESG, as the transforming force moving the whole world towards sustainability, drives innovation. This presents us with an incredible opportunity as our clients look for products and services to help them with this transformation.

Secondly, we always consider the ESG perspective when working on a new innovative solution, and a new product or service should in no way harm the environment or society but should deliver a positive impact whenever possible. We are convinced that this is the main area where we can actively contribute to the sustainability transition.

Our commitment to environmental stewardship is evident in our dedication to maximising the efficiency of our innovative products. We incorporate efficiency principles into every stage of development, ensuring low energy consumption in our code, optimising memory usage, and reducing CPU load and hardware demands. Our Head of Delivery is charged with ensuring these principles are a standard part of our operations. Even minor enhancements in code efficiency can lead to significant global impacts, given the widespread use of our products.

Another venue for efficiency and sustainability is our approach to international cooperation and the use of resources. As ARICOMA Group grows, more opportunities are arising to pool resources together, allowing us to share more and use less.

## Social impact and governance

In terms of the social impact of our innovative products, we recognise two main aspects:

- The human brain as unlimited resource – Unlike other resources, the human brain is truly unlimited. Because we believe that innovation is a product of energy and can be organised, our goal is to provide our people with tools and an environment that allows them to use their brains efficiently and progressively, thereby fostering innovation. As part of this, we prefer a flat organisation that holds teams accountable. We also believe that innovation is born in healthy tension, so we challenge our people to step out of their comfort zones, providing them with a safe psychological environment with a respectful team spirit as well as a safe physical environment with office space designed for integration and collaboration.
- Digital inclusion – A concept we are trying to implement primarily internally is digital inclusion, which we seek to achieve by providing career opportunities to people who come from underrepresented groups or face some kind of disability. However, we offer the same opportunity to our customers by providing them with user-friendly software that, provided they have the necessary hardware and internet connection, brings inclusion to people who might otherwise feel excluded due to physical or mental barriers.

Our commitment to governance principles runs strong throughout ARICOMA Group. We operate in the extremely dynamic, youthful, and informal environment of IT and software development, and we fully reflect this in our governance and organisation. We are building an extremely flat and open organisation, we maintain a collegial, informal attitude

throughout, and we bridge cultures through the development of international cooperation. On the people front, we drive natural diversity, boosted by our skills-oriented meritocratic approach. Leading by example, our management team fully represents this approach, bringing together a very diverse set of people. As we grow and expand, the clear objective is to continue in this direction.

### **Examples of innovative solutions delivered to our clients:**

#### HPE GreenLake services ensure reliable operations for Ptáček – a wholesale company (ARICOMA Group)

Since 2015, Ptáček - wholesale has been utilising HPE 3PAR storage arrays as a key component of its IT infrastructure. However, with the passage of time and the approaching end of the average lifespan of this technology, it became necessary to consider the next step forward.

The customer addressed the IT infrastructure technology renewal project during a critical shortage of hardware components due to disrupted supply chains in the market. Based on our thorough consultations and our offer, Ptáček - wholesale decided to transition to operating its IT infrastructure through the innovative services of HPE GreenLake. Even in these challenging times, HPE was able to prioritise the delivery of technology with a new support contract, thus guaranteeing reliable operation for the customer's business applications.

The newly delivered HPE Alletra 9060 storage array offers high flexibility regarding the scaling up or down of capacities through the GreenLake platform. This solution promises to keep pace with the continuous growth and development of Ptáček - wholesale and ensure its competitiveness in the future.

#### Implementation of ServiceNow at the Ministry for Regional Development – the first SaaS solution in the sector (ARICOMA Group)

The goal of this project was to create a unified environment for the management and execution of services for the operation and development of all SCS NIPEZ modules (prospectively the entire NIPEZ - National Infrastructure for Electronic Public Procurement) and to ensure the evaluation of the parameters of these services.

Another goal of the client was to ensure impartial, transparent, and demonstrable oversight of the NIPEZ module suppliers, with the ability to proactively prevent negative operational incidents.

#### Implementation of Household Property Insurance (Musala Soft)

The team behind Generali PnS initiative (a Sub-initiative of Generali CORE) succeeded in running live a new, reworked product for Generali. Their Home Protection insurance was improved. Its issue process received a new look, a new technology stack / new DB scheme was used, and new tariff rules, features and new integration APIs for the self-service portal were implemented. Over the course of about a year, the PnS team diligently worked on improving their Home Protection insurance. They revamped the issuance process, giving it a fresh appearance and incorporating a new technology stack and database scheme. They also introduced new tariff rules, features, and integration APIs for the self-service portal. The success of this project is a result of a year of hard work, team effort and dedication.

#### Adaptation of Core Insurance System for Euro Compatibility (Musala Soft)

This project initiative focuses on adapting the Core Generali Insurance System to seamlessly operate with the Euro currency. As of early 2023, Phase 0 of the project, involving an in-depth analysis and the selection of appropriate technical approaches for Euro adaptation, has been successfully concluded. Moving forward, significant strides were made throughout 2023. With Phase 1, this involved the successful adaptation of the AutoCare module, laying a solid foundation for further advancements. Currently, Phase 2 is in progress, with a target completion date set within 2024. This phase focuses on finalising the adaptation of the remaining modules of the Core Insurance System, ensuring comprehensive readiness for Euro integration. The project remains firmly aligned with its objectives, aiming to achieve full operational readiness for Euro usage within the system by the end of 2024. Continuous efforts are being made to meet this goal, with a keen focus on efficiency and quality throughout the adaptation process.

#### The company Sodexo Benefits utilises AC Cloud services for reliable operation of business applications (ARICOMA Group)

This customer needed to address the situation of ending support for their own servers while also facing a move to new office and operational spaces, including its data centre. The Sodexo IT department was overwhelmed due to the time-consuming management of IT infrastructure. The client was looking for a partner to ensure the operation of server infrastructure as a service and also demanded, due to upcoming audits, data centre standards of the TIER III level with geographic redundancy of stored data and a guarantee of uninterrupted operation.

At the same time, the customer also wanted the ability to continuously increase individual operational components within hours, to move applications to the cloud on a 1:1 basis without the need for refactoring, and to maintain their existing architecture. A gradual migration of the entire environment without impacting the operation and business activities of the organisation was also important to them.

#### Multi-level protection of users and data at the Military Hospital Olomouc (ARICOMA Group)

The IT infrastructure at the Military Hospital Olomouc was functionally adequate but lacked robust cybersecurity. Direct internet exposure of applications, absence of two-factor authentication, outdated systems without security updates, and non-redundant firewall configurations were significant risks. The project aimed to establish a modern, comprehensive cybersecurity solution with automated, collaborative protection elements to enhance security effectiveness and threat response speed.

#### Reliable operation of the LOG Point 112 storage facility (ARICOMA Group)

The customer built a new hall offering 11 rentable storage units and a frozen storage area, adhering to high standards. Lacking an IT department, they sought an IT partner for infrastructure design and operation management. The solution, based on HPE technologies and managed via HPE Aruba Central, ensures a secure, flexible network that accommodates business growth and meets stringent sharing conditions for the hall's tenants.



### SOLSOL is transitioning to the cloud-based ERP Microsoft Dynamics 365 Business Central (ARICOMA Group)

SOLSOL needed to upgrade from their Pohoda system, which was inadequate for growth and international expansion. They sought an IT partner to outsource their IT department and ERP operations, aiming for a stable, scalable, and user-friendly ERP system. The new system required digital process integration, IFRS accounting, and the ability to adapt to market changes, with future expansion capabilities.

### Significant reduction in IT operating costs at Innogy (ARICOMA Group)

Sabris Consulting specialists focus on SAP consulting services and transformation projects, addressing various innovation areas. Since 2020, they have provided consultations and technical support for the SAP system at Innogy Czech Republic. Due to pandemic and rising energy prices, Innogy experienced a significant increase in IT costs associated with using Amazon's cloud environment for necessary servers and data storage. The decision was made to halt this trend and optimise their data scope to reduce monthly payments to a more acceptable level. The goal was to ensure the stable operation of critical business systems without further increasing operating costs. This led to a major reorganisation of the SAP database, including reducing it as part of Innogy's cost-saving program, which also serves as a springboard for further development of the customer service portfolio.

## Industry recognitions

### AUTOCONT is the first company in the Czech Republic to fulfil all the new Microsoft competencies (AUTOCONT)

The company AUTOCONT, a part of the ARICOMA Group, is the first in the Czech Republic to fulfil the demanding certification conditions in all six competencies of the new Microsoft partner program. These competencies cover the complete portfolio of the manufacturer's technologies for the enterprise sphere. AUTOCONT is currently the only company that has achieved this level of certification thanks to its specialists and the volume of business cooperation in the local market.

### We were honoured at the global HP conference in Chicago (ARICOMA Group)

At the turn of March and April, we attended the global HP Amplify Partner Conference in Chicago, USA. More than 2000 HP partners and employees gathered there. The main topics of the conference included innovations in working in a hybrid environment, the new Partnering for Future Growth partner program, and the expansion of Digital Enablement communication. Within the new program, Aricoma holds the highest status of HP Amplify Power Services Partner with a range of competencies, including service competency for repairs and HP devices. On the final day of the conference, awards were given to the most significant partners. Aricoma received the first prize in the Central Europe region in the category "PC Partner of the Year."

### IBM Security partner 2022 (AUTOCONT)

At the end of March 2023, IBM recognized its key partners during its annual meeting in Prague. The most significant award for 2022 in the field of IBM security was given to AUTOCONT. The category in which AUTOCONT was awarded pertains to the services and

competencies of the partner related to technologies that IBM delivers in the form of several editions of the IBM Cloud Pak for Security suite or individual products separately.

## Report Summary

The 2023 ESG report is the fourth issuance of an ARICOMA Group-wide sustainability report.

The information cited in the GRI Content Index has been reported with reference to the GRI Standards. The disclosures are based on the early adopted Revised Universal standards (2021).

For the GRI Content Index, please refer to [Attachment no. 1](#).

The 2023 ESG Report contains disclosures that present the economic, social, and environmental impacts connected with ARICOMA Group business activities.

We aim to continue to further improve internal processes, awareness, and comprehensiveness of non-financial reporting.

Restatement of 2022 carbon footprint data has been made in order to reflect the recent acquisitions as well as the change of the methodology of base year. See more in the section [About the report](#).

This report was reviewed by the ARICOMA Executive Committee.

Audit assurance over the Carbon Footprint Calculation has been provided according to ISAE 3410 by the independent auditor, PricewaterhouseCoopers Audit, s. r. o.

The [Independent practitioner's limited assurance report](#) is an integral part of the 2023 ESG report.

All relevant details on the calculating of ARICOMA Group's carbon footprint, including the methodology used, organisational and operational boundaries, sources excluded from inventory, reporting period, consolidation approach, base year and detailed GHG results, are contained in the Greenhouse Gas Emissions Inventory Report ("GHG Report").

The GHG Report should be read along with the GHG results published in the 2023 ESG Report.

For the GHG Report, please refer to the [Greenhouse Gas Emissions Inventory Report](#).

For further details regarding this report, please refer to the chapter ["About the report"](#).

If you wish to share your feedback with us, please contact us at [sustainability@aricoma.com](mailto:sustainability@aricoma.com).

# Attachments

## Attachment no. 1 – GRI Content Index

GRI Content Index							
<b>Statement of use</b>		ARICOMA Group has reported the information cited in this GRI content index for the period 1 January to 31 December 2023 with reference to the GRI Standards.					
<b>GRI 1 used</b>		GRI 1: Foundation 2021					
						Omissions	
GRI Standard	Disclosure Number	Disclosure Name Individual requirements ('a', 'b', 'c', etc.) are not listed here	Location of Disclosure	Note	Requirement(s) omitted	Reason	Explanation
<b>General Disclosures</b>							
<b>GRI 2: General Disclosures 2021</b>	<b>2-1</b>	Organisational details	Company profile, About the report				
<b>GRI 2: General Disclosures 2021</b>	<b>2-2</b>	Entities included in the organisation's sustainability reporting	About the report				
<b>GRI 2: General Disclosures 2021</b>	<b>2-3</b>	Reporting period, frequency and contact point	About the report				
<b>GRI 2: General Disclosures 2021</b>	<b>2-4</b>	Restatements of information	About the report				

<b>GRI 2: General Disclosures 2021</b>	<b>2-5</b>	External assurance	About the report				
<b>GRI 2: General Disclosures 2021</b>	<b>2-6</b>	Activities, value chain, and other business relationships	Company profile Economic performance Responsible purchasing				
<b>GRI 2: General Disclosures 2021</b>	<b>2-7</b>	Employees	Key workforce statistics				
<b>GRI 2: General Disclosures 2021</b>	<b>2-8</b>	Workers who are not employees	Key workforce statistics				
<b>GRI 2: General Disclosures 2021</b>	<b>2-9</b>	Governance structure and composition	High governance body, governance structure and composition, ESG governance				
<b>GRI 2: General Disclosures 2021</b>	<b>2-10</b>	Nomination and selection of the highest governance body	High governance body, governance structure and composition				
<b>GRI 2: General Disclosures 2021</b>	<b>2-11</b>	Chair of the highest governance body	High governance body, governance structure and composition				
<b>GRI 2: General Disclosures 2021</b>	<b>2-12</b>	Role of the highest governance body in overseeing the management of impacts	ESG governance				
<b>GRI 2: General Disclosures 2021</b>	<b>2-13</b>	Delegation of responsibility for managing impacts	ESG governance				

<b>GRI 2: General Disclosures 2021</b>	<b>2-14</b>	Role of the highest governance body in sustainability reporting	ESG governance				
<b>GRI 2: General Disclosures 2021</b>	<b>2-15</b>	Conflicts of interest	High governance body, governance structure and composition				
<b>GRI 2: General Disclosures 2021</b>	<b>2-16</b>	Communication of critical concerns	Communication of critical concerns				
<b>GRI 2: General Disclosures 2021</b>	<b>2-17</b>	Collective knowledge of the highest governance body	ESG governance				
<b>GRI 2: General Disclosures 2021</b>	<b>2-18</b>	Evaluation of the performance of the highest governance body	Remuneration and compensation				
<b>GRI 2: General Disclosures 2021</b>	<b>2-19</b>	Remuneration policies	Remuneration and compensation				
<b>GRI 2: General Disclosures 2021</b>	<b>2-20</b>	Process to determine remuneration	Remuneration and compensation				No independent committee in place, determined by shareholders
<b>GRI 2: General Disclosures 2021</b>	<b>2-21</b>	Annual total compensation ratio			X	Confidentiality constraints	Information is not available to public
<b>GRI 2: General Disclosures 2021</b>	<b>2-22</b>	Statement on sustainable development strategy	Message from CEO				

<b>GRI 2: General Disclosures 2021</b>	<b>2-23</b>	Policy commitments	Ethics and compliance				
<b>GRI 2: General Disclosures 2021</b>	<b>2-24</b>	Embedding policy commitments	Ethics and compliance				
<b>GRI 2: General Disclosures 2021</b>	<b>2-25</b>	Processes to remediate negative impacts	Processes to remediate negative impacts				
<b>=B33:1121GRI 2: General Disclosures 2021</b>	<b>2-26</b>	Mechanisms for seeking advice and raising concerns	Processes to remediate negative impacts				
<b>GRI 2: General Disclosures 2021</b>	<b>2-27</b>	Compliance with laws and regulations	Ethics and compliance			No non-compliance	
<b>GRI 2: General Disclosures 2021</b>	<b>2-28</b>	Membership associations	Membership associations				
<b>GRI 2: General Disclosures 2021</b>	<b>2-29</b>	Approach to stakeholder engagement	Stakeholders				
<b>GRI 2: General Disclosures 2021</b>	<b>2-30</b>	Collective bargaining agreements	Collective bargaining agreements	All reported employees covered by collective bargaining agreements (Qinshift AB)			

<b>Material Topics</b>							
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<b>GRI 3: Material Topics 2021</b>	<b>3-1</b>	Process to determine material topics	Materiality Analysis				
<b>GRI 3: Material Topics 2021</b>	<b>3-2</b>	List of material topics	Materiality Analysis				
<b>GRI 3: Material Topics 2021</b>	<b>3-3</b>	Management of material topics		Captured within particular sections			
<b>Economic</b>							
<b>GRI 201: Economic Performance (2016)</b>	<b>201-1</b>	Direct economic value generated and distributed	Economic performance				
<b>GRI 201: Economic Performance (2016)</b>	<b>201-2</b>	Financial implications and other risks and opportunities due to climate change	ESG-related risks and opportunities				
<b>GRI 203: Indirect Economic Impacts (2016)</b>	<b>203-2</b>	Significant indirect economic impacts	Charities and Non-profit impacts				
<b>GRI 205: Anti-corruption (2016)</b>	<b>205-2</b>	Communication and training about anti-corruption policies and procedures	Ethics and compliance	Covered in Business ethics training - employee passing rate			
<b>GRI 205: Anti-corruption (2016)</b>	<b>205-3</b>	Confirmed incidents of corruption and actions taken	Ethics and compliance	No incidents			



<b>GRI 206: Anti-competitive Behavior (2016)</b>	<b>206-1</b>	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Ethics and compliance	No legal actions			
<b>Environmental</b>							
<b>GRI 302: Energy (2016)</b>	<b>302-1</b>	Energy consumption within the organization	Energy and fuel	Total fuel consumed by fleet reported in litres. Total energy consumption is reported in MWh.			
<b>GRI 302: Energy (2016)</b>	<b>302-3</b>	Energy intensity	Energy and fuel				
<b>GRI 303: Water and Effluents (2018)</b>	<b>303-1</b>	Interactions with water as a shared resource	Water				
<b>GRI 303: Water and Effluents (2018)</b>	<b>303-2</b>	Management of water discharge-related impacts	Water				
<b>GRI 303: Water and Effluents (2018)</b>	<b>303-3</b>	Water withdrawal	Water				
<b>GRI 305: Emissions (2016)</b>	<b>305-1</b>	Direct (Scope 1) GHG emissions	Carbon footprint and emissions				
<b>GRI 305: Emissions (2016)</b>	<b>305-2</b>	Energy indirect (Scope 2) GHG emissions	Carbon footprint and emissions				

<b>GRI 305: Emissions (2016)</b>	<b>305-3</b>	Other indirect (Scope 3) GHG emissions	Carbon footprint and emissions				
<b>GRI 305: Emissions (2016)</b>	<b>305-4</b>	GHG emissions intensity	Carbon footprint and emissions				
<b>GRI 306: Waste (2020)</b>	<b>306-1</b>	Waste generation and significant waste-related impacts	Waste				
<b>GRI 306: Waste (2020)</b>	<b>306-2</b>	Management of significant waste-related impacts	Waste				
<b>GRI 306: Waste (2020)</b>	<b>306-3</b>	Waste generated	Waste				
<b>Social</b>							
<b>GRI 401: Employment (2016)</b>	<b>401-1</b>	New employee hires and employee turnover	Recruitment and Turnover				
<b>GRI 401: Employment (2016)</b>	<b>401-3</b>	Parental leave	Parental leave			Information incomplete	Only number of employees currently on parental leave and returned from parental leave is monitored, by gender
<b>GRI 403: Occupational Health and Safety (2018)</b>	<b>403-1</b>	Occupational health and safety management system	Occupational Health & safety				

<b>GRI 403: Occupational Health and Safety (2018)</b>	<b>403-5</b>	Worker training on occupational health and safety	Occupational Health & safety				
<b>GRI 403: Occupational Health and Safety (2018)</b>	<b>403-6</b>	Promotion of worker health	Healthy lifestyle Mental health				
<b>GRI 403: Occupational Health and Safety (2018)</b>	<b>403-9</b>	Work-related injuries	Occupational Health & safety - 2022 Statistics				
<b>GRI 403: Occupational Health and Safety (2018)</b>	<b>403-10</b>	Work-related ill health	Occupational Health & safety - 2022 Statistics				
<b>GRI 404: Training and Education (2016)</b>	<b>404-1</b>	Average hours of training per year per employee	Education & training				
<b>GRI 404: Training and Education (2016)</b>	<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	Education & training	Point a.			
<b>GRI 404: Training and Education (2016)</b>	<b>404-3</b>	Percentage of employees receiving regular performance and career development reviews	Performance evaluation and feedback				
<b>GRI 405: Diversity and Equal Opportunity (2016)</b>	<b>405-1</b>	Diversity of governance bodies and employees	Diversity and Non-discrimination High governance body, Governance structure and composition				
<b>GRI 406: Non-discrimination (2016)</b>	<b>406-1</b>	Incidents of discrimination and corrective actions taken	Diversity and Non-discrimination	No incidents			

<b>GRI 413: Local Communities (2016)</b>	<b>413-1</b>	Operations with local community engagement, impact assessments, and development programs	Charities and Non-profit			Information incomplete	We disclose initiatives and programs, no formal impact assessment available.
<b>GRI 418: Customer Privacy (2016)</b>	<b>418-1</b>	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer privacy (GDPR), Data security and management				

Attachment no. 2 – Service Practitioner’s Assurance Report



## **Independent practitioner’s limited assurance report on ARICOMA Group’s combined Greenhouse Gas (GHG) Statement**

To the management of Aricoma a.s. and Qinshift Sweden AB

### **Report on GHG Statement**

We have undertaken a limited assurance engagement of the accompanying GHG Statement of Aricoma a.s. and Qinshift Sweden AB (hereinafter “ARICOMA Group”) for the calendar year ended 31 December 2023 (hereinafter the “reporting period”), comprising the Emissions Inventory and the Explanatory Notes on pages 4–14, specifically chapters 2.1, 2.2 and 2.3, except for the emission intensity metrics.

### **ARICOMA Group’s Responsibility for the GHG Statement**

The management of ARICOMA Group is responsible for the preparation of the GHG Statement in accordance with GHG Protocol Corporate Standard and GHG Protocol Scope 2 Guidance (hereinafter “GHG Protocol”), applied as explained on page 6 (chapter 1. Introduction) in the GHG Statement (hereinafter “Applicable Criteria”). This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of a GHG Statement that is free from material misstatement, whether due to fraud or error.

GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gasses.

### **Our Independence and Quality Management**

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

The firm applies International Standard on Quality Management 1, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

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PricewaterhouseCoopers Audit, s.r.o., registered seat Hvězdova 1734/2c, 140 00 Prague 4, Czech Republic, Identification Number: 40765521, registered with the Commercial Register kept by the Municipal Court in Prague, Section C, Insert 3637, and in the Register of Audit Companies with the Chamber of Auditors of the Czech Republic under Evidence No 021.



## **Our Responsibility**

Our responsibility is to express a limited assurance conclusion on the GHG Statement based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements* ('ISAE 3410'), issued by the International Auditing and Assurance Standards Board. That standard requires that we plan and perform this engagement to obtain limited assurance about whether the GHG Statement is free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3410 involves assessing the suitability in the circumstances of ARICOMA Group's use of Applicable Criteria as the basis for the preparation of the GHG Statement, assessing the risks of material misstatement of the GHG Statement whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the GHG Statement. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- Through inquiries, obtained an understanding of ARICOMA Group's control environment and information systems relevant to emissions quantification and reporting, but did not evaluate the design of particular control activities, obtain evidence about their implementation or test their operating effectiveness.
- Evaluated whether ARICOMA Group's methods for developing estimates are appropriate and have been consistently applied. However, our procedures did not include testing the data on which the estimates are based or separately developing our own estimates against which to evaluate ARICOMA Group's estimates.
- Evaluated the relevance of the source data and documentation used for the quantification of the CO<sub>2</sub> emissions for the reporting period.
- Evaluated the accuracy of the GHG emission calculation for the reporting period using analytical procedures based on sample selection. Based on the selected sample and obtained data, we further evaluated significant values included in the subject matter.
- Evaluated the appropriateness of the qualitative and quantitative information disclosed in the GHG Statement.



The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance conclusion about whether ARICOMA Group's GHG Statement has been prepared, in all material respects, in accordance with the Applicable Criteria.

### **Limited Assurance Conclusion**

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that ARICOMA Group's GHG Statement for the reporting period is not prepared, in all material respects, in accordance with the Applicable Criteria.

### **Restrictions on use**

This report has been prepared by PricewaterhouseCoopers Audit s.r.o. for the management of ARICOMA Group and is intended solely to assist ARICOMA Group's management in reporting the GHG Statement for the reporting period in accordance with GHG Protocol. It should not be used for any other purpose or distributed to other parties.

In connection with this report, PricewaterhouseCoopers Audit s.r.o. does not accept any liability (including for negligence) to anyone other than the ARICOMA Group, whether in contract or howsoever otherwise arising in the context of this report. The above does not relieve us of liability where such release is excluded by law.

We permit the disclosure of this report accompanying the ARICOMA Group's GHG Statement for the reporting period on the ARICOMA Group's website. The management of ARICOMA Group is responsible for publishing the GHG Statement on the ARICOMA Group's website and for the reliability of information on the ARICOMA Group's website. The scope of our work does not include an assessment of these matters. Accordingly, we are not responsible for any changes that may have been made to the information which is the subject of our assessment or for differences, if any, between the information covered by our report and the information provided on the ARICOMA Group's website.

14 October 2024

A blue, handwritten-style signature of 'PricewaterhouseCoopers' in a cursive script.

PricewaterhouseCoopers Audit s.r.o.

Prague, Czech Republic

ARICOMA Group managements are responsible for placing information on the Group's website and for accuracy of such information. The scope of our performed work does not include reviewing these matters; consequently, we do not assume any responsibility for any amendments that might have been made to the GHG Statement underlying the Independent Limited Assurance Report or any differences between the report issued by us and the information presented on the Group's web-site.



# **Greenhouse Gas Emissions Inventory Report**

**ARICOMA Group**

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# 1. Introduction

The subject GHG emissions report has been prepared in accordance with the GHG Protocol: A Corporate Accounting and Reporting Standard revised Edition, GHG Protocol Scope 2 Guidance an amendment to the GHG Protocol Corporate Standard.

In the “Required information” section, we present information that, according to the GHG Protocol, should be published along with the presentation of the GHG results.

In the Optional information section, we present additional, non-mandatory information that specifies the method and results of the calculations.

In the Attachment section are detailed data for each group which can provide further information on the sources of the emissions and their structure.

# 2. Required Information

## 2.1 Description of the company and inventory boundary

### Description of the company

ARICOMA Group is a European information technology company that combines the capabilities of its individual group companies to provide customers with high-quality individualised and complex solutions that help them to achieve their goals. Founded in 2017 with a vision of becoming a major European IT services player, ARICOMA Group offers IT services, via its member companies, to corporate and government clients, including software development, integration and implementation of IT systems, managed services, data centres, hardware sale, cyber security services and cloud services.

This inventory GHG report is issued on behalf of two main sub-holdings: Aricoma a.s. and Qinshift Sweden AB. Under these two legal entities, six subgroups/clusters have been formed for GHG emissions reporting purposes. For the calculation of the carbon footprint of ARICOMA Group, entities listed in the table below represent six reporting subgroups and these entities are at the same time considered to be in scope.

Subgroup/Cluster	Entity (incl. country of operation)
<b>Aricoma</b>	Aricoma a.s. AUTOCONT a.s. (Czechia) AUTOCONT s.r.o. (Slovakia) AUTOCONT SRL (Belgium) Cloud4com SK, s.r.o. Internet Projekt, s.r.o. (Czechia) Sabris Consulting, s.r.o. (Czechia) Sabris Consulting, s.r.o. (Slovakia) Consulting 4U, s.r.o. SYSCOM SOFTWARE spol., s.r.o. Aricoma Digital s.r.o. – CES EA Aricoma Digital s.r.o. – Komix s.r.o. ALOE spol., s.r.o. Aricoma Enterprise Cybersecurity a.s. (Czechia) Aricoma Enterprise Cybersecurity s.r.o. (Slovakia)
<b>Cleverlance</b>	Cleverlance Enterprise Solutions s.r.o. (Czechia) Cleverlance H2B s.r.o. (Czechia) Cleverlance Slovakia s.r.o. (Slovakia) Cleverlance Deutschland GmbH (Germany) * Qinshift Espana SL* KOMIX Digital s.r.o. (Czechia) KOMIX SK s.r.o. (Slovakia)
<b>Seavus</b>	Qinshift AB (Sweden) Seavus GmbH (Switzerland) * QINSHIFT Group AB (Sweden) Seavus FLLC (Belarus) Seavus DOOEL (Macedonia) Seavus Educational and Development Center DOOEL (Macedonia) * Seavus Educational and Development Center DOO (Serbia) * Qinshift d.o.o Banja Luka (Bosnia Herzegovina) Qinshift DOO (Serbia) Qinshift S.R.L. (Moldova) Qinshift USA Inc. (USA) *

	Seavus Sp. z.o.o. (Poland) * QINSHIFT SOFTWARE TECHNOLOGIES J.S.C. (Turkey)
<b>Stratiteq</b>	Stratiteq Sweden AB (Sweden)
<b>Musala</b>	Musala Soft DOOEL (Macedonia) Musala Soft EAD (Bulgaria) Musala Services EOOD (Bulgaria) * Musala Soft Kosovo LLC (Kosovo) * Musala Soft LLC (Egypt)
<b>Clearcode</b>	Clearcode Services S.A (Poland) Clearcode LLC (USA) *

\* Entities marked as immaterial for carbon footprint calculation did not have significant emission sources, such as physical offices, data centres, company cars or other significant source of emissions, and they are therefore out of the scope of the calculation.

During the course of 2023, the following changes took place:

The cluster AUTOCONT was renamed to Aricoma, and the following entities were added to the cluster: Cloud4com SK, s.r.o., Sabris Consulting, s.r.o. Slovakia, Consulting4U, s.r.o., SYSCOM SOFTWARE spol., s.r.o., ALOE spol., s.r.o.

CES EA s.r.o. was moved from the Cleverlance cluster to the Aricoma cluster and renamed Aricoma Digital s.r.o.-CES EA. KOMIX s.r.o. was likewise moved from the Cleverlance cluster to the Aricoma cluster and renamed Aricoma Digital s.r.o. – Komix s.r.o. In the same manner, AEC a.s. and AEC s.r.o. were moved from Cleverlance to Aricoma cluster and renamed Aricoma Enterprise Cybersecurity a.s. and Aricoma Enterprise Cybersecurity s.r.o.

#### **Carbon footprint related strategy and decarbonisation KPIs**

At this moment, ARICOMA has no internal policies or strategies related to its carbon footprint. The company has also not yet developed and published any measurable targets and commitments to reduce GHG emissions.

#### **Operations and/or emissions sources have been excluded from this inventory**

Other categories of Scope 3 are excluded from this inventory report, except for category 5 of Scope 3 – waste, which is included in this inventory report.

#### **Reporting period covered by this inventory**

From 01.01.2023 to 31.12.2023

#### **Consolidation approach**

Operational Control

#### **Scope 3 emissions included in this inventory (types of emissions)**

Waste

## 2.2 Information on emissions

Total Emissions, independent of any GHG trades such as sales, purchases, transfers, or banking of allowances	Scope 1	Scope 2*	Scope 3	Total emissions
<b>2019 TOTAL (tCO<sub>2</sub>e)</b>	1,962.08	3,011.52	50.97	<b>5,024.57</b>
<b>2019 Emission intensity (tCO<sub>2</sub>e/number of employees)</b>	0.82	1.25	0.02	<b>2.09</b>
<b>2020 TOTAL (tCO<sub>2</sub>e)</b>	1,417.82	2,551.09	92.27	<b>4,061.18</b>
<b>2020 Emission intensity (tCO<sub>2</sub>e/number of employees)</b>	0.55	0.99	0.04	<b>1.58</b>
<b>2021 TOTAL (tCO<sub>2</sub>e)</b>	1,354.21	2,782.89	68.28	<b>4,205.38</b>
<b>2021 Emission intensity (tCO<sub>2</sub>e/number of employees)</b>	0.41	0.83	0.02	<b>1.26</b>
<b>2022 TOTAL (tCO<sub>2</sub>e)</b>	1,343.74	4,132.24	103.59	<b>5,579.57</b>
<b>2022 Emission intensity (tCO<sub>2</sub>e/number of employees)</b>	0.36	1.10	0.03	<b>1.49</b>
<b>2022+ TOTAL (tCO<sub>2</sub>e)</b>	1,407.95	4,266.99	113.84	<b>5,788.78</b>
<b>2022+ Emission intensity (tCO<sub>2</sub>e/number of employees)</b>	0.38	1.11	0,03	<b>1.51</b>
<b>2023 TOTAL (tCO<sub>2</sub>e)</b>	1,860.16	3,487.43	70.43	<b>5,418.02</b>
<b>2023 Emission intensity (tCO<sub>2</sub>e/number of employees)</b>	0.50	0.92	0.02	<b>1.44</b>

\* For Scope 2 emission calculations, the market-based method was used. More detailed overview of the Scope 2 emissions including comparison of both methods can be found below.

All GHG emission data in this report are reported in CO<sub>2</sub> equivalent (CO<sub>2</sub>e).

### Year chosen as base year

2022 - rolling base year (same-year, all year approach)

### Context for any significant emissions changes that trigger base year emissions recalculations

Not applicable

Base year emissions - 2022+	TOTAL (tCO <sub>2</sub> e)	Emission intensity (tCO <sub>2</sub> e/number of employees)
Scope 1	1407.95	0.38
Scope 2*	4,266.99	1.11
Scope 3	113.84	0.03
<b>Total emissions</b>	<b>5,788.78</b>	<b>1.51</b>

\* For Scope 2 emission calculations, we used the market-based method. More detailed overview of the Scope 2 emissions including comparison of both methods can be found below.

## 2.3 Information on methodologies used to calculate or measure emissions

### 2.3.1 Input Data

#### Vehicle combustion:

Most of the data on fuel consumption in passenger cars are measured based on actual fuel usage, as recorded by software systems or from receipts. The predominant share of fuel consumption is attributed to diesel and petrol engine vehicles, encompassing consumption from plug-in hybrid cars within this emission category. There is a rising trend in the adoption of plug-in hybrid vehicles, characterized by reduced fuel consumption supplemented by electricity. Plug-in hybrids exclusively utilize petrol as their fuel source. A smaller proportion of fuel consumption is accounted for by vehicles running on compressed natural gas (CNG). The estimation was derived using a hybrid approach, combining partially measured data with other methods.

The conversion from kilometres has been used to estimate fuel consumption in litres for the purposes of this report. The source for the conversion was the IEA; Global Fuel Economy Initiative 2022, (December 2022). Emissions calculations were based on measured or estimated miles driven.

The calculation of tCO<sub>2</sub>e is done primarily based on litres of fuel consumed or secondary based on kilometres driven.

The estimated data represents 0.80% and measured data represents 99.20% of electric vehicle emissions in 2023.

Consumption of fuels per fuel type in litres	2019	2021	2022	2022+	2023
Diesel	382,612.94	285,915.38	267,278.79	267,286.21	265,278.57
LPG/CNG	963.00	433.21	416.79	416.79	363.00
Petrol	278,533.17	227,787.86	245,384.12	247,993.33	235,988.04
Plug-in Hybrid Electric Vehicles (PHEVs) - petrol	129.82	538.72	3,659.70	3,659.70	20,085.70
Plug-in Hybrid Electric Vehicles (PHEVs) - diesel	-	1,456.54	-	-	-
Unknown	8,072.00	-	-	-	-
<b>Total consumption</b>	<b>670,310.93</b>	<b>516,131.71</b>	<b>516,739.40</b>	<b>519,356.03</b>	<b>521,715.31</b>
<b>Total tCO<sub>2</sub>e</b>	<b>1,632.05</b>	<b>1,225.72</b>	<b>1,296.86</b>	<b>1,361.07</b>	<b>1,600.53</b>

#### Electric vehicles and plug-in hybrid electric vehicles (PHEVs):

The consumption of plug-in hybrid electric vehicles is divided into electricity consumption and fuel consumption. Electricity consumption is included in the electricity purchased if the vehicles are recharged directly at charging stations managed by ARICOMA group. The calculations primarily rely on actual electricity consumption data. In instances where specific electricity consumption data in kWh is unavailable, calculations can alternatively be based on mileage in kilometres.

The estimated data represents 12% and measured data represents 88% of electric vehicle emissions in 2023.

Total kilometres driven and carbon footprint emissions [tCO <sub>2</sub> e] from electric car operation	2019	2021	2022	2022+	2023
Cleverlance [km]	0.00	23,398.00	89,560.00	89,560.00	107,800.75
Stratiteq [km]	120.00	5,785.00	7,839.00	7,839.00	8,676.00
AUTOCONT [km]					24,941.00
<b>Total [km]</b>	<b>120.00</b>	<b>29,183.00</b>	<b>97,399.00</b>	<b>97,399.00</b>	<b>141,417.75</b>
<b>Total tCO<sub>2</sub>e</b>	<b>0.00</b>	<b>2.87</b>	<b>8.83</b>	<b>8.83</b>	<b>15.53</b>

### Stationary combustion:

Natural gas consumption data AUTOCONT s.r.o. comes from invoices. For Cleverlance Slovakia s.r.o., Aricoma Enterprise Cybersecurity s. r. o. (Slovakia), Aricoma Enterprise Cybersecurity a. s. (Czechia) and AUTOCONT a.s., Cleverlance Slovakia s.r.o., KOMIX SK s.r.o. the consumption is estimated. The rest of the companies reported no stationary combustion of natural gas. Natural gas combustion is utilised exclusively for heating purposes in all scenarios involving buildings.

Diesel consumption data for AUTOCONT a.s. (Czechia) comes from invoices and there was no need for estimation. The data on diesel consumption for Musala Soft EAD, Musala Soft DOOEL and Qinshift DOO (Serbia) was estimated based on fuel combustion needed for the office's area. The rest of the companies reported no stationary combustion of diesel.

The estimated data represents 99 % of stationary combustion emissions in 2023.

Consumption of fuels per fuel type in GJ	2019	2021	2022	2022+	2023
Diesel	62.63	321.76	80.44	80.44	7.75
Natural Gas	307.42	1,032.17	817.00	817.00	990.80
<b>Total</b>	<b>370.05</b>	<b>1,353.93</b>	<b>897.44</b>	<b>897.44</b>	<b>998.55</b>
<b>Total tCO<sub>2</sub>e</b>	<b>19.96</b>	<b>73.73</b>	<b>46.88</b>	<b>46.88</b>	<b>50.86</b>

### Fugitive emissions:

In previous years, ARICOMA's fugitive emissions were associated with cooling systems used in data centres. In 2022, no refrigerant leakages were recorded. In reporting year 2023 there was an increase in refrigerant leaks noted. This fact is mainly due to more accurate data collection and monitoring of annual revisions of refrigerant leaks coming also from leased assets with high level of control.

The measured data represents 100%.

Amount in tonnes per type	2019	2021	2022	2022+	2023
R407A	0.00	0.00	0.00	0.00	0.01
R407C	0.01	0.02	0.00	0.00	0.12
R410A	0.14	0.01	0.00	0.00	0.01
<b>Total</b>	<b>0.15</b>	<b>0.03</b>	<b>0.00</b>	<b>0.00</b>	<b>0.14</b>
<b>Total tCO<sub>2</sub>e</b>	<b>310.06</b>	<b>54.76</b>	<b>0.00</b>	<b>0.00</b>	<b>208.77</b>

### Purchased energy:

The data was always collected based on a hierarchy of data collection, meaning that measured data was always the preferred method. In cases where data was not available, estimation methods were chosen, either using hybrid or total data estimation approaches. The entities that had measured data during the reporting period, i.e., data coming



directly from electricity suppliers, were the following: Clearcode Services S.A., AUTOCONT s.r.o., Sabris Consulting, s.r.o. Slovakia, Consulting 4U, s.r.o., Aricoma Digital s.r.o. - CES EA, Cleverlance Slovakia s.r.o., Musala Soft DOOEL, Musala Soft EAD, Musala Soft LLC (Egypt), Qinshift DOO (Serbia), Qinshift d.o.o. Banja Luka (Bosnia Herzegovina), Seavus DOOEL (Macedonia), Seavus FLLC (Belarus), Stratiteq Sweden AB (Sweden).

The following entities - SYSCOM SOFTWARE spol., s.r.o., ALOE spol., s.r.o., Sabris Consulting, s.r.o. Czechia, – estimated the input data. The entities - Aricoma Enterprise Cybersecurity s. r. o. (Slovakia), Cleverlance Enterprise Solutions s.r.o., Cleverlance H2B s.r.o., Cleverlance Slovakia s.r.o. and KOMIX SK s.r.o., - have recalculated the input data based on based on annual billing and rented area. Entities - Aricoma Enterprise Cybersecurity a. s. (Czechia)- Palmovka location, Cleverlance Enterprise Solutions s.r.o., Cleverlance H2B s.r.o. and KOMIX Digital s.r.o. - estimated the input data based on annual billing and rented area where the common area was included. The entity AUTOCONT a.s. estimated the input data based on the amount paid for bills and the average price per kWh. The input data for the entities Internet Projekt s.r.o. and Aricoma a.s. were included under AUTOCONT a.s. estimations.

The input data for entities - AUTOCONT SRL, Seavus DOOEL (Macedonia), Qinshift S.R.L. (Moldova) and QINSHIFT SOFTWARE TECHNOLOGIES J.S.C. – was estimated based on supplier bills of the total consumption and the rented area in m2. Entities KOMIX Digital s.r.o. and Aricoma Digital s.r.o. - Komix s.r.o. calculated the input data based on monthly billing. Qinshift AB (Sweden) has calculated the input data based on bills from previous year due to the unavailability of the last bills from the year 2023 and Aricoma Enterprise Cybersecurity a. s. (Czechia)- Veveri location, estimated data based on rented area and office occupancy. The entity Qinshift DOO (Serbia) estimated the amount of purchased energy differently for each office. The Nish office estimated June and August data proportionally based on bills. The Kragujevac office estimated the data based on readings from control measuring points, and the Beograd office estimated the data based on the average open office consumption in Serbia.

The share of emissions produced by electricity consumption in 2023 was approximately 61.70% of ARICOMA's total emissions.

Over all 909, 943 MWh of purchased energy was covered by guaranties of origin. This is obvious on the total amount of consumption calculated by the market based method. Compare to that, the location based method value is similar to the previous years.

For the first year, Stratiteq Sweden AB (Sweden) has segregated emissions from cooling, which are distinct from electricity bills and are acquired from a third party as cooling services.

Input data for the calculation of emissions from purchased heating for Aricoma company are obtained from landlord bills, based on the floor area recalculation for the following entities: Aricoma Enterprise Cybersecurity a.s. (Czechia), Clearcode Services S.A., Clearcode Services S.A., KOMIX Digital s.r.o., Aricoma Digital s.r.o. - Komix s.r.o., and KOMIX Digital s.r.o. and Stratiteq Sweden AB (Sweden).

The entity Musala Soft EAD has obtained the input data from the national statistical database. Stratiteq Sweden AB (Sweden) has derived the input data by recalculating the previous year's data based on the number of employees. AUTOCONT a.s. was calculating the estimation based on the spend base method when the price per 1 kWh was used to calculate total consumption in kWh in the reporting period. The remaining input data is sourced directly from either internal bills or from landlords.

Electricity - the estimated data consist of 84% of the total purchased electricity energy in 2023. Heat - the estimated data consist of 84% of the total purchased heat energy in 2023.

Energy consumption per type in kWh	2019	2021	2022	2022+	2023
Purchased electricity	4,425,455.00	4,697,409.26	6,094,689.17	6,256,042.42	6,062,011.10
Purchased heat	2,977,532.41	2,397,384.16	2,862,079.20	2,992,474.93	1,872,559.27
Purchased cooling	0.00	0.00	0.00	0.00	20,583.00
<b>Total consumption</b>	<b>7,402,987.41</b>	<b>7,094,793.42</b>	<b>8,956,768.37</b>	<b>9,248,517.35</b>	<b>7,955,153.37</b>
<b>Total tCO2e (location based)</b>	<b>2,812.00</b>	<b>2,166.00</b>	<b>2,710.00</b>	<b>2,808.06</b>	<b>2,830.11</b>
<b>Total tCO2e (market based)</b>	<b>3,011.52</b>	<b>2,780.03</b>	<b>4,123.41</b>	<b>4,266.99</b>	<b>3,466.74</b>

The market-based method was used for calculation of the total company carbon footprint.

## Waste:

The data on waste from batteries and electronic waste were primarily estimated. The company Musala based their estimations on the amount of battery waste production on the number of employees and annual waste disposal reports (protocols). For the remaining companies, the estimations were based on the number of employees and reports from landlords. These companies include: Autocont a.s., Sabris Consulting, s.r.o. Czechia, Consulting 4U, s.r.o., SYSCOM SOFTWARE spol., s.r.o. and ALOE spol., s.r.o. Each of these companies used similar methodologies, relying on employee count and landlord-provided waste data to approximate the amount of battery waste generated. The minority of amount was measured based on reverse waste collection reports.

Category "Municipal waste" includes the waste types "Commercial and industrial waste", "Other waste", "Wooden waste" and "Household waste" estimations were reported for all clusters. The primary basis for these estimations was the leased area (in square meters) and reports from landlords. Other entities estimated Municipal waste data based on the previous year's data or information provided by their waste management service providers. These estimations were typically based on the number of employees in the office.

The amounts of recyclable waste, including glass, plastic, and paper, were estimated based on either the leased area or the number of employees. Additionally, invoices from waste management services provided by landlords were utilized to inform these estimations.

The estimated data represent 87 % of the waste production in 2023.

Produced waste by type in tonnes	2019	2021	2022	2022+	2023
Batteries	0.39	0.31	0.28	0.28	0.30
Food waste	0.35	0.02	0.02	0.02	0.00
Glass	2.03	1.43	0.86	0.86	0.97
Municipal waste	164.57	203.41	216.77	229.44	221.13
Paper waste	32.67	35.40	32.67	38.27	43.47
Plastic waste	12.99	12.85	13.68	15.88	17.32
Electronic waste	39.81	47.19	29.57	29.57	48.83
<b>Total production</b>	<b>252.81</b>	<b>300.60</b>	<b>293.86</b>	<b>314.33</b>	<b>332.01</b>
<b>Total tCO2e</b>	<b>50.97</b>	<b>68.28</b>	<b>103.59</b>	<b>113.84</b>	<b>70.43</b>

### 2.3.2 Emission intensity:

The number of employees was used for emissions intensity.

Emission intensity (tCO2e/number of employees)	2019	2021	2022	2022+	2023
Scope 1	0.82	0.41	0.36	0.38	0.50
Scope 2*	1.25	0.83	1.10	1.11	0.92
Scope 3	0.02	0.02	0.03	0.03	0.02
<b>Total emission intensity</b>	<b>2.09</b>	<b>1.26</b>	<b>1.49</b>	<b>1.51</b>	<b>1.44</b>

\* For Scope 2 emission calculation, the market-based method was used. More detailed overview of the Scope 2 emissions, including a comparison of both methods, can be found above.

### 2.3.3 Emission factors

Type of emissions	Reference
Fugitive emissions	Intergovernmental Panel on Climate Change (IPCC) Fourth Assessment Report (AR5) over a 100-year period
Stationary combustion	DEFRA - UK Government GHG Conversion Factors for Company Reporting (2023)
Vehicle combustion	The conversion from kilometres: IEA Global Fuel Economy Initiative 2023; December 2023 DEFRA - UK Government GHG Conversion Factors for Company Reporting (2023)
Electric vehicles	DEFRA - UK Government GHG Conversion Factors for Company Reporting (2023)
Purchased electricity	Location based: EIB Project Carbon Footprint Methodologies (2023) Market based: European Residual Mixes (AIB 2023)
Purchased heat	DEFRA - UK Government GHG Conversion Factors for Company Reporting (2023)
Purchased cooling	Ecoinvent database (2023)
Waste management	DEFRA - UK Government GHG Conversion Factors for Company Reporting (2023)

# 3. Optional information

## 3.1 Detailed breakdown of the carbon footprint

Emissions of tCO2e by source	2019	2021	2022	2022+	2023
<b>Scope 1</b>					
Fugitive emissions	310.06	54.76	0.00	0.00	208.77
Stationary combustion	19.96	73.73	46.88	46.88	50.86
Vehicles combustion	1,632.05	1,225.72	1,296.86	1,361.07	1,600.53
<b>Scope 1 Total</b>	<b>1,962.08</b>	<b>1,354.21</b>	<b>1,343.74</b>	<b>1,407.95</b>	<b>1,860.16</b>
<b>Scope 2</b>					
Electric vehicles	0.00	2.87	8.83	8.83	15.53
Purchased electricity	2,525.15	2,403.43	3,671.28	3,783.78	3,134.83
Purchased heat	486.37	376.59	452.13	474.39	331.91
Purchased cooling	0.00	0.00	0.00	0.00	5.16
<b>Scope 2 Total</b>	<b>3,011.52</b>	<b>2,782.89</b>	<b>4,132.24</b>	<b>4,266.99</b>	<b>3,487.44</b>
<b>Scope 3</b>					
Waste management	50.97	68.28	103.59	113.84	70.43
<b>Scope 3 Total</b>	<b>50.97</b>	<b>68.28</b>	<b>103.59</b>	<b>113.84</b>	<b>70.43</b>
<b>Grand Total</b>	<b>5,024.57</b>	<b>4,205.38</b>	<b>5,579.57</b>	<b>5,788.78</b>	<b>5,418.02</b>

Percentage share [%]	2019	2021	2022	2022+	2023
<b>Scope 1</b>					
Fugitive emissions	6.2	1.3	0.0	0.0	3.84
Stationary combustion	0.4	1.8	0.8	0.8	0.94
Vehicles combustion	32.5	29.1	23.2	23.5	29.54
<b>Scope 1 Total</b>	<b>39.0</b>	<b>32.2</b>	<b>24.1</b>	<b>24.3</b>	<b>34.32</b>
<b>Scope 2</b>					
Electric vehicles	0.0	0.1	0.2	0.2	0.29
Purchased electricity	50.3	57.2	65.8	65.4	57.86
Purchased heat	9.7	9.0	8.1	8.2	6.13
Purchased cooling	0.0	0	0.0	0.0	0.1
<b>Scope 2 Total</b>	<b>59.9</b>	<b>66.2</b>	<b>74.1</b>	<b>73.7</b>	<b>64.38</b>
<b>Scope 3</b>					
Waste management	1.0	1.6	1.9	2.0	1.3
<b>Scope 3 Total</b>	<b>1.0</b>	<b>1.6</b>	<b>1.9</b>	<b>2.0</b>	<b>1.3</b>
<b>Grand Total</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>

# Attachment – carbon footprint overview for each Group

Group	Data type	Unit	2019	2021	2022	2022+	2023
Aricoma	Carbon footprint	tCO2e	-	-	-	210.46	3,614.12
	Emission intensity	tCO2e/employee	-	-	-	0.18	2,82
AUTOCONT	Carbon footprint	tCO2e	3,172.50	2,605.00	3,871.77	3,870.53	-
	Emission intensity	tCO2e/employee	3.02	2.36	3.35	3.35	-
Cleverlance	Carbon footprint	tCO2e	650.83	720.35	715.69	715.69	545.71
	Emission intensity	tCO2e/employee	1.12	1.32	1.68	1.68	1.58
Seavus	Carbon footprint	tCO2e	1,198.99	617.97	669.47	669.47	695.63
	Emission intensity	tCO2e/employee	1.77	0.69	0.62	0.62	0.59
Stratiteq	Carbon footprint	tCO2e	2.24	5.28	4.80	4.80	237.57
	Emission intensity	tCO2e/employee	0.02	0.05	0.04	0.04	2.18
Musala	Carbon footprint	tCO2e	-	170.14	233.88	233.88	257.07
	Emission intensity	tCO2e/employee	-	0.29	0.39	0.39	0.37
Clearcode	Carbon footprint	tCO2e	-	86.64	83.96	83.96	67.92
	Emission intensity	tCO2e/employee	-	0.82	0.62	0.62	0.47
<b>Grand Total</b>	<b>Carbon footprint</b>	<b>tCO2e</b>	<b>5,024.57</b>	<b>4,205.38</b>	<b>5,579.57</b>	<b>5,788.78</b>	<b>5,418.02</b>
	<b>Emission intensity</b>	<b>tCO2e/employee</b>	<b>2.09</b>	<b>1.26</b>	<b>1.49</b>	<b>1.54</b>	<b>1.44</b>

Emissions of CO2e in tonnes	2019	2021	2022	2022+	2023
<b>Aricoma</b>	-	-	-	-	-
<b>Scope 1</b>	-	-	-	-	-
Stationary combustion	-	-	-	-	38.40
Vehicles combustion	-	-	-	64.21	1,299.30
<b>Total Scope 1</b>	-	-	-	<b>64.21</b>	<b>1,337.69</b>
<b>Scope 2</b>	-	-	-	-	-
Purchased electricity	-	-	-	112.50	2,146
Purchased heat	-	-	-	22.26	125.72
Electric vehicles	-	-	-	-	0.00
<b>Total Scope 2</b>	-	-	-	<b>134.76</b>	<b>2,271.72</b>
<b>Scope 3</b>	-	-	-	-	-
Waste management	-	-	-	11.49	4.71
<b>Total Scope 3</b>	-	-	-	<b>11.49</b>	<b>4.71</b>
<b>AUTOCONT</b>	-	-	-	-	-
<b>Scope 1</b>					
Fugitive emissions	0	33.48	0	0	-
Stationary combustion	4.26	58.51	27.3	27.3	-
Vehicles combustion	1,310.20	801.66	879.17	879.17	-
<b>Total Scope 1</b>	<b>1,314.46</b>	<b>893.64</b>	<b>906.48</b>	<b>906.48</b>	-
<b>Scope 2</b>					
Purchased electricity	1,471.38	1,535.62	2,688.31	2,688.31	-
Purchased heat	351.64	172.55	236.23	236.23	-
<b>Total Scope 2</b>	<b>1,823.03</b>	<b>1,708.17</b>	<b>2,924.54</b>	<b>2,924.54</b>	-
<b>Scope 3</b>					

Emissions of CO2e in tonnes	2019	2021	2022	2022+	2023
Waste management	35.01	3.18	39.74	39.51	-
<b>Total Scope 3</b>	<b>35.01</b>	<b>3.18</b>	<b>39.74</b>	<b>39.51</b>	<b>-</b>
<b>Cleverlance</b>					
<b>Scope 1</b>					
Stationary combustion	15.7	15.12	19.38	19.38	12.36
Vehicles combustion	299.06	412.19	403.53	403.53	283.45
<b>Total Scope 1</b>	<b>314.76</b>	<b>427.31</b>	<b>422.91</b>	<b>422.91</b>	<b>295.81</b>
<b>Scope 2</b>					
Purchased electricity	206.63	165.66	144.8	144.8	130.50
Purchased heat	125.95	122.7	135.11	135.11	96.59
Electric vehicles	-	2.78	8.71	8.71	15.38
<b>Total Scope 2</b>	<b>332.58</b>	<b>291.14</b>	<b>288.62</b>	<b>288.62</b>	<b>242.48</b>
<b>Scope 3</b>					
Waste management	3.5	1.9	4.17	4.17	7.42
<b>Total Scope 3</b>	<b>3.5</b>	<b>1.9</b>	<b>4.17</b>	<b>4.17</b>	<b>7.42</b>
<b>Seavus</b>					
<b>Scope 1</b>					
Fugitive emissions	310.06	21.29	-	-	9.62
Stationary combustion	-	-	0.1	0.1	0.03
Vehicles combustion	20.99	8.67	12.09	12.09	13.06
<b>Total Scope 1</b>	<b>331.05</b>	<b>29.96</b>	<b>12.19</b>	<b>12.19</b>	<b>22.70</b>
<b>Scope 2</b>					
Purchased electricity	847.13	526.52	606.22	606.22	610.76
Purchased heat	8.78	7.11	2.41	2.41	7.57

Emissions of CO2e in tonnes	2019	2021	2022	2022+	2023
<b>Total Scope 2</b>	<b>855.91</b>	<b>533.63</b>	<b>608.63</b>	<b>608.63</b>	<b>618.33</b>
<b>Scope 3</b>					
Waste management	12.03	54.38	48.66	48.66	54.59
<b>Total Scope 3</b>	<b>12.03</b>	<b>54.38</b>	<b>48.66</b>	<b>48.66</b>	<b>54.59</b>
<b>Stratiteq</b>					
<b>Scope 1</b>					
Fugitive emissions	-	-	-	-	199.16
Vehicles combustion	1.81	1.13	0.22	0.22	0.24
<b>Total Scope 1</b>	<b>1.81</b>	<b>1.13</b>	<b>0.22</b>	<b>0.22</b>	<b>199.40</b>
<b>Scope 2</b>					
Electric vehicles	-	0.09	0.12	0.12	0.14
Purchased cooling	-	-	-	-	5.16
Purchased electricity	-	-	-	-	0.00
Purchased heat	-	4	4.4	4.4	32.82
<b>Total Scope 2</b>	<b>-</b>	<b>4.09</b>	<b>4.52</b>	<b>4.52</b>	<b>38.12</b>
<b>Scope 3</b>					
Waste management	0.43	0.07	0.06	0.06	0.06
<b>Total Scope 3</b>	<b>0.43</b>	<b>0.07</b>	<b>0.06</b>	<b>0.06</b>	<b>0.06</b>
<b>Musala Soft AD</b>					
<b>Scope 1</b>					
Stationary combustion	-	0.1	0.1	0.1	0.08
Vehicles combustion	-	2.07	1.85	1.85	4.47
<b>Total Scope 1</b>		<b>2.17</b>	<b>1.95</b>	<b>1.95</b>	<b>4.55</b>
<b>Scope 2</b>					
Purchased electricity	-	133.01	188.83	188.83	201.32



Emissions of CO2e in tonnes	2019	2021	2022	2022+	2023
Purchased heat	-	34.34	43.07	43.07	49.98
Electric vehicles	-	-	-	-	-
<b>Total Scope 2</b>		<b>167.35</b>	<b>231.9</b>	<b>231.9</b>	<b>251.30</b>
<b>Scope 3</b>					
Waste management	-	0.62	0.95	0.02	1.22
<b>Total Scope 3</b>		<b>0.62</b>	<b>0.95</b>	<b>0.02</b>	<b>1.22</b>
<b>Clearcode Services S.A.</b>					
<b>Scope 1</b>					
Stationary combustion	-	-	-	-	-
Vehicles combustion	-	-	-	-	-
<b>Total Scope 1</b>	-	-	-	-	-
<b>Scope 2</b>					
Purchased electricity	-	42.62	43.11	43.11	46.27
Purchased heat	-	35.89	30.92	30.92	19.22
Electric vehicles	-	-	-	-	-
<b>Total Scope 2</b>		<b>78.51</b>	<b>74.03</b>	<b>74.03</b>	<b>65.49</b>
<b>Scope 3</b>					
Waste management	-	8.12	10.02	9.93	2.43
<b>Total Scope 3</b>	-	<b>8.12</b>	<b>10.02</b>	<b>9.93</b>	<b>2.43</b>
<b>Grand Total</b>	<b>5,024.57</b>	<b>4,205.38</b>	<b>5,579.57</b>	<b>5,788.78</b>	<b>5,418.02</b>

Attachment no. 3 – Tables

Aricoma Group - number employees by employee category and gender						
2023						
Gender	Total # of employees	# permanent employees	# temporary employees	# non-guaranteed-hours employees	# full-time employees	# part-time employees
Male	2,665	2,521	138	6	2,599	66
Female	1,132	1,067	60	5	1,057	75
<b>Totals</b>	<b>3,797</b>	<b>3,588</b>	<b>198</b>	<b>11</b>	<b>3,656</b>	<b>141</b>
2022						
Gender	Total # of employees	# permanent employees	# temporary employees	# non-guaranteed-hours employees	# full-time employees	# part-time employees
Male	2,616	2,406	96	114	2,441	169
Female	1,135	1,031	50	54	1,009	132
<b>Totals</b>	<b>3,751</b>	<b>3,437</b>	<b>146</b>	<b>168</b>	<b>3,450</b>	<b>301</b>
2021						
Gender	Total # of employees	# permanent employees	# temporary employees	# non-guaranteed-hours employees	# full-time employees	# part-time employees
Male	1,873	1,698	90	86	1,766	107
Female	774	669	53	51	671	103
<b>Totals</b>	<b>2,647</b>	<b>2,367</b>	<b>143</b>	<b>137</b>	<b>2,437</b>	<b>210</b>
2020						
Gender	Total # of employees	# permanent employees	# temporary employees	# non-guaranteed-hours employees	# full-time employees	# part-time employees
Male	1,862	1,676	83	107	1,763	99
Female	716	611	58	43	654	62
<b>Totals</b>	<b>2,578</b>	<b>2,287</b>	<b>141</b>	<b>150</b>	<b>2,417</b>	<b>161</b>

**Aricoma Group - number of employees by employee category and country of operation**

2023						
Country	Total number of employees	# permanent employees	# temporary employees	# non-guaranteed-hours employees	# full-time employees	# part-time employees
Czech Republic	1,410	1,294	107	9	1,295	115
Macedonia	861	808	53	0	861	0
Bulgaria	460	460	0	0	454	6
Slovakia	253	247	4	2	247	6
Serbia	252	245	7	0	251	1
Sweden	140	128	12	0	136	4
Poland	141	141	0	0	135	6
Turkey	94	93	1	0	94	0
Belarus	21	6	15	0	20	1
Bosnia & Herzegovina	20	20	0	0	20	0
Moldova	32	32	0	0	32	0
Other	113	110	3	0	111	2
<b>Totals</b>	<b>3,797</b>	<b>3,584</b>	<b>202</b>	<b>11</b>	<b>3,656</b>	<b>141</b>
2022						
Country	Total number of employees	# permanent employees	# temporary employees	# non-guaranteed-hours employees	# full-time employees	# part-time employees
Czech Republic	1,559	1,385	32	142	1,321	238
Macedonia	792	747	45	0	790	2
Bulgaria	450	450	0	0	442	8
Slovakia	267	232	10	25	233	34
Serbia	228	222	6	0	226	2
Sweden	143	127	16	0	142	1
Poland	142	132	9	1	131	10
Turkey	67	65	2	0	67	0
Belarus	31	8	23	0	29	2
Bosnia & Herzegovina	22	22	0	0	22	0
Moldova	29	28	1	0	28	1
Other	21	19	2	0	19	3
<b>Totals</b>	<b>3,751</b>	<b>3,437</b>	<b>146</b>	<b>168</b>	<b>3,450</b>	<b>301</b>

	2021					
Country	Total number of employees	# permanent employees	# temporary employees	# non-guaranteed-hours employees	# full-time employees	# part-time employees
Czech Republic	1,423	1,290	17	116	1,243	199
Macedonia	562	502	60	0	559	3
Bulgaria	0	0	0	0	0	0
Slovakia	225	201	3	21	202	4
Serbia	207	201	6	0	205	2
Sweden	149	128	21	0	149	0
Poland	1	0	1	0	1	0
Turkey	0	0	0	0	0	0
Belarus	37	6	31	0	35	2
Bosnia & Herzegovina	15	13	2	0	15	0
Moldova	19	19	0	0	19	0
Other	9	7	2	0	9	0
<b>Totals</b>	<b>2,647</b>	<b>2,367</b>	<b>143</b>	<b>137</b>	<b>2,437</b>	<b>210</b>

	2020					
Country	Total number of employees	# permanent employees	# temporary employees	# non-guaranteed-hours employees	# full-time employees	# part-time employees
Czech Republic	1,387	1,263	0	124	1,242	145
Macedonia	477	421	56	0	476	1
Bulgaria	0	0	0	0	0	0
Slovakia	301	269	6	26	291	10
Serbia	182	174	8	0	180	2
Sweden	155	131	24	0	154	1
Poland	0	0	0	0	0	0
Turkey	0	0	0	0	0	0
Belarus	48	6	42	0	46	2
Bosnia & Herzegovina	10	10	0	0	10	0
Moldova	1	1	0	0	1	0
Other	17	12	5	0	17	0
<b>Totals</b>	<b>2,578</b>	<b>2,287</b>	<b>141</b>	<b>150</b>	<b>2,417</b>	<b>161</b>

**Aricoma Group - New hires by age group**

	2023			2022			2021			2020		
Age group	Total number of employees	Number of new hires	Rate of new hires	Total number of employees	Number of new hires	Rate of new hires	Total number of employees	Number of new hires	Rate of new hires	Total number of employees	Number of new hires	Rate of new hires
Under 30 years old	830	285	34%	987	432	44%	604	218	36%	664	184	28%
30-50 years old	2,510	396	16%	2,383	503	21%	1,689	289	17%	1,599	247	15%
Over 50 years old.	457	32	7%	381	27	7%	354	30	8%	315	14	4%
<b>Totals</b>	<b>3,797</b>	<b>713</b>	<b>19%</b>	<b>3,751</b>	<b>962</b>	<b>26%</b>	<b>2,647</b>	<b>537</b>	<b>20%</b>	<b>2,578</b>	<b>445</b>	<b>17%</b>

**Aricoma Group - New hires by gender**

	2023			2022			2021			2020		
Gender	Total number of employees	Number of new hires	Rate of new hires	Total number of employees	Number of new hires	Rate of new hires	Total number of employees	Number of new hires	Rate of new hires	Total number of employees	Number of new hires	Rate of new hires
Male	2,665	488	18%	2,616	662	25%	1,873	387	21%	1,862	329	18%
Female	1,132	225	20%	1,135	300	26%	774	150	19%	716	116	16%
<b>Totals</b>	<b>3,797</b>	<b>713</b>	<b>19%</b>	<b>3,751</b>	<b>962</b>	<b>26%</b>	<b>2,647</b>	<b>537</b>	<b>20%</b>	<b>2,578</b>	<b>445</b>	<b>17%</b>

**Aricoma Group - New hires by country of operation**

	2023			2022			2021			2020		
Country	Total number of employees	Number of new hires	Rate of new hires	Total number of employees	Number of new hires	Rate of new hires	Total number of employees	Number of new hires	Rate of new hires	Total number of employees	Number of new hires	Rate of new hires
Czech Republic	1,410	246	17%	1,559	338	22%	1,423	197	14%	1,387	210	15%
Macedonia	861	146	17%	792	205	26%	562	166	30%	477	95	20%
Slovakia	253	47	19%	267	64	24%	225	25	11%	301	43	14%
Serbia	252	58	23%	228	62	27%	207	73	35%	182	41	23%
Sweden	140	28	20%	143	29	20%	149	33	22%	155	27	17%
Belarus	21	8	38%	31	10	32%	37	11	30%	48	19	40%
Moldova	32	14	44%	29	16	55%	19	21	111%	1	1	100%
Bosnia & Herzegovina	20	3	15%	22	10	45%	15	8	53%	10	4	40%
Others	808	163	20%	680	228	34%	10	3	30%	17	5	29%
<b>Totals</b>	<b>3,797</b>	<b>713</b>	<b>19%</b>	<b>3,751</b>	<b>962</b>	<b>26%</b>	<b>2,647</b>	<b>537</b>	<b>20%</b>	<b>2,578</b>	<b>445</b>	<b>17%</b>

Aricoma Group - Turnover by age group												
Age group	2023			2022			2021			2020		
	Total number of employees	Number of employees left	Turnover rate	Total number of employees	Number of employees left	Turnover rate	Total number of employees	Number of employees left	Turnover rate	Total number of employees	Number of employees left	Turnover rate
Under 30 years old	844	217	26%	987	229	23%	604	141	23%	664	123	19%
30-50 years old	2,497	286	11%	2,383	376	16%	1,689	242	14%	1,599	202	13%
Over 50 years old.	456	38	8%	381	37	10%	354	31	9%	315	20	6%
<b>Totals</b>	<b>3,797</b>	<b>541</b>	<b>14%</b>	<b>3,751</b>	<b>642</b>	<b>17%</b>	<b>2,647</b>	<b>414</b>	<b>16%</b>	<b>2,578</b>	<b>345</b>	<b>13%</b>

Aricoma Group - Turnover by gender												
Gender	2023			2022			2021			2020		
	Total number of employees	Number of employees left	Turnover rate	Total number of employees	Number of employees left	Turnover rate	Total number of employees	Number of employees left	Turnover rate	Total number of employees	Number of employees left	Turnover rate
Male	2,683	366	14%	2,616	448	17%	1,873	309	16%	1,862	283	15%
Female	1,150	175	15%	1,135	194	17%	774	105	14%	716	62	9%
<b>Totals</b>	<b>3,833</b>	<b>541</b>	<b>14%</b>	<b>3,751</b>	<b>642</b>	<b>17%</b>	<b>2,647</b>	<b>414</b>	<b>16%</b>	<b>2,578</b>	<b>345</b>	<b>13%</b>

Aricoma Group - Turnover by country of operation												
Country	2023			2022			2021			2020		
	Total number of employees	Number of employees left	Turnover rate	Total number of employees	Number of employees left	Turnover rate	Total number of employees	Number of employees left	Turnover rate	Total number of employees	Number of employees left	Turnover rate
Czech Republic	1,410	212	15%	1,559	226	14%	1,423	187	13%	1,387	174	13%
Macedonia	861	72	8%	792	144	18%	562	84	15%	477	68	14%
Slovakia	253	46	18%	267	46	17%	225	27	12%	301	14	5%
Serbia	252	34	13%	228	43	19%	207	48	23%	182	34	19%
Sweden	140	32	23%	143	42	29%	149	42	28%	155	35	23%
Belarus	21	7	33%	31	6	19%	37	18	49%	48	16	33%
Moldova	32	9	28%	29	8	28%	19	3	16%	1	0	0%
Bosnia & Herzegovina	20	4	20%	22	3	14%	15	3	20%	10	2	0%
Others	808	125	15%	680	124	18%	10	2	20%	17	2	12%
<b>Totals</b>	<b>3,797</b>	<b>541</b>	<b>14%</b>	<b>3,751</b>	<b>642</b>	<b>17%</b>	<b>2,647</b>	<b>414</b>	<b>16%</b>	<b>2,578</b>	<b>345</b>	<b>13%</b>