

# ETISOFT

ETISOFT ANNUAL REPORT 2022

Communication on progress



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Michał Majnusz,  
the president of Etisoft Sp. z o.o.

# INTRO

## Our responsibility

Ladies and gentlemen,

Another year the world is facing challenges and the need to operate in circumstances we have not faced before. The pandemic, and then the war in Ukraine became an unexpected test for entrepreneurs in operations conducted in an uncertain, turbulent time. The past year was the time of trial for our company too. We emerged from it strengthened to pursue our ambitious plans this year and in the years to come.

The year 2023 is a special year for us. We have operated on the market for 30 years! Drawing conclusions from the past and based on the experience we have gained, we are looking, first and foremost, to the future. Our strategic actions are invariably connected with Etisoft's mission "Safe cooperation - continued development."

Therefore, in the coming year, we are continuing to carry out actions focused on automation (including AGVs, vision systems, EDI - Electronic Data Interchange) and investment. The largest of these is the Central Warehouse at the Diamond Business Park, which was launched at the end of 2022. This is the very core of our logistics and warehousing operations. The 6,000-square-meter hall enables us to ultimately store

2,500 pallets, 15,000 KLT containers, in which we keep all our products and goods, as well as more than 2,000 pallets of raw materials. The strategic decision to expand our space enabled us to secure the continuity of label manufacturing in these uncertain times.

Process automation and technologically advanced solutions - we not only offer them to our customers, but also use them ourselves in our work environment. We will devote this year to the continuation of work on the implementation of SALMA (the Automated Logistics, Warehousing and Notification System) which, with the aid of AGVs, will conduct transport, storage, and delivery for packaging at the Central Warehouse.

We are also expanding our machine park. To meet the needs of the market and our customers as well as the growing demand for RFID technology, we are increasing the resources with machines for manufacturing, encoding and inspecting RFID labels. We are investing in more injection molding machines for production of plastic workpieces such as control panels and faceplates.

30 YEARS

Etisoft is not only a label manufacturer, although we began with them 30 years ago... Our undisputed asset is versatility in providing components, products and systems for labelling and automatic product identification and automation of production, logistics, and warehousing processes in a broad sense. By that I mean Industry 4.0 solutions, such as vision systems and AGVs. This year we want to concentrate on the commercialization of the latter, unification and creation of products offered off-the-shelf.

How do we see the future in these uncertain times? We look to it, despite everything, with optimism, with firmly outlined plans and a vision of development for the years to come. In its 30th year of operation, Etisoft invariably remains a stable, thriving and... ever younger company that moves with the times.

Michał Majnusz,  
the president of Etisoft Sp. z o.o.



# ETISOFT AT A GLANCE

## “From labels to Industry 4.0”

We have manufactured labels and industrial markings and provided Auto ID and RFID solutions since 1993. We deal with automatic product identification, implement increasingly modern Industry 4.0 solutions to facilitate and automate the operation of production, warehouses, and logistics centers.

Our customers include approximately 1,200 major companies from 40 countries worldwide. They represent such branches as automotive, household goods, audio and video devices, electronics, and many others (construction, chemical, pharmaceutical, logistics and FMCG).

Etisoft consists of 18 capital-related companies



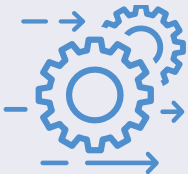
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companies with manufacturing, commercial and R&D profiles



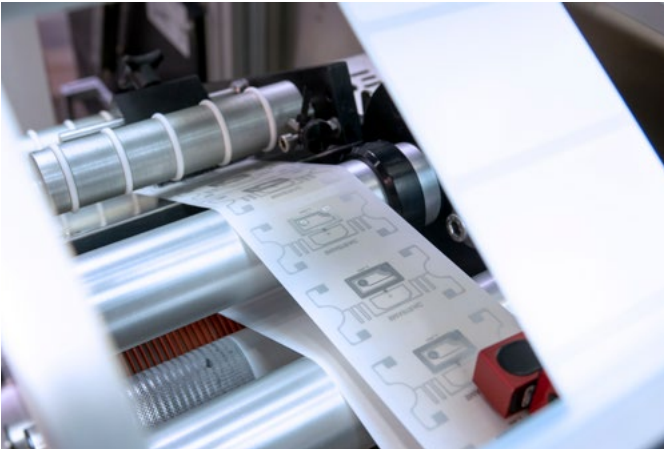
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Etisoft branches (Kraków, Warszawa, Germany, Denmark, Hungary, Chechia, Slovakia, Ukraine)

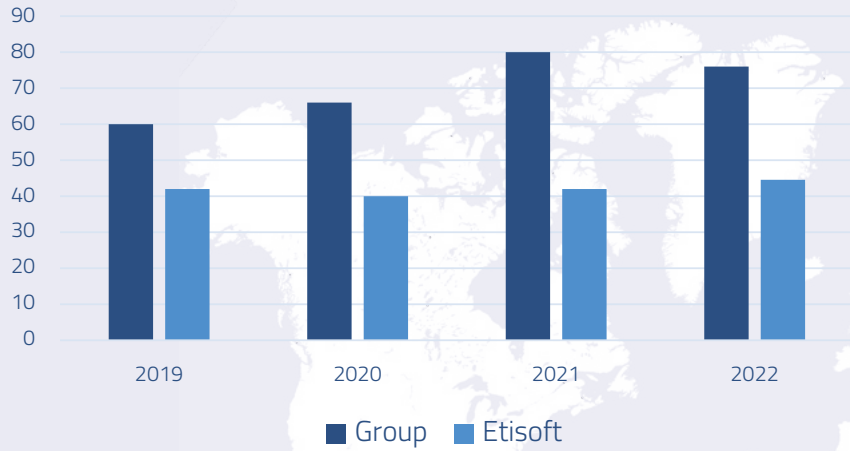


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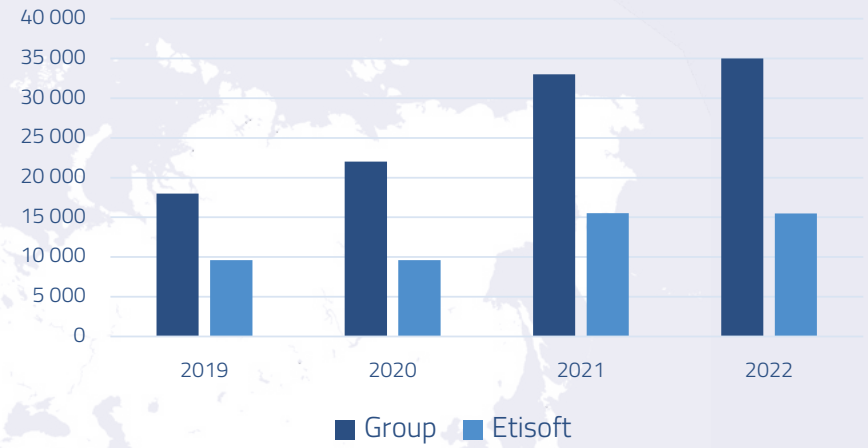
company MacArthur-Etisoft operating in the USA



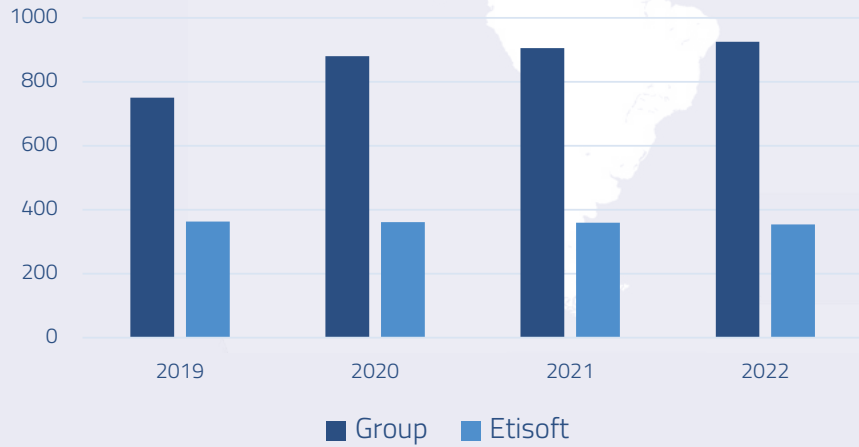
Turnover in million Euro



Surface area of facilities in sqm



Headcount



Certificates held by Etisoft

- PN-EN ISO 9001:2015 Certificate
- PN-EN ISO 14001:2015 Certificate
- IATF 16949:2016 Certificate
- FSC Certificate

# HUMAN CAPITAL AND LABOUR

## Sport, wellbeing and development

### Etisoft Human Capital

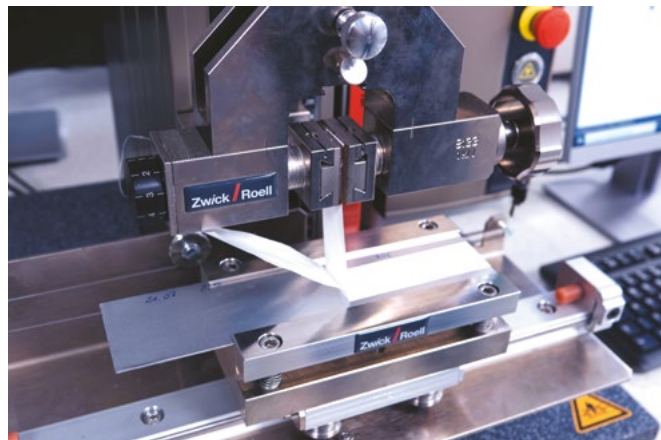
- Knowledge, competences, experience, and motivating employees for the organization's development.
- Motivation for improvement and development of processes, products, and services, including the abilities of employees related to leadership, management and cooperation.
- High safety culture.

### Our aims in the scope of human capital management:

- Guarantee of and development of all the employees, for the effective accomplishment of the business strategy.
- Permanent improvement of awareness and commitment level of managerial staff, employees and subcontractors in the improvement of occupational safety.

### Key measures:

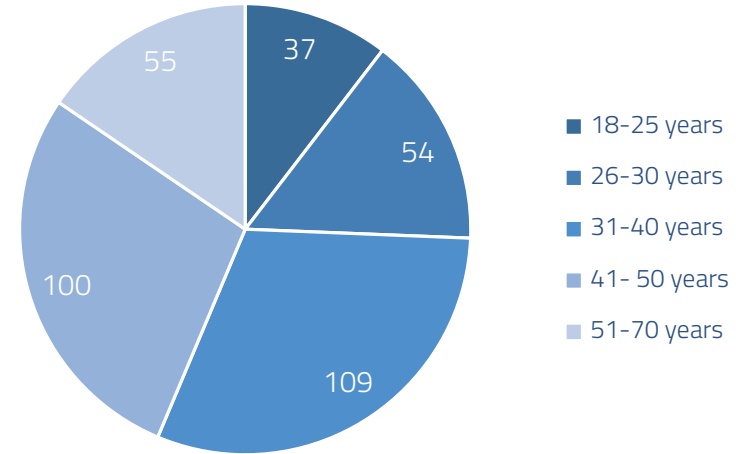
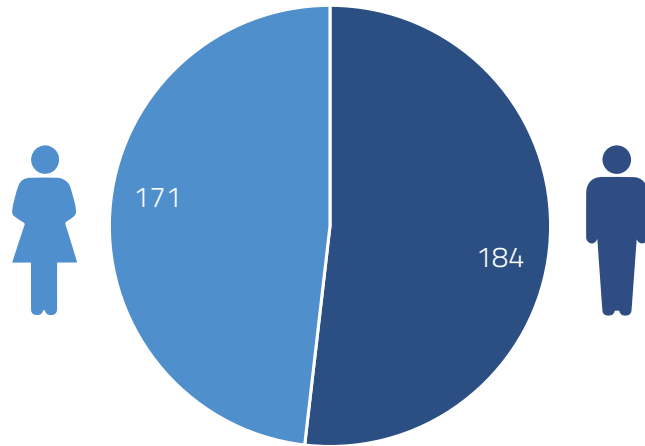
- Responsible recruitment and adaptation to working environment.
- Introduce training and development programs: Employee Development Program (Teach employees to own their career development), Management Development Programs and Knowledge and experience sharing program (Internal Trainers Program).
- Creating an involving workplace.
- Observance of the ethical principles in business - implementation of an Ethical Code.
- Engaging the managerial staff in dissemination of proper Occupational Health and Safety attitudes among the employees.
- Promotion of healthy lifestyles (Etisoft Bike Team, Etisoft Ski Team, Etisoft Running Team).
- Involvement in activities for homeless animals ("A warm blanket for a winter night" – the seventh collection of gifts for homeless animals).





# Etisoft's headcount structure

Headcount for the end of 2022



Distribution according to gender

|           |     |      |
|-----------|-----|------|
| Women     | 171 | 49 % |
| Men       | 184 | 51 % |
| Headcount | 355 |      |

Distribution according to age

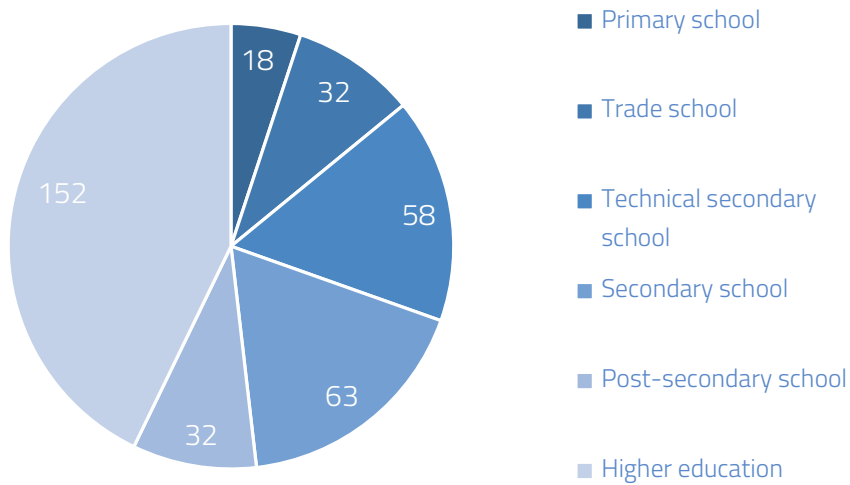
|             |     |         |
|-------------|-----|---------|
| 18-25 years | 37  | 10,42 % |
| 26-30 years | 54  | 15,21 % |
| 31-40 years | 109 | 30,70 % |
| 41-50 years | 100 | 28,17 % |
| 51-70 years | 55  | 15,49 % |



|                    |                      |
|--------------------|----------------------|
| Disabled employees | Average age          |
| 13                 | 39                   |
| Employee turnover  | Sickness absenteeism |
| 1,46 %             | 7,35 %               |

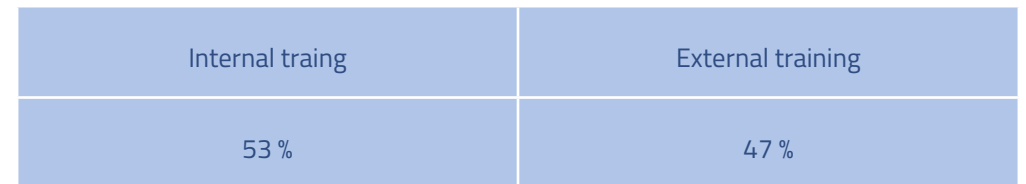
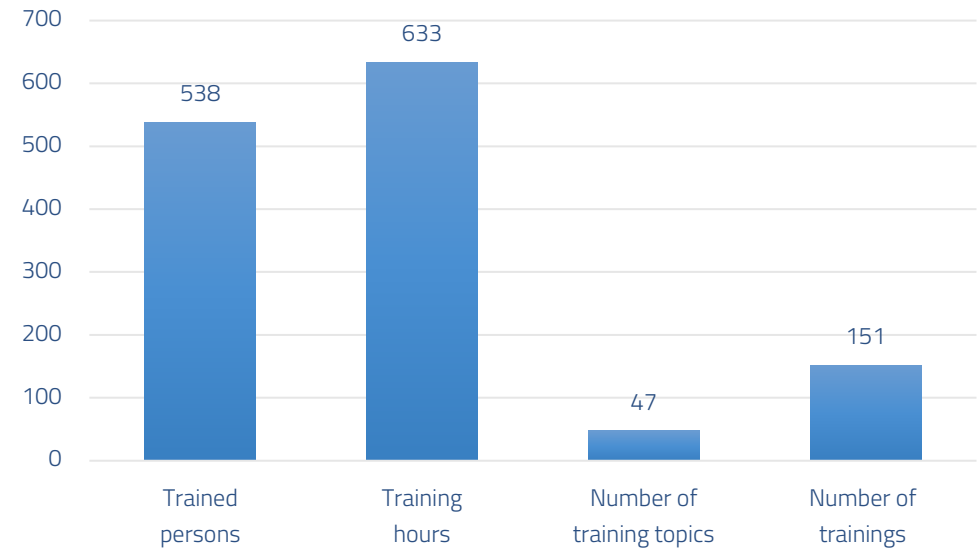
## Individual development plans completed in 2022

| Distribution according to education |     |         |
|-------------------------------------|-----|---------|
| Primary school                      | 18  | 5,07 %  |
| Trade school                        | 32  | 9,01 %  |
| Technical secondary school          | 58  | 16,34 % |
| Secondary school                    | 63  | 17,75 % |
| Post-secondary school               | 32  | 9,01 %  |
| Higher education                    | 152 | 42,82 % |



|  |                          |
|--|--------------------------|
| Total number of completed individual development plans | 201                      |
|  | 56,61 % of all employees |

## Trainings



## Business process improvement in 2022

|                          |    |
|--------------------------|----|
| Kaizen Forms             | 59 |
| Implemented Kaizen Ideas | 42 |



## Awards and distinctions

- For the second year in a row Etisoft was awarded the HR Highest Quality certificate. The certificate is awarded by the Polish Human Resources Management Association following a questionnaire survey covering all HR processes in the company and an in-depth analysis of a selected HR project. For this edition, Etisoft presented the project "Shaping positive attitudes in the organization."
- Etisoft has been awarded a distinction in the 'Family Friendly Company / Human Friendly Company' competition organised by the Humanites Institute. Based on the competition results, a report of Good Employer Practices in 2021-2022 was prepared. We share in it a description of practices and activities which we carry out and which are part of the philosophy of well-being and supporting employees in combining their professional and private roles.
- Our company was assessed by global rating agency EcoVadis within environmental and social activities, ethics of operation and supply chain. As a result of the audit, we have been awarded a bronze medal. The assessment made by EcoVadis confirms the efficiency and correctness of our actions and the direction in which we are going.

**#EtisoftItMeansMore**

# EXTERNAL CUSTOMER SATISFACTION SURVEY AS AN ELEMENT OF DEVELOPMENT

## Customer satisfaction

### Key measures

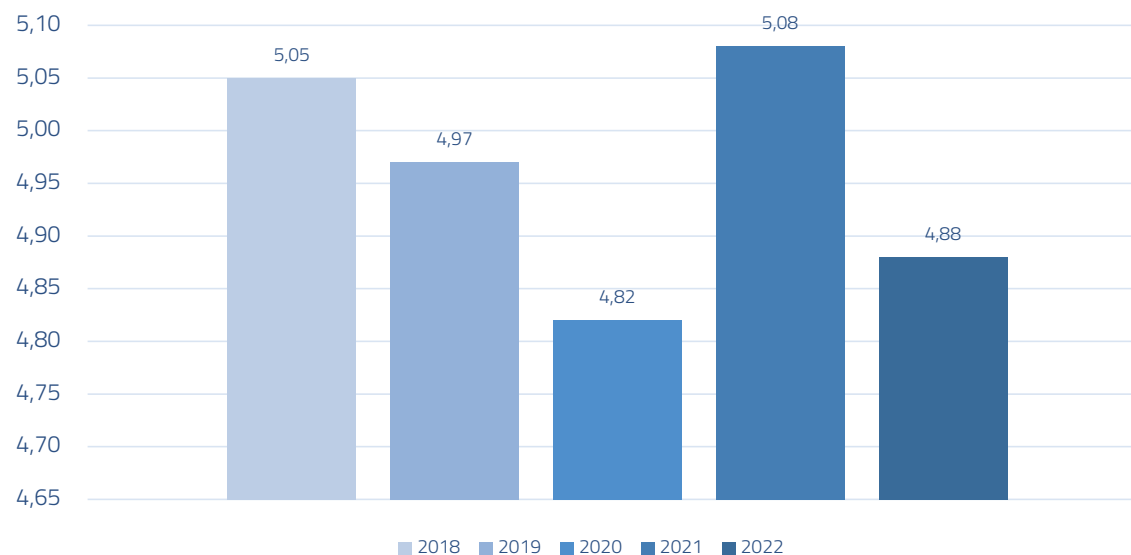
- In order to provide high quality of customer care, we conducted a Customer Satisfaction Survey at the end of December 2022.
- Customer Satisfaction Survey Report provides an overview of the satisfaction of Etisoft customers with a range of services offered by Etisoft.
- The survey was consisted of 19 questions. Questions from 1-7 assessed selected areas of the Company's activities:
  1. Marketing
  2. Sales
  3. Research and Development
  4. Customer Service Office
  5. Production and Logistics
  6. Service
  7. Quality.

Questions 8-16 concerned the Marketing Division and marketing actions undertaken in order to obtain new leads (including, among other things, how often the respondent visits Etisoft's website, whether the respondent is familiar with the newsletter sent by Etisoft, the offer of Etisoft's online shop, whether he or she visits Etisoft's profile in social media, whether the respondent has come across an advertisement, an article in the external media regarding

the company or Etisoft products, whether he or she has noticed changes in the area of Etisoft communication and marketing). Questions 17-19 concerned supporting customers and their expectations of Etisoft's Sales Department.

In the 2022 Satisfaction Survey, the average satisfaction level is slightly lower than in the previous year. The far-reaching effects of the pandemic as well as the Russian aggression in Ukraine can be pointed out as the main reasons significantly hindering business operations.

Customer satisfaction assessment in the years 2018-2022



As a result, the level of customer satisfaction in 2022, amounted to 4.88.

# RULES OF CONDUCT APPLICABLE IN ETISOFT SP. Z O.O.

These rules of conduct are applicable to all organizational units and branch offices of Etisoft Company.

## General requirements

All organizational units of the Company, branch offices, suppliers and their subcontractors are obliged to act according to these rules of conduct. In cases where suppliers use other business entities to deliver products, raw materials, equipment, etc., for Etisoft Sp. z o.o., the supplier is responsible for ensuring compliance of the subcontractor with the requirements specified in these rules of conduct.

## Specific requirements

### Employment of children

Etisoft Sp. z o.o. does not accept, in any form, the employment of children under the age of 16. In justified cases related to the employment minors, i.e., between 16 and 18 years of age, the employer is obliged to ensure that working conditions, working hours and remuneration adapted to the age of the minors are in line with applicable law.

### Forced labour

The Company does not tolerate the use of any form of involuntary labour rendered against the will or conscious choice of the employee.

### Health and safety

All employees at the Company must be provided with safe and healthy working environment. At the same time, the employer should undertake all possible actions to eliminate the causes that contribute to negative working conditions.

### Discrimination of employees

Etisoft Sp. z o.o. treats all employees equally regardless of their cultural and religious differences, political convictions, union membership, sexual orientation, age, gender, disability. All decisions related to employment, remuneration, promotion, training, etc., are made only on the basis of the employee's skills and professional qualifications.

### Harassment and abuse

An Etisoft Sp. z o.o. employee cannot be subjected to discrimination or harassment that would result in the violation of the employee's dignity, humiliation, or indignity. The above-mentioned conduct may include physical, sexual, psychological, or verbal abuse.

### Working hours

Etisoft Sp. z o.o. recognises that an employee must not be required to work hours in excess of those specified in the adopted "Terms and Conditions of Work."

### Remuneration

An Etisoft's employee is entitled to remuneration for his work in the amount specified in the contract of employment; however, the total remuneration, including additional components, has to be equal to or to exceed the level of the minimum remuneration specified by law.

### Freedom of association and the right to collective bargaining

All employees are entitled to freely form, join, and participate in any organisation that represents their interests as employees. No employee may be intimidated or harassed because of the exercise of the right to freedom of association. The employer has to respect the right of employees to negotiate a collective agreement.

### Compliance with the requirements of environmental protection

The rules of conduct of Etisoft Sp. z o.o. within the scope of its impact to natural environment have been specified in the "Policy of the Integrated Management System" in Etisoft Sp. z o.o.

### Monitoring and compliance

The obligation to monitor the compliance of the company's operations with the implemented rules of conduct as well as the need to inform employees about actions undertaken and their results rests with the Company's management.

# ETISOFT FOR SOCIETY, SURROUNDING AND ENVIRONMENT

## Activities

We join and support initiatives and undertakings which are in line with the company's DNA and the profile of our activities. These are, above all, activities related to sport, healthy lifestyle according to the idea of work-life balance.

### Sport

There are six sports groups operating under the Etisoft banner. We encourage employees to engage in different forms of activity (running together, participation in the league of soccer fives, cycling, participating in competitions).

- In 2022, we promoted Etisoft sports teams and encouraged employees to physical activity. The activities under the "Let's Move" campaign included a Nordic walking course and slow jogging for our employees. An incentive to spend time in an active way was a photo contest "Etisoft on the move, or where you take your backpack." In addition, employees participated in sports competition. Sport under the aegis of Etisoft sports teams was also the main theme of the company's picnic.
- Etisoft was also the main sponsor of the RowerON event, mobilizing people to enjoy active and family way of spending leisure time and explore local attractions.



futsalteam



runningteam



biketeam



skiteam



fishingteam



sailingteam

**ETISOFT**

ruszajmy  
się!

**ROWERON 2022**











## Youth

- Another year we support sports activities of young people from the Jaworzyna Śląska Community Sports Club and its cycling section.
- We promote young poets - once again, we supported the publication of the "Anthology of Children's and Youth's Poetry" - an initiative of the Primary School No. 30 in Zabrze.
- We invited the children of our employees to participate in the art contest "Etisoft - Factory of the Future" to celebrate the 30th anniversary of the company which falls in 2023.





## Solidarity with Ukraine

In the face of the outbreak of the war in Ukraine, our company was not indifferent to the fate of the fighting Ukraine and the citizens of this country.

We feel responsible for our colleagues - employees of the Etisoft Ukraine branch. We offered them comprehensive help and hospitality. Families from Lviv with their children found shelter with our families, and we created jobs for them as well.

We also helped to collect donations for refugees.



## Charity

For the seventh time we organized a collection of gifts for homeless animals among our employees. Within the framework of our "A warm blanket on a winter night" campaign, we donated over half a ton of food to the Fundacja Człowiek dla Zwierząt w Łętkowicach Kolonii.

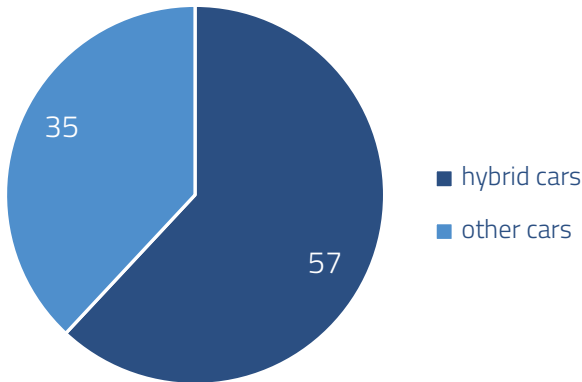
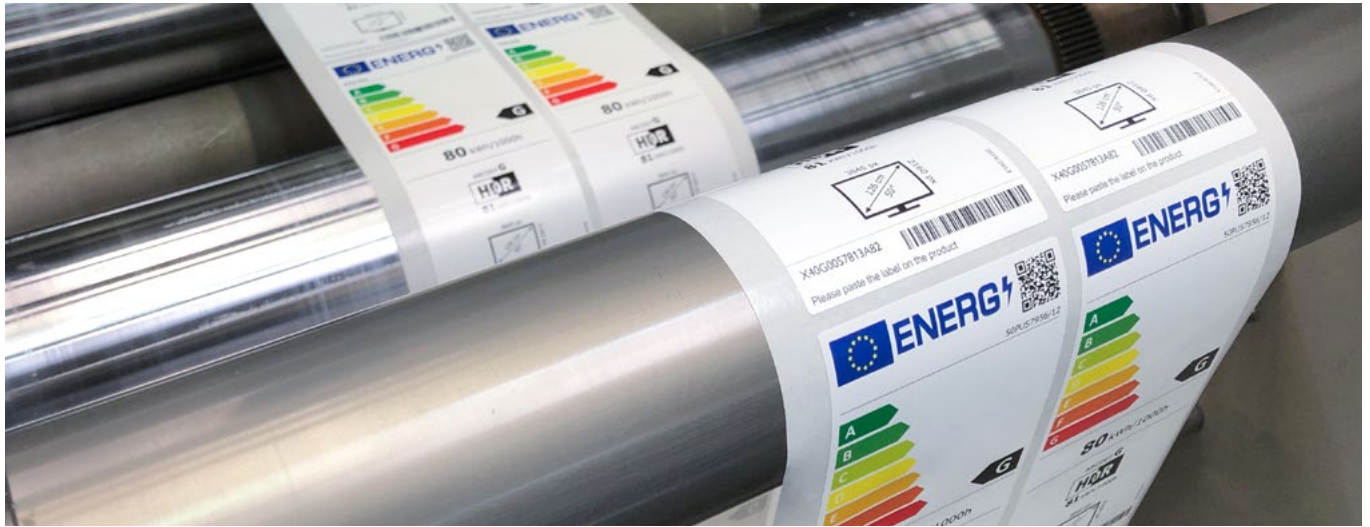
## Environment

We promoted Etisoft's actions regarding our FSC certificate® (license number FSC-C151182) and obtaining raw materials from sustainable sources. During FSC Forest Week we organized a contest for employees on their knowledge about this process in our company.

# ENVIRONMENT

## Awareness and responsibility

Observing global climate change and the constantly increasing role of business environmental undertakings, we are activating our actions in this area.



We feel fully responsible for the quality of our performance and impact on the ecosystem, hence the ongoing monitoring and measures we are taking with the future in mind.

Replacement of the machine park, waste segregation, proper waste management, recovery and recycling of electrical equipment, batteries, packaging from the market etc. were reflected in the decision of the President of the City of Gliwice.

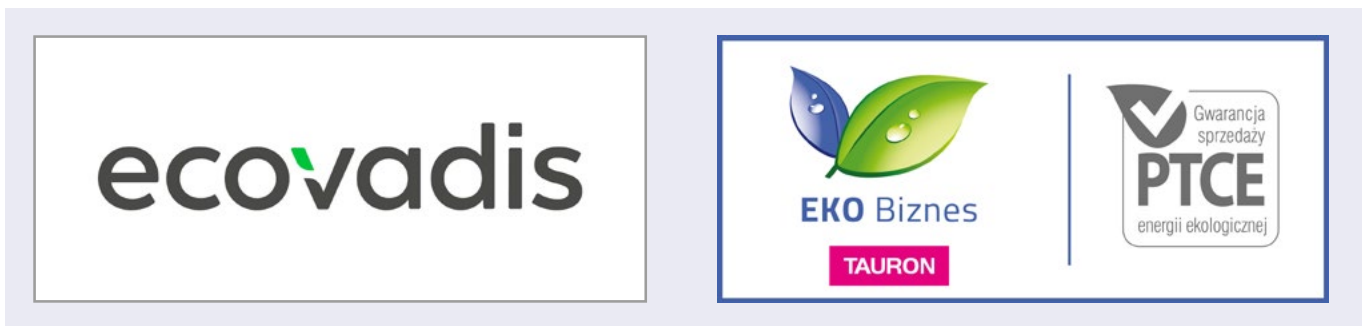
One proof of our commitment to sustainable development is the gradual replacement of Etisoft's vehicle fleet with hybrid vehicles. In 2022, we continued the gradual replacement of

the company's fleet with hybrid vehicles, which began in 2021. Last year it increased by more cars with this type of drive. Currently, hybrid vehicles constitute 62% of the fleet.

- Etisoft has been classified by EcoVadis which is a leading global rating agency that assesses corporate actions and practices within corporate social responsibility.
- We signed a contract for the supply of electricity with reduced CO2 emissions.

| hybrid vehicles | other vehicles |
|-----------------|----------------|
| 57              | 35             |

Currently, 62 % of the company cars are hybrid.



# Performance of environmental measures for 2022

## Quantities of hazardous and non-hazardous waste produced:

| No.                                     | TYPE OF WASTE  | 2020          |                           | 2021          |                           | 2022           |                           |
|---|--|---------------|---------------------------|---------------|---------------------------|----------------|---------------------------|
|   |  | AMOUNT (Mg)   | AMOUNT to be paid NET PLN | AMOUNT (Mg)   | AMOUNT to be paid NET PLN | AMOUNT (Mg)    | AMOUNT to be paid NET PLN |
| 1.                                      | Hazardous waste  | 11,583        | 56,896.00                 | 12,386        | 74,949.00                 | 11,215         | 75 889.00                 |
| 2.                                      | Non-hazardous waste  | 2,343         | 8,483.5                   | 2,739         | 10 971.00                 | 2,743          | 8 615.00                  |
| 3.                                      | Non-hazardous waste (technological waste)  | 569.43        | 316,033.65                | 624.89        | 431 174.10                | 805.5          | 624 262.50                |
| 4.                                      | Non-hazardous waste (collected free of charge)   | 1,634         | -----                     | 2,057         | -----                     | 12,524         | -----                     |
| 5.                                      | Non-hazardous waste (collected free of charge), transport fee                            | 42.39         | 16,740.00                 |               |                           |                |                           |
|   | for paper collection   |               |                           | 11,480        | 16,430.00                 |                | 3 060.00                  |
|   | for stretch film   |               |                           | 9,630         | 4,650.00                  |                | 1 260.00                  |
| 6.                                      | Non-hazardous waste (technological waste (d 21), fee for transport of a 2.5 m3 container | -----         | -----                     | -----         | 14,040.00                 | -----          |                           |
| <b>TOTAL:</b>                           |  | <b>627.38</b> | <b>398,153.15</b>         | <b>663.18</b> | <b>552,214.10</b>         | <b>831.98</b>  | <b>713 086.50</b>         |
| 7.                                      | Non-hazardous waste (for segregation of which we receive fees):                          | 2.03          | 2,662.00                  | *21.520       | 3,228.00                  | *44,656        | 14 762.60                 |
| <b>TOTAL AMOUNT OF COLLECTED WASTE:</b> |  | <b>629.41</b> |                           | <b>684.70</b> |                           | <b>876,638</b> |                           |

\* applies to paper and cardboard, stretch film, scrap

## The quantities of municipal waste produced:

| 2020   |               |                           | 2021  |               |                           | 2022   |               |                           |
|--|---------------|---------------------------|---|---------------|---------------------------|--|---------------|---------------------------|
| Amount (m3)  |               | AMOUNT to be paid NET PLN | Amount (m3)   |               | AMOUNT to be paid NET PLN | Amount (m3)  |               | AMOUNT to be paid NET PLN |
| including: Szara 21 - 240.00<br>Sowińskiego 11 - 115.00<br>Jeziorańskiego 39 - 29.70 | <b>384.70</b> | 32,794.35                 | including: Szara 21 - 95.00<br>Sowińskiego 11 - 125.00<br>Jeziorańskiego 39 - 26.60 | <b>248.60</b> | 27,346                    | including:<br>Szara 21 - 75.00<br>Sowińskiego 11 - 115.00<br>Jeziorańskiego 39 - 33.60<br>Da Vinci 5 - 12.82 | <b>236.42</b> | 27,820                    |

# ANTI-CORRUPTION

## Honesty and transparency

We believe that our business can thrive in communities where human rights are protected and respected in accordance with national laws and regulations. Our policy on the protection human rights is based on the International Charter of Human Rights and on the fundamental principles specified in the Declaration of the International Labor Organization. As a member of Global Compact, a UN organization, we are committed to respecting all human rights that pertain to our activity.

We respect the provisions of these documents and require our suppliers to do the same.

## Fair organizational practices

### Code of Ethics

It organizes and names what is significant from the point of view of the employer as well as the employee. The purpose of the document is to perform the role of a guideline indicating standards of behavior in employee relations. This is our mutual commitment to the quality of the relationship between our co-workers or employer and employee.

A procedure has been created, along with the Code of Ethics, to support compliance with the Code of Ethics and regulate the principles for reporting irregularities associated with violations of its provisions.



### Supplier Code of Ethics

We have an extensive and diversified supply chain, and we also recognize the vital role that our suppliers play in helping us to cooperate fairly and sustainably in this area. These principles apply to both the suppliers of goods and services, and they are equal to the values in force at Etisoft. Thus, the existing Etisoft Supplier Code of Ethics presents the attitudes which should be fundamental for fair and sustainable cooperation.

### Anti-Corruption Policy

We have established uniform principles of dealing with, preventing and counteracting fraud committed against the Company. They also include activities that are non-compliant with the principles of running a company in a transparent, ethical manner and in accordance with the rules of fair competition. The purpose of the Anti-Corruption Policy is also to ensure that the Company acts in a transparent manner towards our business partners.



**Etisoft Sp. z o.o.**

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**BDO:** 000018097 **INITIAL CAPITAL:** 5 000 000 PLN

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**ETISOFT**  
\_it means more

**NOŠNOSĆ ANTRESOLI**  
Obciążenie równomiernie: **200 kg/m²**  
Producent: **ETISOFT**  
Model: **ANTRESOLI**  
TEL: (48) 41 275 80 12  
E-MAIL: [kontakt@etisoft.pl](mailto:kontakt@etisoft.pl)