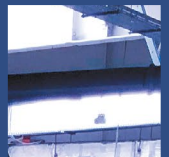


ETISOFT

ETISOFT ANNUAL REPORT 2024

Communication on progress



CONTENT

INTRO

ETISOFT AT A GLANCE

BUSINESS

CUSTOMER SATISFACTION

HUMAN CAPITAL and LABOUR

ETISOFT FOR SOCIETY AND SURROUNDING

ETISOFT - MEMBER OF THE GLOBAL COMPACT

RULES OF CONDUCT

ANTI-CORRUPTION

ECOLOGY AND ENVIRONMENT







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

INTRO

Our responsibility

Dear Stakeholders,

We are providing you with another Annual Report, in which we communicate selected important financial and non-financial data.

In the past year, the situation in Etisoft's key markets - automotive, home appliances and electronics - was challenging. The automotive sector struggled with persistent problems in supply chains and fluctuations in demand, while the white goods and electronics sectors were affected by the decline in consumption. Despite this, Etisoft maintained a stable level of turnover and made planned investments on an ongoing basis. Thanks to our consistent growth strategy, process automation and expansion of our offerings in labels, RFID and AGV/AMR mobile robots, we have strengthened our position as a trusted partner for customers in the aforementioned sectors.

Process automation and high-tech solutions are not only key developments for us - we offer them to our customers and use them ourselves in our daily work.

Thus, we are pleased that at the end of the year we

launched SALMA (The Automated Logistics, Warehousing and Notification System) in production. We will close this one of our most important investments of recent years at Etisoft Central Warehouse at the end of the first quarter of 2025.

SALMA's end-to-end solution includes equipment that automates transportation, warehousing, delivery for packing and the packing process itself. Thirteen robots work in an area of 6,000 sqm, organizing both the stocking of the warehouse with KLT containers and pallets, and the delivery of logistics carriers to the packing stations. As a result, we are improving the efficiency and precision of our logistics processes, as well as increasing the level of automation in our working environment. Our warehouse, now one of the most modern in Poland, is open to you - we invite you to visit to see for yourself how automation supports our logistics processes.

In the coming year, we continue to work on automation and robotization. This includes both our internal processes and the solutions that support them at our customers.

The main pillars of our business remain the production

of self-adhesive labels and thermal transfer ribbons. This business is also evolving. Recently, our company's label production machines have been equipped with vision systems. They enable ongoing production control and verification of product compliance with technical and quality documentation. In 2025, more flexographic equipment will be enhanced with this modern solution.

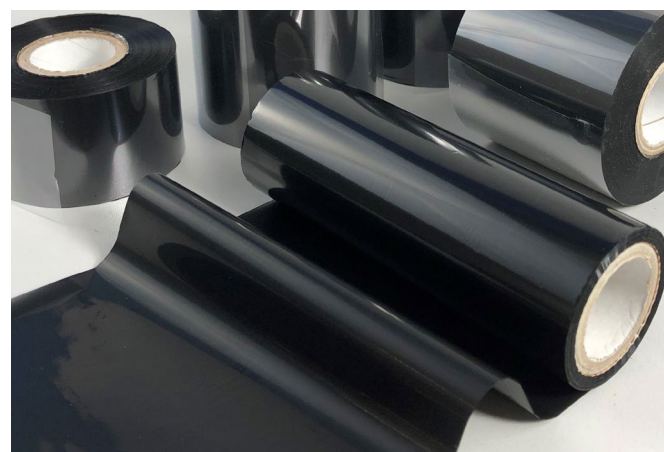
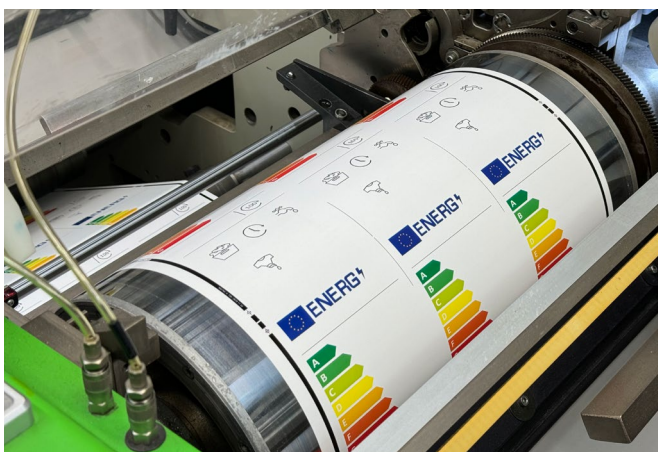
We are analyzing the market situation on an ongoing basis, and if new projects arise, we will expand our machine park with another flexographic machine and a device for producing RFID labels. The latter will join the high-tech production line launched a year earlier.

Etisoft is not only about technological innovation, but also about social responsibility. We are close to local communities and act in accordance with the values important to our employees, actively supporting initiatives, needs and activities inspired by them. We also focus on competence development and training, as our employees are the key element in implementing changes in the company.

We realize that sustainability, social responsibility and corporate governance are becoming key factors in the evaluation of companies - both by investors and customers. As a socially responsible organization, we identify, implement and intensify activities in key reporting areas. For our business partners, ESG is not just a trend, but a concrete expectation of transparency, ethics and environmental care. That's why we are pleased to receive another EcoVadis bronze medal and steadily increasing ratings in the areas of environmental protection, labor rights, human rights and ethics.

The year 2025 will bring further challenges, but also new opportunities. We believe that through automation, innovation, and attention to sustainability, we will continue to build a strong market position and provide solutions to meet the changing needs of our customers. Our strategic actions are invariably linked to Etisoft's mission: "Secure Collaboration - Continuous Development", which we carry out every day.

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

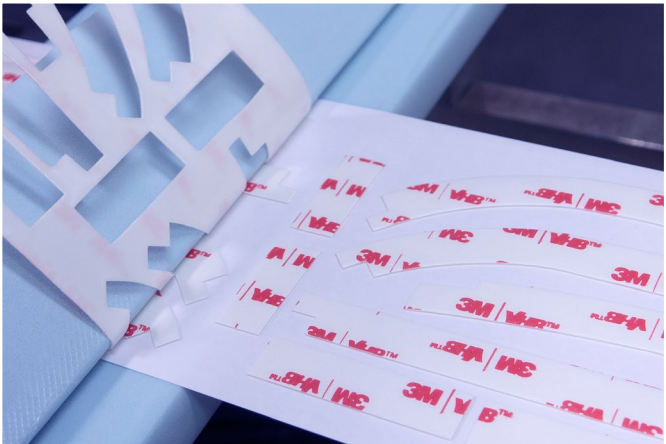
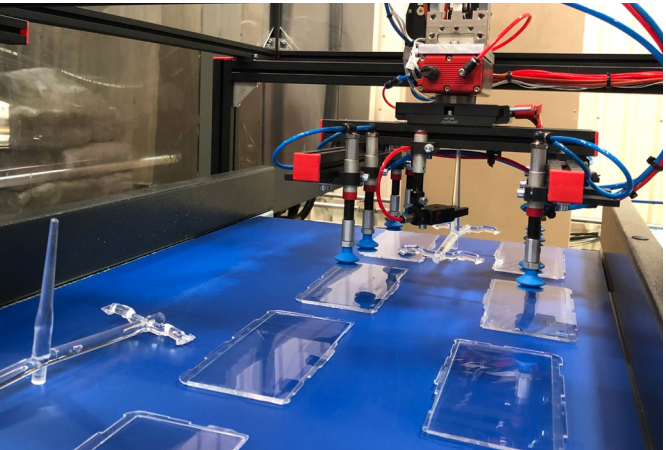
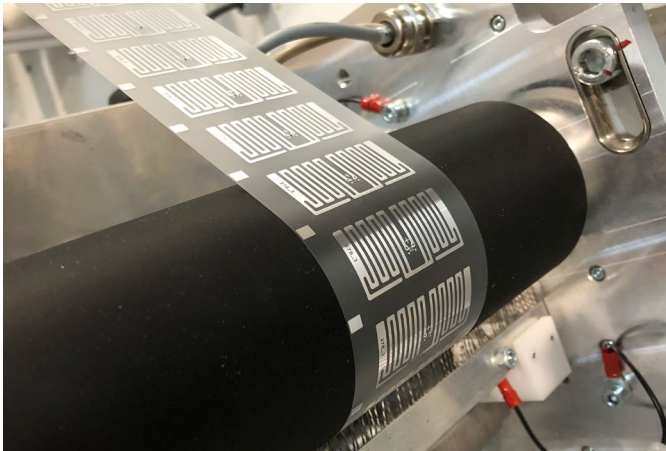


ETISOFT AT A GLANCE

“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 1,700 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 GROUP

Etisoft consists of 18 capital-related companies



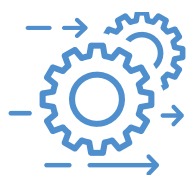
9

Companies
with manufacturing,
commercial
and R&D profiles



8

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



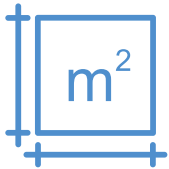
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Company
AWT Labels&Packaging
operating in the USA



45

TURNOVER
[M euro]



15 500

TOTAL AREA
[sqm]



292

EMPLOYMENT
[persons]



1700

CLIENTS OVER
THE WORLD



7 000

SHIPPED
PALLETs

ETISOFT

since 1993

Management Team



Damian Janiga
Vice President
Technical Director



Bartłomiej Dengusiak
COO



Agnieszka Aleksowicz
Director of Human Resources
and Administration



Dariusz Wdowiak
Quality Director



Łukasz Wiankowski
CFO



Krzysztof Mitrowski
Director of Sales
and Marketing



Tomasz Kasprzak
CIO

BUSINESS

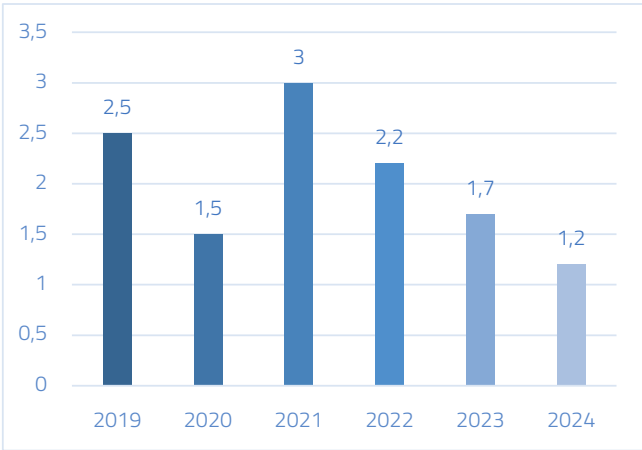
We strive to be a part of Industry 4.0

Etisoft and Etisoft Group companies not only offer modern Industry 4.0 solutions, but strive to be part of it. We are an active participant in the changes, introducing elements of the smart factory in the production area, warehouse area, as well as at the interface of cooperation with suppliers and customers. In 2024, we have increased logistics and warehousing capabilities, we are investing in new solutions, and we are developing collaborations.

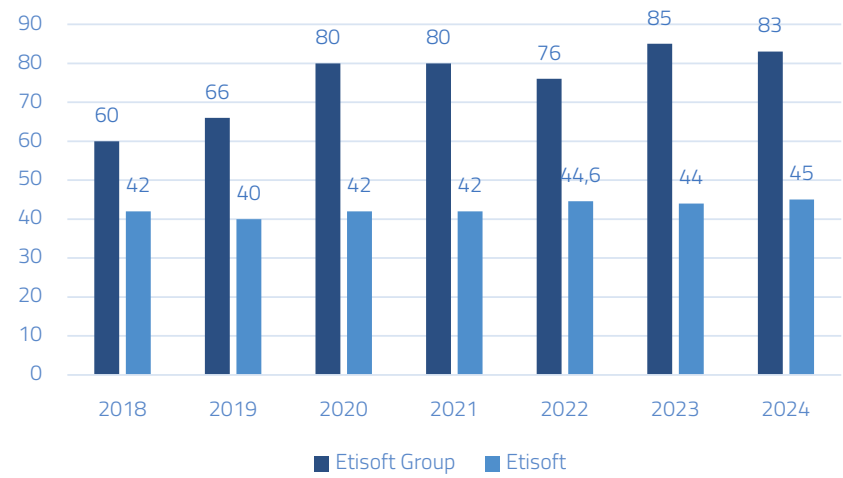
Selected Etisoft projects:

- At the Etisoft Central Warehouse, we have implemented the Automated Logistics, Warehousing and Notification System (SALMA). There are 13 mobile robots working on 6,000 square meters. They automate transportation, warehousing, delivery to packing and packaging. In 2024, the SALMA system was awarded in the Innovative Product for Logistics, Transportation and Production competition. The competition aims to identify the most innovative products and technologies that influence the development and optimization of logistics, transportation and production processes.
- We continued activities related to the newly launched production line for RFID labels. It includes a line for manufacturing (converting) RFID labels and a line for personalization.
- We expanded our offerings by launching 6 models of Etisoft brand printers
- We upgraded ETILABEL, a proprietary program for label design and printing.

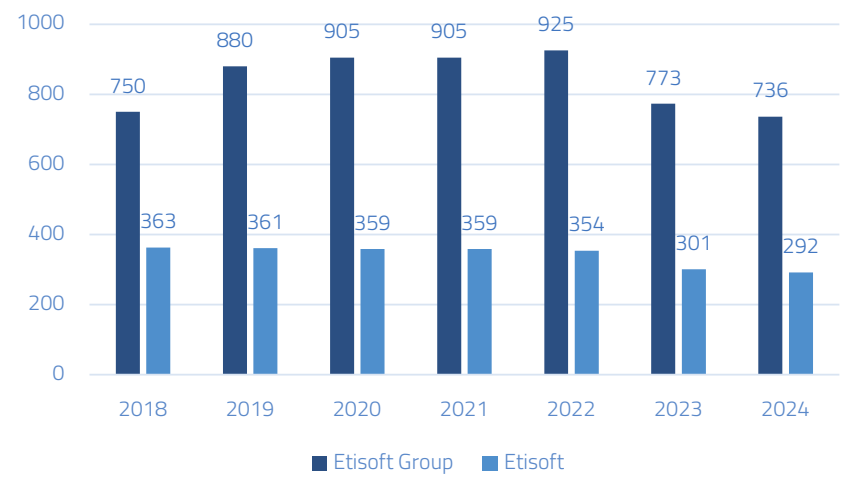
Investment level in M euro



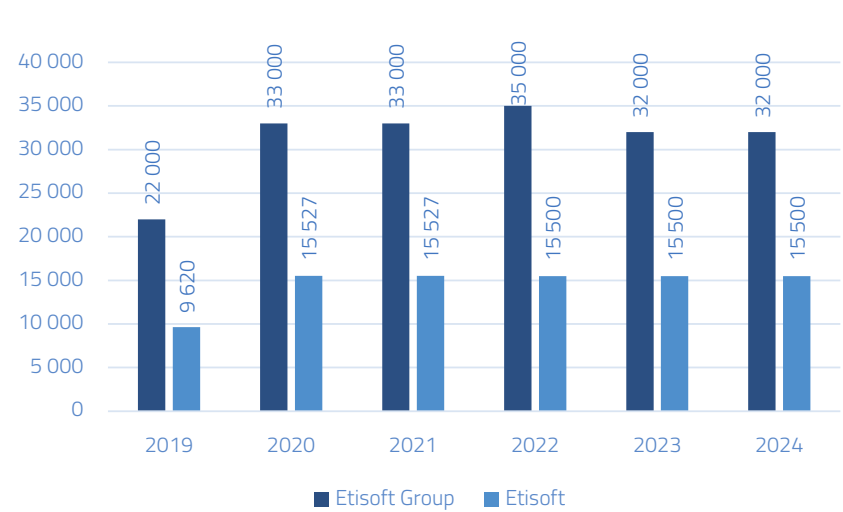
Turnover [M euro]



Number of employees [persons]



Surface area of facilities [sqm]



Certificates held by Etisoft

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



CUSTOMER SATISFACTION

External customer satisfaction survey as an element of development

The Customer Satisfaction Survey, as every year, provides us with valuable information on the quality of our services and recommends key areas for improvement. By analyzing the results, we can better tailor our activities to meet customers' expectations, thereby raising the standards of service and products offered.

Key measures:

- Our company's annual Customer Satisfaction Survey has been conducted for many years. In 2024, 137 of the largest customers in terms of turnover - Polish and foreign - were selected for the survey.
- The survey went to customers in the key industries of automotive, home appliances, electrical and electronics, electromechanical, and a group of others, including construction, furniture, medical and FMCG, among others.
- The survey contains a total of 11 questions to evaluate selected areas of Etisoft.
- The Customer Satisfaction Survey questionnaire form includes 7 closed-ended questions placed in the survey as of 2019, allowing us to track trends.
- In addition, there was again a closed-ended question

to assess the overall level of customer loyalty. We also asked a question supporting the cooperation of the sales department with the customer.

- Customer Satisfaction Survey Report provides an overview of the satisfaction of Etisoft customers with a range of services offered by Etisoft.
- As a result, the level of customer satisfaction in 2024, amounted to 4,88 on a six-point scale.
- Among the positive trends, we see that the automotive and electromechanical industries maintain high loyalty.
- The sales department and Customer Service continue to be highly rated, despite a decline from 2023.
- Marketing has improved, indicating better communication or more effective promotional activities.

The level
of customer satisfaction
in 2024, amounted to

4,88





Awards and distinctions

- Etisoft's IATF 16949 follow-up audit has ended with a positive result.
- We received EPSON Poland's Partner of the Year 2023 award - for spectacular growth in sales of EPSON ColorWorks printers.
- Etisoft received an award from Signify for "Most Innovative Ideas" at Supplier Early Engagement Days. This is an event held for several years by Signify, a leader in the lighting market and our long-time key customer.
- Etisoft was awarded the title of Platinum Partner of Honeywell. We have also become an authorized service provider for Honeywell printers.
- Etisoft has been awarded the HR Highest Quality certificate for the third time. The certificate is awarded by the Polish Human Resources Management Association. It is awarded following a questionnaire survey covering all HR processes in the company and an in-depth analysis of a selected HR project.
- "Człowiek dla Zwierząt" Foundation has nominated Etisoft in the 'Benefactor of the Year' competition of the Academy for the Development of Philanthropy.

#EtisoftItMeansMore



HUMAN CAPITAL AND LABOUR

Responsibility, safety and development

Our greatest asset is our team. We strive to provide them with the best working conditions and comprehensive development with the idea of work-life balance.

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.
- Supporting initiatives and projects related to sport, healthy lifestyles and care for the surrounding and environment.

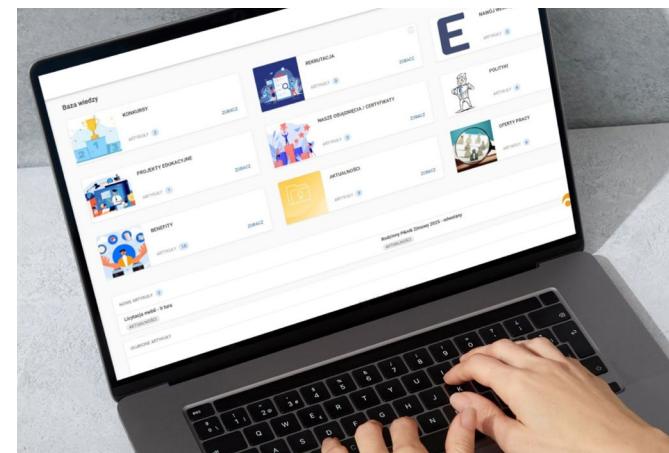
Our aims in the scope of human capital management:

- 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.

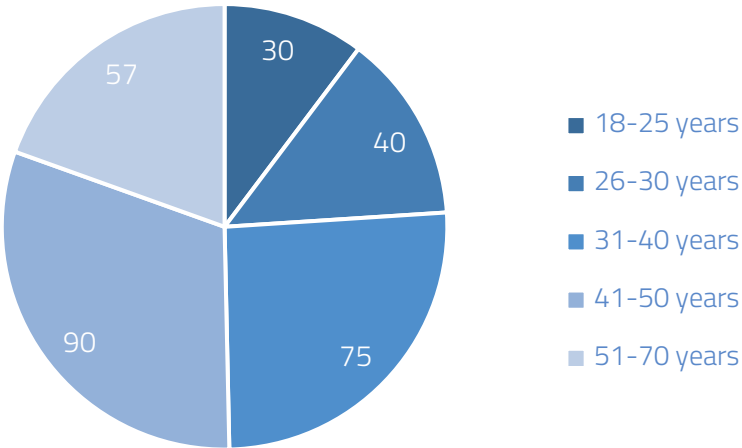
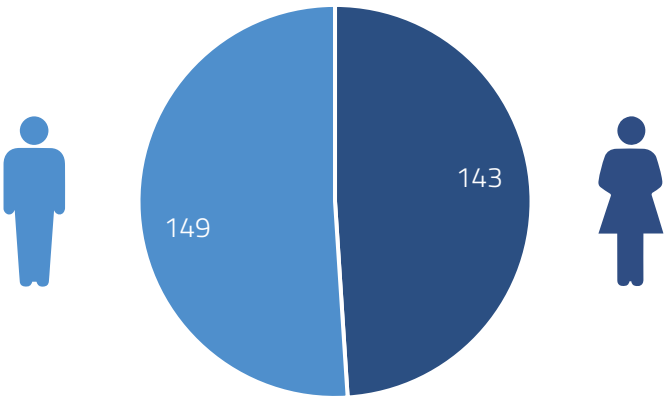
Key measures:

- 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.
- 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.



Etisoft's headcount structure

Headcount for the end of 2024



| Distribution according to gender | | |
|----------------------------------|-----|-----|
| Women | 143 | 49% |
| Men | 149 | 51% |
| Headcount | 292 | |

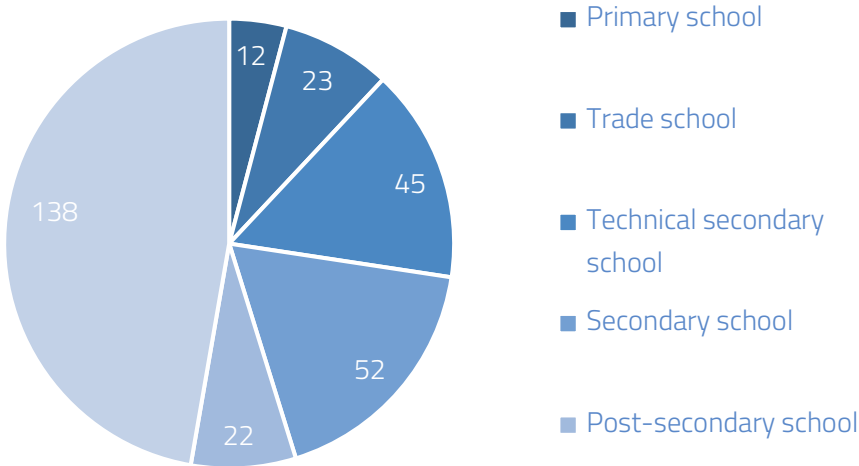
| Distribution according to age | | |
|-------------------------------|-----|-------|
| 18-25 years | 30 | 10,3% |
| 26-30 years | 40 | 13,7% |
| 31-40 years | 75 | 25,7% |
| 41-50 years | 90 | 30,8% |
| 51-70 years | 57 | 19,5% |
| Employment contract | 292 | |



| | |
|--------------------|----|
| Disabled employees | 9 |
| Average age | 40 |

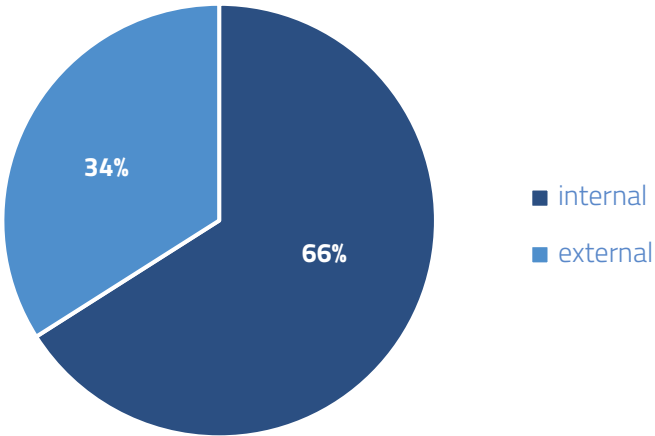
Individual development plans completed in 2024

| Distribution according to education | | |
|-------------------------------------|-----|-----|
| Primary school | 12 | 4% |
| Trade school | 23 | 8% |
| Technical secondary school | 45 | 15% |
| Secondary school | 52 | 18% |
| Post-secondary school | 22 | 8% |
| Higher education | 138 | 47% |



Trainings

In 2024, we started using the Dolineo e-learning platform. This allows us to better manage the knowledge and development of employees in the organization.



| | |
|---------------------------|------|
| Trained persons | 307 |
| Training hours | 1138 |
| Number of training topics | 107 |
| Number of training days | 175 |

individual development plans

| | |
|--|----------------------|
| Women | 66% |
| Men | 41% |
| Total number of completed individual development plans | 102 |
| | 41% of all employees |

ETISOFT FOR SOCIETY AND SURROUNDING

Sport, wellbeing and charity

Sport

There are six sports groups operating under the Etisoft banner. We encourage employees to engage in different forms of activity.

In 2024, we promoted Etisoft sports teams and encouraged employees to physical activity. Our employees participate in running events – this includes marathons or ultramarathons. In 2024 Etisoft was a partner of the Gliwice Park Running Provocation for the second time. Our employees regularly participate in it, winning statues for participating in the monthly event. Last year they covered nearly 480 kilometers in this event.



Work-life balance, wellbeing

We participated in the “Two Hours for the Family” campaign organized by the Humanites Institute. In addition, we invited employees to participate in a contest accompanying the campaign. It presented ways to nurture interpersonal relationships in private and professional life and to build closeness.

Youth

Our company is dedicated to promoting physical activity, creativity, and passion among the younger generation. Etisoft sponsored the youth football team LKS Union



Ujazd, which participated in the 41st Dana Cup Hjørring in Denmark, and once again, we supported the publication of the “Anthology of Children’s and Youth Poetry.”

Charity

For the ninth 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 850 kg of food to the Fundacja Człowiek dla Zwierząt in Łętkowice Kolonia. Last year, we extended our help and also gave donations to “Mruczkowo Cat Cafe” in Gliwice.



ETISOFT - MEMBER OF THE GLOBAL COMPACT

10 principles of Global Compact in daily operations

In order to operate in a transparent manner and in accordance with national law we proceeded to the program established by the organization of the United Nations Global Compact – the world's largest initiative for corporate responsibility and sustainable development. Therefore we have committed ourselves to respect the fundamental principles of human rights, labor rights, environment and anti-corruption. Etisoft has been a member of Global Compact initiative since December 2010.

Specific Requirements

Child labor

Etisoft does not accept any form of employing children below the age of 16. In justified cases concerning employing minors between 16 and 18 years of age, the employer is obliged to provide working conditions, working hours and remuneration adapted to the minors' age and pursuant to the applicable laws.

Forced labor

No form of labor provided against the employee's free will or conscious choice is tolerated at the Company.

Health and safety

All the employees of the Company should be provided with a safe and healthy labor environment. The employer should also take all the reasonable measures aimed at the elimination of the reasons for negative working conditions.

Discrimination of employees

Etisoft treats all the employees equally, disregarding any cultural, religious differences, political views, trade union membership, sexual orientation, age, sex, disability. Any decisions on employment, remuneration, professional promotion, training courses, etc. are made basing on the skills and qualifications held by an employee only.

Workplace harassment and abuse

No employee of Etisoft may be discriminated or harassed, the result whereof being the violation of the employee's dignity, humiliating or degrading them. Such behavior may

include physical, sexual, psychological, or verbal elements. We have implemented the Code of Ethics, which sets out the ethical guidelines and best practices of the organization that must be followed to ensure honesty, integrity and professionalism.

Working hour

Etisoft recognizes that the employer must not require from its employees work within hours exceeding the agreements contained in the "Working Rules".

Remuneration

Etisoft employees are entitled to remuneration for the work provided in the amount as defined in the employment agreement, however, the remuneration, including the extra components, must be equal or exceed the level of minimum remuneration as defined by the applicable laws.

Freedom of association and right to negotiate collective agreements

All the employees are entitled to free establishment and joining any organizations representing their interests as employees. No employee may be intimidated or harassed



due to exercising its right to association. The employer must also observe the employees' right to negotiate any collective agreement.

Compliance with environment protection requirements

The rules of conduct of Etisoft in the scope of the Company environmental impact have been defined in the „Integrated Management System Policy“ at Etisoft Sp. z o.o.“.

Our company is registered into Packaging Waste Management System (BDO).

Monitoring and conformity

The obligation to monitor the conformity of the company functioning with the principles of conduct implemented and the necessity to inform the employees on the measures taken up and their results lies within the responsibilities of the Company management.

Our company has implemented a procedure that allows all employees to report any incidents that violate the law or internal regulations, violating the principles set out in the code of ethics.



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.

ANTI-CORRUPTION

Honesty and transparency

Our policy

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.

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.

Regulations for receiving information/reporting about law violations

The purpose of these Regulations for receiving reports of violations of law is to introduce procedures for dealing with internal reports of violations of law in accordance with Directive (EU) 2019/1937 of the European Parliament and of the Council of 23 October 2019 on the protection of persons reporting violations of Union law (hereinafter: Directive) and with applicable laws in this regard.



ECOLOGY AND ENVIRONMENT

Awareness and responsibility

Environment

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.

Etisoft has been classified by EcoVadis which is a leading global rating agency that assesses corporate actions and practices within corporate social responsibility.

| hybrid vehicles | other vehicles |
|-----------------|----------------|
| 75 | 23 |

Currently, 76% of the company cars are hybrid.

Our company was assessed within environmental and social activities, ethics of operation and supply chain. As a result of the audit, we have been awarded a bronze medal.

FSC

We promoted Etisoft's actions regarding our FSC certificate® (license number FSC-C151182) and obtaining raw materials from sustainable sources. The boxes in which we ship goods to customers are FSC-certified. We do not use plastic or styrofoam to fill the boxes. Instead, we secure goods with cardboard filling.

During FSC Forest Week we organized a contest for employees on their knowledge about this process in our company.



Energy

We continue to purchase electricity from eco-friendly sources (Eko Biznes Tauron). We minimize energy consumption from external sources by utilizing the heat generated by our machines to efficiently heat production areas, resulting in energy savings and supporting sustainable development.

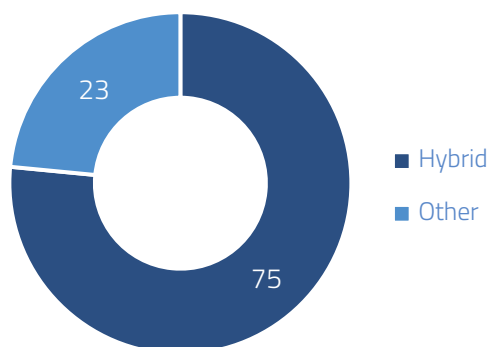
Car fleet

In 2024, 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 of 76% the fleet.

Green solutions

We support our customers in green choices

- We are a manufacturer of linerless labels, distributor of printers and equipment for their application. So-called linerless labels reduce waste, costs and operation.
- FSC-certified materials - we use paper materials for which raw material from forests grown in accordance with sustainable forest management is used, confirmed by the FSC certificate that guarantees responsible management of forest resources.
- Raw materials optimizing the use of natural resources - thanks to the use of raw materials with reduced basis weight and thickness, we affect the lower consumption of natural resources, which allows a more efficient use of materials, while not adversely affecting the quality and durability of labels.
- Recycled raw materials - we offer partially or fully recycled papers and films.





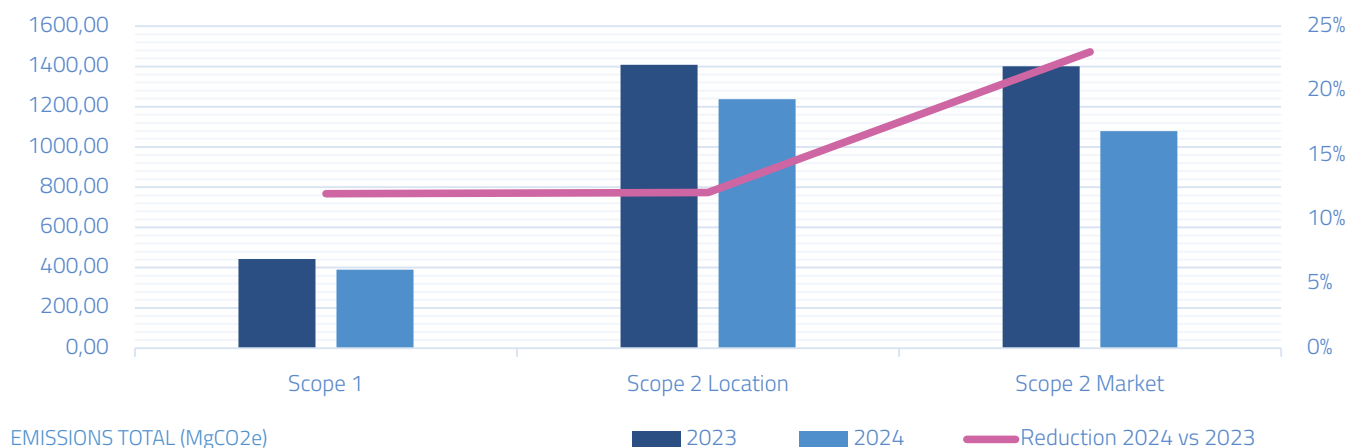
GHG inventory

In preparation for reporting requirements under the CSRD and reducing our CO₂ emissions, we have begun work on measuring our organization's carbon footprint. This will also help us to be more environmentally conscious and identify areas where we can implement further improvements to reduce our environmental impact.

Performance of environmental measures for 2024

Quantities of hazardous and non-hazardous waste produced:

| | | 2021 | 2022 | 2023 | 2024 |
|--------------------------------------|---|---------|-------------|----------|----------|
| TYPE OF WASTE (Mg) | Hazardous waste | 12,386 | 11,215 | 10,391 | 8,855 |
| | Non-hazardous waste | 47,426 | 59,923 | 59,485 | 52,636 |
| | Non-hazardous waste (technological waste) | 624,890 | 805,500 | 836,310 | 855,330 |
| | TOTAL | 684,702 | 876,638 | 906,186 | 916,821 |
| NATURAL GAS [m3] | | 102840 | 123 669,740 | 77021 | 71461 |
| ELECTRICITY [MWh] | | 1698,77 | 1 987,100 | 2163,458 | 2211,293 |
| WATER AND WASTEWATER MANAGEMENT [m3] | | 2759,87 | 2 954,650 | 3106,33 | 3202,2 |



| Emissions disaggregated by source types | 2023 | 2024 | Reduction 2024 vs 2023 |
|--|-----------|-----------|---------------------------|
| Scope 1: Direct Emissions (MgCO2e) | | | |
| a. Direct Emissions from Stationary Combustion | 169,880 | 146,168 | 14% |
| b. Direct Emissions from Mobile Combustion | 273,584 | 244,155 | 11% |
| Scope 2: Indirect Emissions (MgCO2e) | | | |
| a1. Indirect Emissions from Purchased Electricity - location based | 1 407,983 | 1 237,842 | 12% |
| a2. Indirect Emissions from Purchased Electricity - market based | 1 400,212 | 1 077,868 | 23% |
| TOTAL SCOPE 1 & 2 (MgCO2e) | | | |
| Scope 1 & 2 location based: | 1851,446 | 1628,165 | 12% |
| Scope 1 & 2 Market based: | 1843,675 | 1468,191 | 20% |

Information of emissions for 2024 vs 2023

| EMISSIONS TOTAL (MgCO2e) | 2023 | 2024 | Reduction 2024 vs 2023 |
|--------------------------|---------|----------|---------------------------|
| Scope 1 | 443,46 | 390,32 | 12% |
| Scope 2 Location | 1407,98 | 1 237,84 | 12% |
| Scope 2 Market | 1400,21 | 1 077,87 | 23% |



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