

TARGETED KEY FINANCIAL PERFORMANCE INDICATORS FOR THE PERIOD 2025–2027

- **Average annual EBITDA:**
 - *2025–2027 ≥ 668 thousand euros*
- **Adjusted annual financial debt-to-EBITDA ratio:**
 - *2025–2027 ≤ 3 times*

TARGETED SPECIALIZED INDICATORS FOR THE PERIOD 2026–2028

- **Core operating revenue, EUR thousand:**
 - *2026 – ≥ 3,800.6*
 - *2027 – ≥ 4,096.8*
 - *2028 – ≥ 4,393.3*
- **Return on Equity (ROE), %:**
 - *2025 – 10.6*
 - *2026 – 9.5*
 - *2027 – 9.6*
- **Customer Satisfaction Index (NPS), score:**
 - *2026 – ≥ 80*
 - *2027 – ≥ 81*
 - *2028 – ≥ 82*
- **CO₂ emissions reduction, tonnes per year:**
 - *2026 – 64*
 - *2027 – 66*
 - *2028 – 68*
- **Employee participation in training and courses, %:**
 - *2026 – ≥ 30*
 - *2027 – ≥ 32*
 - *2028 – ≥ 32*
- **Maintain low voluntary employee turnover (excluding employees leaving for medical reasons or retirement), %:**
 - *2026–2028 – ≤ 13*