

## TARGETED KEY FINANCIAL PERFORMANCE INDICATORS FOR THE PERIOD 2022–2024

- **Average annual return on equity (ROE):**
  - 2022–2024:  $\geq 5\%$
- **Annual total liabilities to equity ratio:**
  - 2022–2024: 0.2–0.3
- **Average dividends allocated per calendar year:**
  - 2022–2024: 70–75% of distributable profit

## TARGETED SPECIALIZED INDICATORS FOR THE PERIOD 2025–2027

- **Sales revenue (thousand EUR):**
  - 2025: 6,510
  - 2026: 6,388
  - 2027: 6,274
- **Profit before tax (thousand EUR):**
  - 2025: 292
  - 2026: 292
  - 2027: 294
- **Reduction of indirect and administrative expenses (%):**
  - 2025: 8%
  - 2026: 3%
  - 2027: 1%
- **Sales revenue per employee (average full-time equivalent, thousand EUR):**
  - 2025:  $> 36.9$
  - 2026:  $> 38.6$
  - 2027:  $> 40.6$
- **Sales revenue from additional activities (thousand EUR):**
  - 2025: 1,705
  - 2026: 1,705
  - 2027: 1,706
- **Customer loyalty and satisfaction with provided services (NPS index, %):**
  - 2025: 57%

- 2026: 59%
- 2027: 61%
- **Hours dedicated to learning and development per employee (average full-time equivalent, hours):**
  - 2025: 19
  - 2026: 19.5
  - 2027: 20
- **Increase in employee engagement index (%):**
  - 2025: +1%
  - 2026: +1%
  - 2027: +1%