

TARGETED KEY FINANCIAL PERFORMANCE INDICATORS FOR THE PERIOD 2025–2027

- **Annual EBITDA amount:**
 - *2025 ≥ 4 million euros*
 - *2026 ≥ 6.5 million euros*
 - *2027 ≥ 6.5 million euros*
- **Annual financial debt-to-equity ratio:**
 - *2025 ≤ 0.64 times*
 - *2026 ≤ 0.59 times*
 - *2027 ≤ 0.53 times*

TARGETED SPECIALIZED INDICATORS FOR THE PERIOD 2026–2028

- **Gross profit margin, %:**
 - *2026 – 19.5*
 - *2027 – 24.3*
 - *2028 – 23.1*
- **Return on Equity (ROE), %:**
 - *2026 – 1.6*
 - *2027 – 6.7*
 - *2028 – 4.2*
- **Customer Satisfaction Index (NPS), score:**
 - *2026 – ≥ +57*
 - *2027 – ≥ +60*
 - *2028 – ≥ +65*
- **Availability of information systems and registers of critical importance, %:**

The indicator reflects the availability of groups of information systems and registers of critical importance managed by the Centre of Registers. The availability indicator of each group is calculated as the average of the availability values of the systems and registers assigned to that group.

Groups:

Gr1: ESPBI IS (ESPBI IS, IPR IS)

Gr2: Critical systems (NTR and NTK, JAR, GR and MGVDIS, AR)

Gr3: Other systems of critical importance (TAAR, STSR, MVK, NIRVAR, IPP)

- 2026 – $\geq 99.5 / 99.7 / 99.7$
- 2027 – $\geq 99.6 / 99.8 / 99.8$
- 2028 – $\geq 99.6 / 99.8 / 99.8$

- **Employee engagement, %:**

- 2026 – 60
- 2027 – 62
- 2028 – 65

- **Revenue to employee cost ratio (based on adjusted revenue):**

- 2026 – 1.39
- 2027 – 1.43
- 2028 – 1.50