

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

- **Annual EBITDA profitability:**
  - 2022:  $\geq 13\%$
  - 2023:  $\geq 18\%$
  - 2024:  $\geq 21\%$
- **Annual financial debt-to-equity ratio:**
  - 2022:  $\leq 0.22$
  - 2023:  $\leq 0.15$
  - 2024:  $\leq 0.12$

## TARGETED SPECIALIZED INDICATORS FOR THE PERIOD 2025–2027

- **Gross profit margin (%):**
  - 2025: 24%
  - 2026: 25%
  - 2027: 25%
- **Return on equity (ROE, %):**
  - 2025: 0.8%
  - 2026: 2.0%
  - 2027: 2.0%
- **Process improvement initiatives achieved FTE savings (positions or hours):**
  - 2025–2027: 40 FTE / 72,800 hours
- **Recovery time for top-level category I (register and IS) system incidents (hours):**
  - 2025–2027:  $\leq 6$
- **Customer favorability indicator (Net Promoter Score – NPS, %):**
  - 2025:  $\geq 50\%$
  - 2026:  $\geq 57\%$
  - 2027:  $\geq 61\%$
- **High availability maintenance of electronically provided services (%):**
  - 2025–2027: 99%
- **Corruption resistance level (according to the Corruption Resistance Level Assessment Methodology, score):**

- 2025: 0.90
- 2026: 0.92
- 2027: 0.93
- **Management of critical positions without succession planning (%):**
  - 2025–2027:  $\leq 1\%$