

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: ≤ 0.22 times
 - 2023: ≤ 0.15 times
 - 2024: ≤ 0.12 times

TARGETED SPECIALIZED INDICATORS FOR THE PERIOD 2024–2026

- **Service accessibility electronically, %:**
 - 2024: 98
 - 2025: 99
 - 2026: 99
- **Customer favorability index, NPS, %:**
 - 2024: $\geq +53$
 - 2025: $\geq +55$
 - 2026: $\geq +57$
- **Corporate Governance Index (CGI), VVJ:**
 - 2024-2026: A+
- **Return on Equity (ROE), %:**
 - 2024: -6.3
 - 2025: -0.5
 - 2026: 0.3
- **Utilization of green energy in total electricity consumption, %:**
 - 2024-2026: 90
- **Process improvement initiatives achieved FTE/ saved hours per unit or hour:**
 - 2024-2026: annually 40 FTE/72800h
- **Corruption resistance level, %:**
 - 2024-2026: 0.9

- **Restoration time for highest level 1 category systems incidents, hours:**
 - 2024-2026: ≤ 6