

## **TARGET MAIN FINANCIAL PERFORMANCE INDICATORS FOR THE PERIOD OF 2022–2024**

- **Average annual EBITDA profitability:**
  - 2022–2024  $\geq 23\%$
- **Annual financial leverage ratio to equity:**
  - 2022–2024 boundary 0.5–1.9 times

## **TARGET SPECIALIZED INDICATORS FOR THE PERIOD OF 2024–2026**

- **Average transfer activity expenses per trip, in euros:**
  - 2024  $\leq 255$
  - 2025  $\leq 293$
  - 2026  $\leq 329$
- **Incidents of work disruption due to technical issues with resolution time >24 hours:**
  - Average number for the period of 2024-2026 < 5 incidents per year
- **Electricity consumption savings, in GWh:**
  - 2024-2026  $\geq 0.041$
- **Customer satisfaction (eNPS) index, in percent:**
  - 2024  $\geq 58$
  - 2025  $\geq 59$
  - 2026  $\geq 60$
- **Percentage of engaged employees:**
  - 2024  $\geq 50$
  - 2025  $\geq 53$
  - 2026  $\geq 55$