

The logo for natek, featuring an orange stylized human figure icon followed by the word "natek" in a white, lowercase, sans-serif font.

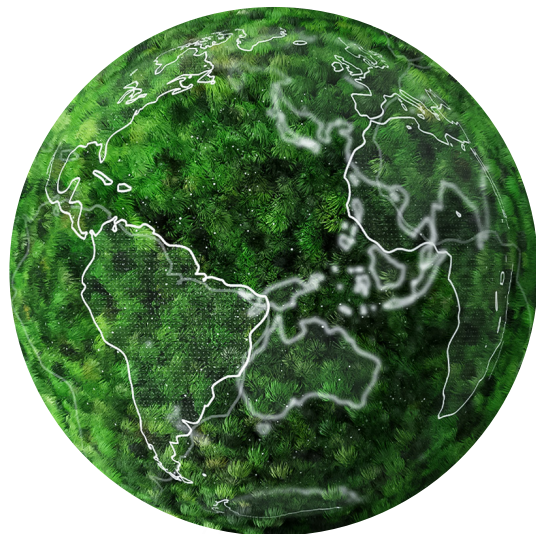
WORK **IT** WITH US

ESG REPORT

2025

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COMPANY OVERVIEW

INTRODUCTION | CEO MESSAGE | ABOUT NATEK

COMPANY OVERVIEW

INTRODUCTION

1.1

NATEK has been shaping the IT outsourcing landscape in **Central and Eastern Europe** for 20 years by delivering modern IT solutions and services and connecting organizations with top technology talent. As a **long-term partner to global enterprises**, NATEK builds its competitiveness on deep technical expertise, a flexible operating model, and a commitment to continuous improvement. Our holistic approach enables customers to scale their IT capabilities efficiently, accelerate digital transformation, and focus on their core business priorities.

Over the past two decades, NATEK has evolved into a trusted provider of **end-to-end IT outsourcing services**, consistently combining technological excellence with strong relationship-building. As we continue to expand across the CEE region, our mission remains unchanged: to empower our customers through **expertise, partnership, and accountability**.

This chapter gives an overview of **NATEK's identity**, including our history, business activities, organizational structure, values, and customer portfolio. It shows how we operate, support global organizations, create value for stakeholders, and uphold principles that ensure consistent, high-quality service.

The report opens with a CEO Message highlighting **NATEK's strategic direction, key achievements, and long-term priorities**. It underscores our commitment to sustainable business practices, people development, and our ambition to remain a leading IT outsourcing partner in Central and Eastern Europe.



COMPANY OVERVIEW

1.1

CEO MESSAGE

Over the past 20 years, NATEK has evolved from a single delivery center in Brno into a **leading IT partner across the CEE region**. Throughout this journey, we have remained focused on one priority: delivering reliable, future-ready value to our customers – with **sustainability as a core enabler**.

Environmental, Social, and Governance principles have long been part of NATEK's culture and business foundations. In 2025, we further **strengthened ESG initiatives across all Business Units**, aligned with CSRD requirements, to help our customers meet their sustainability and regulatory goals. During this period, we also began fully measuring and reducing our environmental footprint through energy-efficiency actions, committed to science-based emissions targets (SBTi), and completed the EcoVadis evaluation, ensuring our operations and delivery models support **long-term resilience and compliance**.

Our people remain central to the quality and continuity of our services. Through targeted CSR programs in education, ecology, and community engagement, and by fostering an inclusive and diverse workplace, we build stable, skilled teams that customers can rely on, while creating meaningful benefits for our people.

Strong governance supports sustainable growth and transformation. **Clear policies, ethical standards, and robust compliance frameworks** ensure transparency and integrity across our operations, providing confidence to customers, partners, and stakeholders.

Looking ahead, we will continue **embedding ESG principles into our business strategy**, decision-making, and performance management. By tracking progress, aligning with CSRD requirements, and embracing innovation, we aim to create lasting, sustainable value to our customers while contributing positively to society and the environment.

All this with and for our people.



Joanna Pejo
NATEK Interim CEO

COMPANY OVERVIEW | ABOUT NATEK

1.2.1

COMPANY HISTORY

This year marks **20 years of NATEK** – a company founded by **Jean-Michel Namand** in 2004, with the first delivery center in **Brno, the Czech Republic**. His visionary approach to technology began even earlier. In 1991, he developed one of the first internet browsers for the French military, showcasing his ability to anticipate trends and create innovative solutions.

After starting his career at **IBM**, where the idea for NATEK began to take shape, Jean-Michel launched the Brno center to leverage the region's growing IT talent. From this small initiative, NATEK has grown into a **leading IT outsourcing and consulting company in Central and Eastern Europe**.

Since its founding, NATEK has pursued a clear mission: to **empower organizations** across the CEE region by connecting them with top IT experts. From a regional initiative, NATEK has evolved into a **trusted partner for global enterprises**. The company delivers end-to-end IT services and builds long-term relationships grounded in trust, quality, and innovation.

At NATEK, **technology is about people**. Success is driven by talented professionals who share the founder's vision. With offices and delivery centers across multiple CEE countries, NATEK helps customers achieve efficiency, innovation, and sustainable growth. From its origins in Brno to its position as a regional leader, the company remains committed to its core values: **Accountability, Partnership, and Expertise** in connecting talent with opportunity.



COMPANY OVERVIEW | ABOUT NATEK

1.2.2

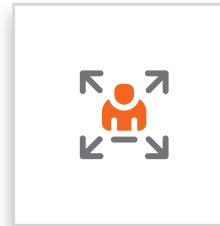
BUSINESS ACTIVITIES

For over two decades, NATEK has provided **comprehensive IT outsourcing services**, helping organizations enhance technology capabilities and optimize business processes. NATEK offers **end-to-end support** – from access to skilled professionals and advanced solutions to full management of dedicated teams and turnkey project implementations.

NATEK operates in **domestic and international markets**. The company partners with organizations across diverse industries, tailoring services to their unique needs. By combining **deep technological expertise** with business insight, NATEK accelerates digital transformation, implements modern IT solutions, and drives operational efficiency.

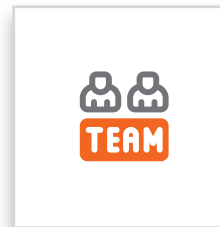
Flexibility, efficiency, and long-term partnership define NATEK’s approach. Extensive experience and an agile model allow delivery of solutions that evolve with customers’ needs, supporting sustainable success in today’s fast-changing business environment.

Successful partnership starts at choosing the right model of deliveries.



STAFF AUGMENTATION

NATEK provides wide range of technical competences of IT specialists based on defined requirements. Clients enjoy the necessary competences for their projects, and we take care of all the rest.



MANAGED TEAM

Let us build the full team for you with proper ramp-up plan, competences and project management. We support your project with proper resources and advice on project improvements.



MANAGED SERVICES

In NATEK we build our services around client’s organization and needs. You can leverage from our existing knowledge, quick service ramp-up and full service management.

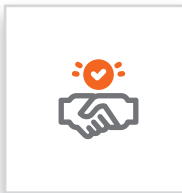


COMPANY OVERVIEW | ABOUT NATEK

NATEK VALUES

1.2.3

NATEK's operations and relationships are guided by three core values.



ACCOUNTABILITY

NATEK takes responsibility and accountability for its actions. We follow rules of fair play towards customers and Team Members. We value feedback, and escalate when necessary.



EXPERTISE

Quality was among the top suggested and discussed NATEK values, together with professionalism, and passion. Other related values include knowledge and a focus on people.



PARTNERSHIP

We are a reliable and trustworthy business partner and employer. Other values agreed upon were collaboration and teamwork.

These values shape daily operations, guide decision-making, client interactions, and the organizational culture, ensuring that NATEK consistently delivers value-driven and responsible solutions.

COMPANY OVERVIEW | ABOUT NATEK

1.2.4

COMPANY STRUCTURE

NATEK brings together **almost 1,000 consultants** across the CEE region, providing specialized IT and business services in areas such as:

- Software Development
- Quality Assurance
- ServiceNow
- BPO
- RPA
- Service Desk
- Analytics
- Cloud Solutions
- Network Services
- SAP
- Modern Workplace
- Infrastructure Management

Expertise in these domains ensures that solutions are tailored to each client's strategic needs.

The **Recruitment Team** continuously sources **top-tier talent**, enabling rapid onboarding of specialists with the right skills for each project. This proactive approach ensures alignment with evolving market demands and technological trends.

A broad team of internal professionals manages operations across Service Delivery, HR, Finance, Legal, Marketing, Sales, and Administration, ensuring operational efficiency and creating an environment conducive to **high performance**.



750
CONSULTANTS

120
PROFESSIONALS

COMPANY OVERVIEW | ABOUT NATEK

1.2.4

ORGANIZATION STRUCTURE

Consultants, Recruiters, and Internal Teams collectively build strong partnerships and deliver value-driven solutions that support customers in achieving technological and business objectives.

NATEK maintains operations in four CEE countries:



POLAND

WARSAW | GDANSK | WROCLAW



THE CZECH REPUBLIC

PRAGUE



BULGARIA

SOFIA



SLOVAKIA

BRATISLAVA | KOSICE

This regional presence enables proximity to customers, access to top talent pools, and efficient service delivery across Central and Eastern Europe.



COMPANY OVERVIEW | ABOUT NATEK

CUSTOMERS

1.2.5

NATEK cooperates with **more than 80 customers worldwide**, including rapidly growing technology innovators and some of the largest, most established companies in their fields. Customers operate across a wide spectrum of industries such as:

- automotive
- HR
- production
- finance
- HVAC
- manufacturing
- maritime
- IT
- retail
- consulting
- railway
- SaaS
- e-commerce
- logistics
- security
- energy
- marketing
- sport
- fintech
- pharmaceutical
- telecommunication

This extensive industry presence enables delivery of **highly tailored IT outsourcing solutions** that address the unique challenges and operational needs of each sector, regardless of scale or complexity.

Thanks to its core values - Expertise, Partnership, and Accountability - NATEK builds long-lasting, trust-based relationships that evolve into **strategic cooperation**. NATEK's commitment to understanding customers' environments, supporting digital transformation, and ensuring operational continuity makes the company a **reliable, long-term partner**. By combining global reach with local expertise, NATEK continues to strengthen collaborations and contribute to the sustainable growth and technological advancement of the organizations it serves.





ESG STRATEGY

INTRODUCTION | ESG APPROACH

ESG STRATEGY

2.1

INTRODUCTION

NATEK integrates ESG principles into its business strategy, ensuring **sustainable growth and responsible operations.**

This section outlines the purpose and scope of ESG reporting, the regulatory and reporting context, and NATEK's strategic vision and priorities. It also presents the **company's direction and roadmap**, demonstrating how ESG considerations guide decision-making, governance, and long-term planning.



ESG STRATEGY | ESG APPROACH

2.2.1

PURPOSE AND SCOPE

This ESG Report provides an overview of NATEK's approach to Environmental, Social, and Governance responsibilities for the **2025 reporting year**. It presents the company's vision, priorities, and initiatives aimed at **integrating sustainability into business operations** across all Business Units and regions. The report is intended to:

- inform stakeholders (Team Members, customers, and partners) about NATEK's ESG priorities and practices,
- share progress on key initiatives,
- demonstrate alignment with relevant regulatory and reporting standards.

The scope covers NATEK's operations in Poland, the Czech Republic, Bulgaria, and Slovakia, highlighting activities, achievements, and developments in 2025, while providing context for ongoing improvement.



ESG STRATEGY | ESG APPROACH

REGULATIONS AND STANDARDS

2.2.2

NATEK’s ESG framework is aligned with applicable European Union regulations, national legal requirements in the countries of operation, and internationally recognized sustainability standards. This ESG Report has been prepared in the context of the **Corporate Sustainability Reporting Directive (CSRD)**, with the **European Sustainability Reporting Standards (ESRS)** serving as the primary reference for structuring ESG disclosures.

Environmental frameworks (ESRS E)

Environmental disclosures are aligned with ESRS standards and supported by established international frameworks. Greenhouse gas (GHG) emissions are calculated annually in accordance with the **GHG Protocol**, while climate targets are aligned with the **Science Based Targets initiative (SBTi)**. Climate transparency is further supported through participation in the **Carbon Disclosure Project (CDP)** and **EcoVadis** assessments. Environmental management practices, including compliance, resource efficiency, waste management, and pollution prevention, are aligned with the principles of **ISO 14001**.

Social frameworks (ESRS S)

Social disclosures reflect NATEK’s people-centered approach and comply with ESRS social standards. Reporting covers workforce composition, training and development, health and safety, well-being, and Diversity, Equity, and Inclusion (DEI). Occupational health and safety practices are aligned with **International Labour Organization (ILO)** guidelines and the principles of **ISO 45001**. Community engagement and CSR initiatives further support positive social impact across the regions where NATEK operates.

Governance frameworks (ESRS G)

Governance disclosures are prepared in accordance with ESRS governance standards and applicable EU and national legislation. NATEK’s approach to business conduct, ethics, compliance, and responsible business practices is guided by the **OECD Guidelines for Multinational Enterprises**. Data protection and information security are managed in line with the **EU General Data Protection Regulation (GDPR)**. The company’s whistleblowing framework complies with **Directive (EU) 2019/1937**, ensuring secure reporting channels, confidentiality, and protection against retaliation.

Voluntary initiatives

In addition to mandatory requirements, NATEK participates in selected voluntary initiatives, including **SBTi**, **CDP**, and **EcoVadis**, to enhance transparency, benchmarking, and continuous improvement. Selected initiatives also contribute to the objectives of the **United Nations Sustainable Development Goals (SDGs)**.

ESG STRATEGY | ESG APPROACH

REGULATIONS AND STANDARDS

2.2.2



<p>3 GOOD HEALTH AND WELL-BEING</p>	<p>To ensure healthy lives and promote well-being for all at all ages.</p>	<p>4 QUALITY EDUCATION</p>	<p>Ensure inclusive and quality education for all, and promote lifelong learning.</p>	<p>1 NO POVERTY</p>	<p>To end poverty in all its forms everywhere by 2030.</p>	<p>2 ZERO HUNGER</p>	<p>To end hunger, achieve food security and improved nutrition, and promote sustainable agriculture.</p>
<p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>To ensure access to affordable, reliable, sustainable, and modern energy for all.</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>To promote inclusive and sustainable economic growth, employment, and decent work for all.</p>	<p>5 GENDER EQUALITY</p>	<p>To achieve gender equality, and empower all women and girls.</p>	<p>6 CLEAN WATER AND SANITATION</p>	<p>To ensure access to safe water sources, and sanitation for all.</p>
<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>To make cities inclusive, safe, resilient, and sustainable.</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>To ensure sustainable consumption and production patterns.</p>	<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>To build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.</p>	<p>10 REDUCED INEQUALITIES</p>	<p>To reduce inequalities within and among countries.</p>
<p>15 LIFE ON LAND</p>	<p>To sustainably manage forests, combat desertification, halt and reverse land degradation, and halt biodiversity loss.</p>	<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable and inclusive institutions at all levels.</p>	<p>13 CLIMATE ACTION</p>	<p>Taking urgent action to tackle climate change and its impacts.</p>	<p>14 LIFE BELOW WATER</p>	<p>To conserve and sustainably use the world's ocean, seas, and marine resources.</p>
		<p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable and inclusive institutions at all levels.</p>	<p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>To revitalize the global partnership for sustainable development.</p>		

ESG STRATEGY | ESG APPROACH

ESG VISION AND PRIORITIES

2.2.3

NATEK’s ESG vision is to embed **sustainability, social responsibility, and strong governance** into all aspects of its operations, creating lasting value for Team Members, customers, and the broader communities it serves. ESG is seen not only as a responsibility, but also as a driver of innovation, operational excellence, and long-term growth across all Business Units and regions.

Environmental priorities

Focus on reducing the company’s operational impact through efficient resource use, energy-saving initiatives, digitalization, and effective waste management. NATEK actively monitors and manages greenhouse gas emissions, implements measures to lower its carbon footprint, and continually evaluates performance to ensure alignment with science-based climate objectives and industry best practices.

Social priorities

Center on people, well-being, and community impact. NATEK fosters a safe, inclusive, and supportive workplace, promotes diversity and equity, and engages Team Members through CSR initiatives. Lifelong learning and professional development are supported through structured internal and external training programs, reinforcing a culture of knowledge sharing and growth.

Governance priorities

Focus on promoting transparency, accountability, and ethical conduct across all NATEK operations. Policies and processes ensure compliance with laws, information security requirements, and quality standards, while integrating ESG considerations into decision-making and operational planning. Continuous monitoring and review strengthen integrity, risk management, and alignment between management, Team Members, and stakeholders.

Together, these priorities form a coherent **ESG framework** that guides NATEK’s strategy, operations, and stakeholder engagement, ensuring that sustainability and responsible business practices are embedded in all decisions.

ESG STRATEGY | ESG APPROACH

ESG ROADMAP

2.2.4

NATEK consistently translates its ESG vision into concrete actions and measurable progress. The **ESG roadmap** outlines the steps the company takes to advance its **ESG priorities**, ensuring alignment across all Business Units and countries of operation. Within this roadmap, NATEK:

- Plans and monitors ESG objectives through annual prioritization, defined KPIs, and periodic performance reviews.
- Implements operational initiatives, including energy-efficiency programs, emission-reduction measures, CSR projects, DEI development, and training and educational programs for Team Members.
- Manages risk and compliance by updating policies, conducting audits and internal reviews, and overseeing processes in line with legal requirements and industry standards.
- Ensures continuous improvement of ESG efforts by identifying new initiatives, technologies, and best practices that support long-term ESG goals.

The ESG roadmap serves as a dynamic tool for **measuring impact, adapting to evolving regulations, and continuously improving processes**. It also enables transparent reporting to stakeholders and supports strategic decision-making based on data and tangible achievements across environmental, social, and governance areas.





ENVIRONMENTAL RESPONSIBILITY

INTRODUCTION | ENVIRONMENTAL POLICY | ENVIRONMENTAL GOALS
CARBON FOOTPRINTTM & GHG ACCOUNTING | SUSTAINABILITY RATINGS
ENVIRONMENTAL INITIATIVES

ENVIRONMENTAL RESPONSIBILITY

3.1

INTRODUCTION

NATEK is committed to **minimizing the environmental impact** of its operations while continuously **improving environmental performance**. The company aligns its business activities with principles of responsible resource use, fostering a healthy environment across all Business Units.

Since 2024, NATEK has conducted annual **greenhouse gas (GHG)** accounting and participated in the **EcoVadis** sustainability assessment to guide climate actions and benchmark environmental performance.

In 2025, the company joined the **Science Based Targets initiative (SBTi)** to align its emission-reduction targets with science-based pathways.



ENVIRONMENTAL RESPONSIBILITY

3.2

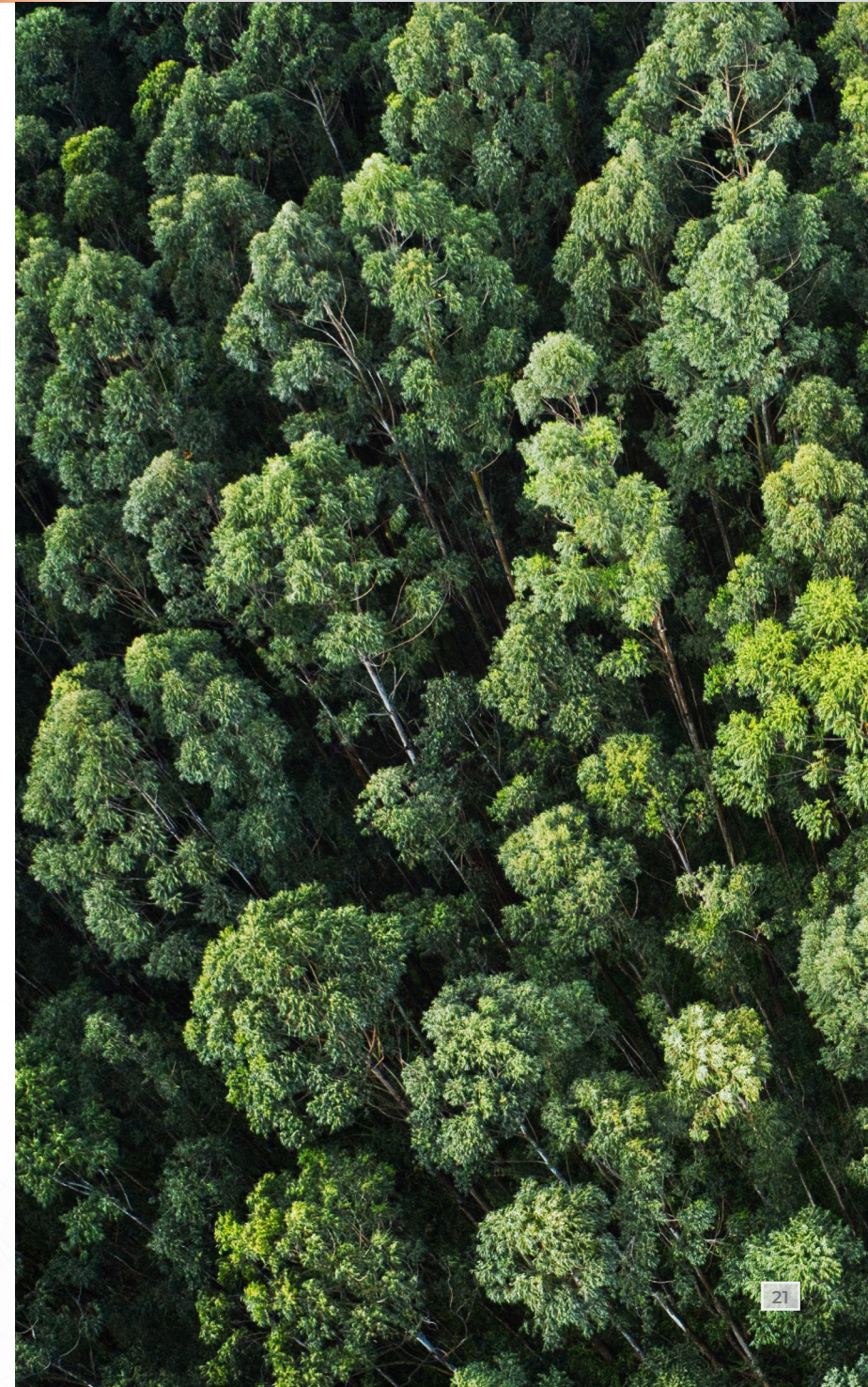
ENVIRONMENTAL POLICY

NATEK’s Environmental Policy provides the **foundation for responsible environmental management** across all Group entities, supporting efforts to minimize environmental impact, ensure legal compliance, and foster sustainability. In line with ESRS requirements, NATEK prioritizes the following areas:

- **Regulatory Compliance and Pollution Prevention (ESRS E2):** Ensuring full adherence to environmental laws, cooperating with relevant authorities, and proactively preventing environmental impacts.
- **Climate and Energy Management (ESRS E1):** Monitoring electricity consumption, calculating GHG emissions, and implementing energy-reduction measures.
- **Water and Resource Efficiency (ESRS E3):** Systematic tracking and responsible management of resources.
- **Circularity and Waste Management (ESRS E5):** Reducing paper use through digitalization, promoting reuse practices, and ensuring proper waste segregation and disposal.
- **Team Engagement and Education (ESRS S2):** Providing training to build awareness and ensure consistent adherence to environmental practices
- **Monitoring and Internal Audits (ESRS S2):** Conducting regular audits, tracking performance, and strengthening the Environmental Management System (EMS).

The full Environmental Policy document is available on the NATEK website **HERE**.

Environmental management practices follow the principles of **ISO 14001**, supporting systematic monitoring, compliance, and continuous improvement.



ENVIRONMENTAL RESPONSIBILITY

3.3

ENVIRONMENTAL GOALS

NATEK has established environmental goals to reduce its operational impact, enhance resource efficiency, and drive continuous improvement across all group entities. These goals are measurable, achievable and fully aligned with ESRS requirements.

- EG1** NATEK will continue to keep its environmental system in accordance with legislation of resident country.
- EG2** NATEK will continue to implement all applicable monitoring measurements for energy, water, and paper consumption.
- EG3** NATEK will continue to maintain and improve procedures for a decrease of paper consumption.
- EG4** NATEK will continue to maintain and improve procedures for proper waste disposal.
- EG5** NATEK will continue to reduce total consumption of electricity for all its branches: Poland (Warsaw, Wroclaw, Gdansk), the Czech Republic (Prague), Bulgaria (Sofia) and Slovakia (Bratislava, Kosice).
- EG6** NATEK will continue to educate and engage its community on ecology and protection of the natural environment with annual agenda.
- EG7** NATEK will gradually develop and fully implement systems of controls and reviews assessing company's environmental performance and fulfillment of NATEK Environmental Plan.



ENVIRONMENTAL RESPONSIBILITY

ENVIRONMENTAL GOALS

3.3

Goal	Description	ESRS	Target
EG1: Regulatory Compliance	Maintain EMS in full compliance with environmental laws across all countries. Cooperate with authorities and follow voluntary recommendations.	E2	Ongoing
EG2: Resource Monitoring	Monitor and report electricity, water, and paper consumption across branches to inform reductions.	E1, E3, E5	Annual from 2024
EG3: Paper Reduction & Digitalization	Reduce paper via electronic documents, double-sided printing, reuse, and recycling.	E5	Progressive from 2024
EG4: Waste Management	Implement segregation and disposal for paper/recyclables to minimize environmental burden.	E5	Fully by 2025
EG5: Energy Efficiency & Emissions	Cut electricity use and GHG emissions, educate on saving behaviors.	E1	2% reduction per branch by 2025
EG6: Climate Targets (SBTi)	Align reductions with SBTi, track Scope 1-3 emissions.	E1	Initiated in 2025, ongoing
EG7: Audits & Reviews	Conduct audits to evaluate goals, compliance, and EMS improvement.	E1-E5	Ongoing
EG8: Team Engagement	Deliver training on sustainability practices and initiatives.	S2	Ongoing

ENVIRONMENTAL RESPONSIBILITY

GHG EMISSIONS

3.4

Since 2024, NATEK has conducted annual GHG accounting per **GHG Protocol** across all Business Units (Gdansk, Warsaw, Wroclaw, Prague, Sofia, Bratislava, Kosice). Emissions are reported under three scopes:



GHG emissions are measured and reported **annually in metric tonnes of CO₂ equivalent (tCO₂e)**, providing a comprehensive overview of the NATEK Group's environmental impact. Data are collected and consolidated through a **dedicated data-collection platform**, ensuring consistency, accuracy, and comparability across all Business Units.

The table presents the **main emission sources generated by NATEK**. Emissions that are not relevant to NATEK's operations have been excluded. These results serve as a baseline for identifying reduction opportunities, guiding operational initiatives, supporting continuous improvement in environmental performance, and informing climate-related planning, including alignment with the Science Based Targets initiative (SBTi).

NATEK Annual GHG Emission				
Scope	Emission Type	2024	2025	Difference %
Scope 1	Mobile combustion	2,213	1,788	↓ -19,2%
Scope 2	Cooling, electricity, heat (market-based method)	81,975	74,050	↓ -9,7%
	Cooling, electricity, heat (location-based method)	81,975	62,442	↓ -23,8%
Scope 3	Business travel, employee commuting, purchased goods and services	5698,556	16,889	↓ -99,7%
Total Emissions		5782,745	92,736	↓ -98,4%

ENVIRONMENTAL RESPONSIBILITY

3.5

SUSTAINABILITY RATINGS

NATEK participates in **external assessments and certification programs** to validate environmental performance, ensure transparency, and benchmark sustainability practices. These initiatives provide independent verification, identify areas for improvement, and support the company's ongoing efforts to reduce environmental impact and enhance resource efficiency.

EcoVadis

In 2024, NATEK completed the EcoVadis assessment, achieving a score that benchmarks its sustainability practices and identifies opportunities for further improvement.

Science Based Targets initiative

At the end of 2025, NATEK joined the SBTi initiative and is currently awaiting validation of its submitted near-term emission-reduction targets for Scope 1 and Scope 2. These targets reflect the company's commitment to achieving measurable emission reductions and will be publicly disclosed upon validation, in accordance with SBTi guidance.



ENVIRONMENTAL RESPONSIBILITY

3.5

SUSTAINABILITY RATINGS

Carbon Disclosure Project

In 2025, NATEK completed its **CDP Climate Change disclosure** and received a **score of C**. The score is classified as private and is available to CDP only. This result reflects NATEK’s current level of maturity in climate-related disclosures.

Stronger performance was observed in areas such as business strategy, governance, and risk disclosure, while further improvements are planned in emissions-reduction initiatives and expansion of emissions data coverage, including Scope 3.

Participation in CDP reinforces NATEK’s commitment to structured, verifiable, and globally aligned climate reporting and provides a framework for **continuous improvement in climate-related performance**.



Climate change



Forests



Water security



ENVIRONMENTAL RESPONSIBILITY

3.6

ENVIRONMENTAL INITIATIVES

NATEK implements initiatives to achieve its environmental goals and strengthen environmental responsibility across all NATEK Group entities. These actions focus on resource efficiency, emissions reduction, waste management, and engaging Team Members in line with ESRS standards.

Resource Efficiency & Digitalization (ESRS E1, E3, E5)

All Business Units monitor electricity, water, and paper usage, standardizing data to track performance and guide strategies. **Energy-saving practices** (such as hardware shutdown and lighting optimization) are promoted alongside the use of energy-efficient devices.

The table presents annual electricity consumption (MWh) for each Business Unit in 2024 and 2025, serving as a basis for monitoring energy efficiency and planning further optimization measures.

NATEK Annual Electricity Consumption

Business Unit	2024	2025	Difference %
Gdansk	5,948	10,277	↑ +6,669
Warsaw	24,751	22,197	↓ -2,554
Wroclaw	5,667	8,445	↑ +2,778
Prague	6,851	7,381	↑ +530
Sofia	26,879	25,103	↓ -1,776
Kosice	13,407	14,712	↑ +1,305
Bratislava	3,540	3,540	0

ENVIRONMENTAL RESPONSIBILITY

3.6

ENVIRONMENTAL INITIATIVES

Paper usage is minimized through electronic documentation, double-sided printing, and NATEK Intranet workflows.

The table below presents the number of ordered paper reams and toner cartridges across all Business Units in 2024–2025, illustrating the scale of office material consumption in the context of initiatives aimed at reducing paper use.

NATEK Office Material Consumption						
Business Unit	Ordered reams of paper			Ordered toner cartridges		
	2024	2025	Difference %	2024	2025	Difference %
Gdansk	4	5	↑ 1	2	0	↑ 1
Warsaw	8	7	↓ -1	3	0	↓ -1
Wroclaw	4	0	↓ -4	0	2	↓ -4
Prague	0	0	0	0	0	0
Sofia	1	0	↓ -1	1	0	↓ -1
Kosice	4	3	↓ -1	1	2	↓ -1
Bratislava	1	0	↓ -1	0	1	↓ -1

ENVIRONMENTAL RESPONSIBILITY

3.6

ENVIRONMENTAL INITIATIVES

Waste Management & Circularity (ESRS E5)

Waste segregation, recycling, and responsible disposal practices are implemented across all Business Units, with a focus on paper and other recyclables. Waste streams are managed separately to prevent contamination, support circularity, and reduce environmental impacts.

Team Engagement and Sustainability Training (ESRS S2)

Team Members participate in environmental initiatives through training programs, awareness campaigns, and sustainable practices. Participation is encouraged in resource-saving behaviors, waste segregation, and digitalization initiatives. Additional details on these initiatives are provided in the Social Responsibility section.

Audits and Continuous Improvement (ESRS S2)

Regular internal audits assess the implementation of environmental goals and the effectiveness of the Environmental Management System (EMS). Findings are used to identify improvement opportunities and ensure ongoing enhancement of environmental performance.

Additional Sustainability Practices (ESRS E1, E5, S2)

NATEK promotes sustainable practices beyond operational efficiency, such as using reusable containers for meals, encouraging sustainable commuting options, and ensuring responsible procurement of office materials. These initiatives foster a culture of environmental responsibility across all Business Units.



SOCIAL RESPONSIBILITY

INTRODUCTION | CSR POLICY | CSR INITIATIVES | DEI POLICY

SOCIAL RESPONSIBILITY

INTRODUCTION

4.1

People are at the core of the organization, and **the Society pillar** represents the area where **organizational values are put into practice**. Sustainable development extends beyond environmental and governance responsibilities, encompassing how relationships with people are fostered.

The Social Responsibility strategy is built around three **CSR pillars - Ecology, Education, and Society** - each reflecting the organization's approach to social impact and forming an integral part of the ESG framework. Activities within the Society pillar focus on:

- engaging Team Members in social and environmental initiatives,
- taking care of the environment and the well-being of our communities,
- supporting technological education and future-ready skills,
- promoting diversity, equity, and inclusion,
- ensuring a safe, ethical, and supportive workplace.

Team Members believe that lasting value is created when business growth goes hand in hand with the development of people and communities. This section presents our initiatives and commitments that strengthen our positive social impact - today and in the future.



SOCIETY

In our local communities, we are partners with foundations and organizations. We carry on initiatives like Volunteer With Us, or Activity for Charity in all our locations. We also allow fundraising for specific socially recognisable needs internally or externally.



ECOLOGY

We are accountable for our planet and the environment we live in. That is why we will continue to engage in environmental activities both externally, and internally. Some of them are, for example, Eco League or our internal Zero Paper Project.



EDUCATION

We are keen to share our expertise and knowledge among people. By doing so we give them a chance to boost their careers through projects like the LEAD program.

Moreover, we support women in mentoring their careers, and students in gaining real experiences. We also provide support to job seekers on how to pass an interview and get a job.



SOCIAL RESPONSIBILITY

CSR POLICY

4.2

CSR is a shared responsibility coordinated by the **Marketing Department** and **Employer Branding Team**, with strategic direction and support from the **Management Board**.

All Team Members and business partners are encouraged to participate in initiatives that benefit society, the environment, and local communities, fostering a culture of accountability, inclusion, and continuous improvement.

The full Corporate Social Responsibility Policy is available on the NATEK website [HERE](#).

SOCIAL RESPONSIBILITY

CSR POLICY

4.2

NATEK's CSR Policy is built on three pillars - **Society, Ecology, and Education** - which guide the company's efforts in social responsibility, sustainable development, and education, aligning social, environmental, and human capital initiatives with its business objectives.



SOCIETY

- **Foster well-being:** Support Team Members' physical and mental health through dedicated well-being initiatives.
- **Promote volunteering and engagement:** Encourage active participation in company and community initiatives.
- **Support local communities:** Build partnerships with foundations and organizations to address social challenges.
- **Facilitate team-building and integration:** Strengthen collaboration and engagement across all Business Units.
- **Raise awareness:** Communicate CSR initiatives to foster a culture of social responsibility and inclusivity.



ECOLOGY

- **Increase environmental awareness:** Provide training sessions on ecological responsibility.
- **Foster everyday ecological habits:** Promote recycling, waste reduction, and energy-saving behaviors.
- **Engage Team Members in ecological initiatives:** Encourage participation in local and company-wide actions.
- **Promote digital transformation:** Implement initiatives such as the Zero Paper Project to reduce printed materials.
- **Encourage responsible purchasing and eco-friendly workplaces:** Prioritize sustainable materials and choose offices meeting sustainability standards.



EDUCATION

- **Mentoring programs for women:** Support career development in technology roles.
- **Share IT expertise:** Conduct workshops and educational programs for students and young professionals.
- **Internal knowledge sharing:** Organize webinars and trainings on IT best practices.
- **Community education:** Provide educational activities on ecology and technology for children and the wider community.

SOCIAL RESPONSIBILITY

4.3.1

CSR SOCIETY INITIATIVES

NATEK supports the communities in which it operates through **partnerships with foundations and local organizations**. Initiatives include the Volunteer With Us program and fundraising activities, creating **positive social impact and supporting socially important causes** both within and outside the organization.

Mental Well-being

NATEK promotes mental well-being through mindfulness sessions, office campaigns, webinars, and access to professional psychological support, such as:

- The **Mindful Refresh** program offers weekly 20-minute online sessions led by a certified mindfulness trainer to enhance focus and clarity. **Average daily Mindful Refresh participants: 20**
- **Discover Mindfulness** campaigns are held on-site in NATEK offices, addressing topics such as stress management and burnout.
- Webinars provide practical guidance on mental health, effective feedback, work-life balance, and parenting challenges, equipping Team Members with tools and expert insights to support well-being in everyday life.
- Additionally, confidential individual counseling sessions, particularly during World Mental Health Day, ensure access to professional support and reinforce a culture of care and well-being.



The initiative aligns with SDG No. 3 & No. 11

8.5 /10
AVERAGE RATING

40
INDIVIDUAL COUNSELING SESSIONS PARTICIPANTS PER MONTH

20
MINDFUL REFRESH PARTICIPANTS PER DAY

„Thank you for organizing the mindfulness session. The trainer was highly competent and created a comfortable environment, allowing me to practice the techniques presented. I appreciated the participant engagement and found the topic valuable for managing emotions and improving concentration and mindfulness.“

Team Member's voice

SOCIAL RESPONSIBILITY

4.3.1

CSR  SOCIETY
INITIATIVES

” The session was **well-tailored** to my expectations, and I’m motivated to work on the discussed topics. I look forward to continuing our collaboration and exploring these topics further in future sessions. Continuing the counseling sessions would have a very positive impact on my work at NATEK. They would provide **valuable support for personal and professional development**, helping me better manage stress, set clear goals, and maintain a balanced mindset. This, in turn, would enhance my productivity, communication skills, and overall job satisfaction. I’m confident that continued sessions would **contribute to my growth and success** in my role at NATEK. ”

Team Member’s voice

SOCIAL RESPONSIBILITY

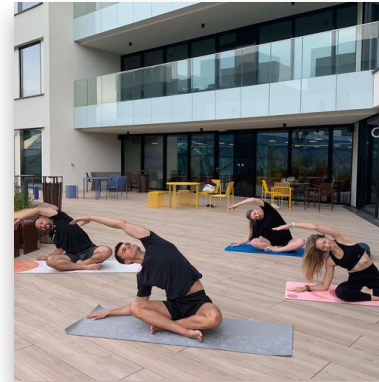
4.3.1

CSR SOCIETY INITIATIVES

Physical Well-being

Team Members' physical well-being is supported through a range of initiatives combining fitness, preventive care, and practical health guidance such as:

- **Outdoor yoga classes**, led by a certified NATEK Team Member instructor, promote mindfulness, physical activity, and community engagement.
- **Office massage sessions** are offered across all Business Units to counteract the effects of prolonged desk work and serve as a gesture of appreciation.
- **On-site health screenings** provide comprehensive blood tests tailored to individual needs, supporting preventive care and health monitoring.
- **Workplace physiotherapy sessions** include assessments and exercises to reduce the impact of sedentary work while fostering team collaboration.
- **Educational webinars** address physical and medical well-being topics such as posture, core strength, ergonomic workspaces, healthy movement, breathing techniques.
- **Preventive health awareness initiatives**, such as Pink October and Movember, offer practical tools and expert guidance to support holistic health.



170
OFFICE MESSAGES PARTICIPANTS

143
ON-SITE BLOOD TESTS PARTICIPANTS



SOCIAL RESPONSIBILITY

4.3.1

CSR SOCIETY INITIATIVES

Activity for Charity

The Activity for Charity challenge is a **five-week initiative** for all Team Members, designed to combine physical activity, team building, and charitable contributions.

Participants work in teams to **complete measurable physical activities converted into kilometers**, earning points along the way. The collective kilometers achieved over the five weeks determine the size of a donation to a charity selected by the participants, with each team having the opportunity to propose a beneficiary organization. In addition to covering kilometers, participants complete **two special tasks**: one focused on physical well-being and the other supporting environmental sustainability.

The challenge fosters strong team cohesion, connects Team Members across all Business Units, and encourages new friendships. Top teams and individual participants receive **rewards that promote Team Members' well-being**.

Activity for Charity has become a **flagship initiative**, with participation and engagement increasing year by year, and the fifth edition, held in 2025, marking a new milestone.





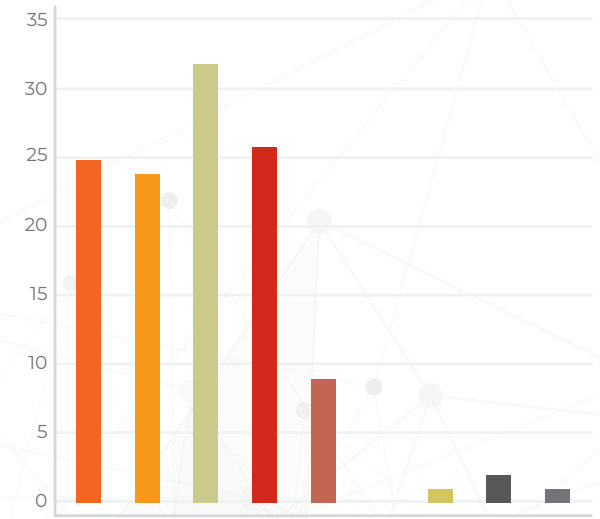
SOCIAL RESPONSIBILITY

CSR SOCIETY
INITIATIVES

4.3.1

Why did you decide to participate in the challenge?

- I like this challenge 25
- To have fun 24
- To help those in need 32
- To take care of my health 26
- My friend/colleague participation 9
- My colleague/manager talked me into 0
- To win 1
- For awards 2
- Other 1



SOCIAL RESPONSIBILITY

CSR SOCIETY
INITIATIVES

4.3.1

External Sports and Charity Engagement

NATEK participates in charity sports events that combine social engagement with support for health and environmental initiatives. Team Members participate in events such as the **Company Run, Wings for Life World Run, and Wielka Orkiestra Świątecznej Pomocy** runs, raising funds for medical treatment, rehabilitation, health prevention, and research programs,

These events are inclusive, welcoming professional athletes, amateurs, and participants with disabilities to join either on-site or remotely. In addition to promoting physical activity, these initiatives create social and environmental impact, including supporting health programs and sustainable projects such as tree planting.

Volunteer's Day and Charity Collections

Volunteering is a core element of NATEK's CSR strategy, enabling Team Members to support charitable initiatives during working hours through **Volunteer's Day**. Activities include assisting food banks, schools, shelters, as well as participating in charity runs, fostering community engagement and well-being.

Annual initiatives such as Christmas collections and support for animal shelters further strengthen NATEK's commitment to responsibility, connection, and impact within the communities NATEK serves.



SOCIAL RESPONSIBILITY

4.3.1

CSR SOCIETY INITIATIVES

Integration Events

NATEK organizes **several integration events throughout the year** to strengthen connections among Team Members and celebrate achievements.

Summer integration events feature sports activities, such as volleyball, fostering teamwork and engagement. Christmas parties provide an opportunity to reflect on annual successes and celebrate collective accomplishments.

Additionally, at least twice a year, special gatherings are held for occasions such as Employee Appreciation Day and World Values Day, offering a platform for recognition, celebration, and social interaction.

Participant numbers are tracked annually, showing steady growth in engagement and attendance over time.



SOCIAL RESPONSIBILITY

4.3.1

CSR SOCIETY INITIATIVES

NATEK Clubs 5 Years Club and 10 Years Club

Every fifth employment anniversary is formally recognized at NATEK, with Team Members receiving a gift of their choice as appreciation for long-term collaboration and contribution to organizational growth. This practice supports the Social pillar of NATEK's ESG approach by fostering well-being, strengthening retention, and promoting a positive and inclusive workplace culture.

Top Performers

Numerous successes are achieved through strong collaboration across all departments. Certain Team Members stand out for exceptional individual results and leadership, contributing significantly to the company's achievements. Recognition is given in key categories, including **Best Account and Service Delivery, Best Sales, Best Recruiter, Best Researcher, and Best Account Delivery Manager**, with each winner receiving a reward of their choice in hardware or education. This initiative supports the Social pillar of NATEK's ESG approach by recognizing talent, motivating high performance, and fostering a culture of excellence.



SOCIAL RESPONSIBILITY

4.3.1

CSR SOCIETY INITIATIVES

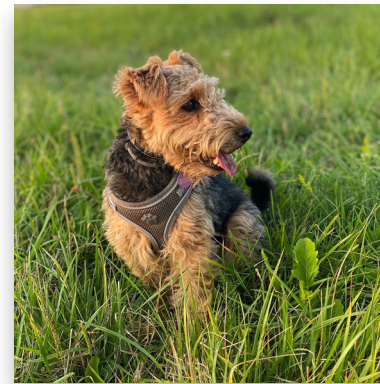
New Bonds Club

A dedicated initiative at NATEK **brings together all new parents** in the New Bonds Club, creating a supportive community within the organization. Upon the birth of a child, each NATEK Team Member receives a branded gift package as a **gesture of care and recognition during this important life event**. This initiative reinforces the Social pillar of the company's ESG approach by promoting family-friendly practices, supporting work-life balance, and fostering an inclusive culture that acknowledges and celebrates parenthood.

Animal Club

In response to growing interest in animal-related initiatives and the number of Team Members who own pets, the company established the NATEK Animal Club. Participants have access to educational webinars, pet-owner competitions, and other activities. A key highlight is the annual **NATEK Dog and Cat Ambassadors contest**, launched in 2023 and growing in popularity each year. The initiative supports the Social pillar of NATEK's ESG framework by fostering community, promoting responsible pet ownership, and enhancing Team Members' engagement.

NATEK has also been awarded the **#PetFriendly** company certificate by the **Pethelp** organization.



SOCIAL RESPONSIBILITY

4.3.2

CSR INITIATIVES

ECOLOGY

The Ecology pillar promotes everyday sustainable choices and initiatives that integrate environmental responsibility into the workplace culture.

Ecological educational webinars

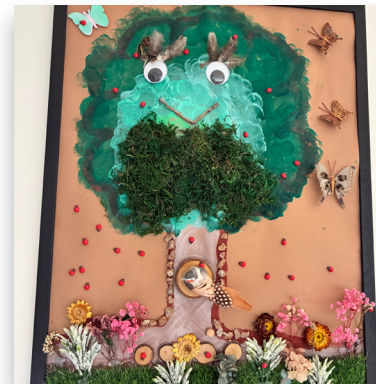
Ecological webinars were organized to raise awareness of CO₂ emissions and methods to reduce digital and physical carbon footprints. Selected sessions featured knowledge quizzes with environmentally-themed prizes to reinforce learning and engagement. **Participants: 70**

Ecological component - International Children's Day

An annual drawing contest for International Children's Day promotes creativity and early environmental awareness among Team Members' families. Each edition features a sustainability-focused theme, and winners receive educational LEGO sets to encourage learning and sustainable values.



The initiative aligns with SDG No. 12 & No. 13



International Children's Day



SOCIAL RESPONSIBILITY

4.3.2

CSR INITIATIVES

ECOLOGY

Ecological component - Activity for Charity

The Activity for Charity initiative promotes support for social causes while encouraging sustainable habits, such as plogging. Since 2025, one tree has been planted per participant in partnership with **Posadzimy.pl**, resulting in 302 trees being planted to help offset CO₂ emissions. The initiative connects Team Members' engagement with long-term environmental responsibility.

Summary

NATEK's ecological initiatives promote sustainable habits, raise environmental awareness, and support early education on ecological responsibility. Through webinars, family activities, and CSR challenges, the company fosters a **culture of sustainability** and contributes to **measurable environmental impact**.



The initiative aligns with SDG No. 15



Each tree represents one Participant who took part in the Activity for Charity challenge at least once between 2022 and 2025

SOCIAL RESPONSIBILITY

4.3.3

CSR EDUCATION INITIATIVES

Education is a key driver of growth and opportunity for individuals and organizations. NATEK’s initiatives foster skills, curiosity, and a culture of continuous learning, supporting professional development, personal growth, and cross-team collaboration.

Educational IT Workshops for Students

Since 2024, NATEK has partnered with the **IT Girls Foundation** to organize educational workshops for school students. Sessions cover IT concepts, databases, and career guidance, delivered by NATEK consultants and specialists. These workshops provide hands-on learning and insights into IT careers, helping students make informed decisions about future studies. Feedback confirms that the workshops successfully met participants’ expectations.



The initiative aligns with SDG No. 4



100%
WOULD RECOMMEND THE PROGRAM TO THEIR COLLEAGUES

89%
FIND THE ORGANISATION OF THE EVENT SUPERB



SOCIAL RESPONSIBILITY

4.3.3

CSR EDUCATION INITIATIVES

Educational Robotics and Programming Workshops for Children

Robotics and programming workshops for NATEK Team Members' children combine learning, creativity, and fun in an engaging environment. In collaboration with **GO4Robot** and **Logiscool**, participants work in teams to build, program, and test robots using **LEGO® Education** sets, fostering problem-solving skills, creativity, and IT knowledge. Workshops are conducted by certified instructors to ensure a safe and engaging learning experience.



GO4Robot



4.92
avg. overall experience

SOCIAL RESPONSIBILITY

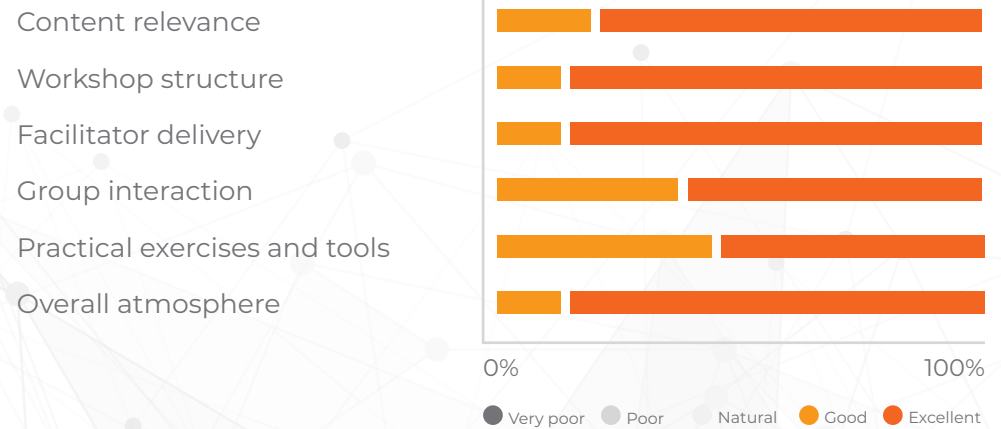
CSR EDUCATION
INITIATIVES

4.3.3

Educational Life & Business Coaching Program

The Life and Business Coaching Program supports personal and professional development through six-month sessions focused on self-development, well-being, workplace relationships, goal-setting, work-life balance, and resilience. Feedback highlighted increased self-awareness, personal growth, and improved work-life balance.

How would you rate the individual elements of the workshops?



SOCIAL RESPONSIBILITY

4.3.3

CSR EDUCATION INITIATIVES

Internal IT Educational Webinars – #learnITwithus!

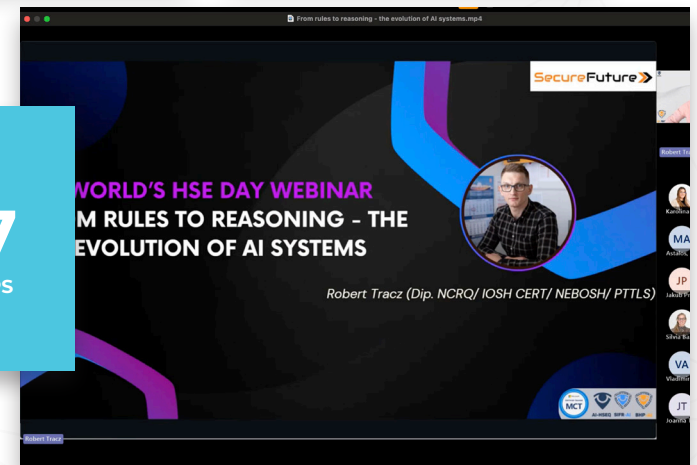
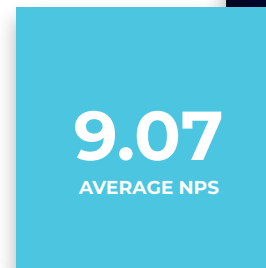
Launched in 2025, the #learnITwithus! webinar series enhances knowledge sharing and technical development. Sessions strengthen technical and soft skills, promote professional growth, and foster cross-team collaboration. High participation and positive feedback demonstrate the relevance and impact of the program.

Educational IT Expert Webinars

Expert-led webinars cover topics such as artificial intelligence, cybersecurity, workplace safety, and emerging digital regulations. These sessions enhance understanding of practical applications, security and privacy risks, industry trends, and evolving regulations, supporting continuous upskilling in a rapidly changing technological landscape. Additionally, webinars are organized for parents to address issues related to children’s and adolescents’ digital addictions, providing guidance and practical strategies to support healthy technology use. **Participants: 70**

Summary

NATEK’s educational initiatives develop technical and soft skills, creativity, and problem-solving, while fostering a culture of lifelong learning and collaboration. Through workshops, coaching, and webinars, Team Members and their families gain knowledge, practical experience, and career insights, reinforcing NATEK’s commitment to continuous development.



Internal IT Educational Webinars – #learnITwithus

SOCIAL RESPONSIBILITY

DEI POLICY

4.4

NATEK is committed to fostering a corporate culture where every individual feels valued, respected, and empowered. **Diversity, Equity, and Inclusion (DEI)** drive efficiency, innovation and growth, and represent a shared responsibility. The company aims to create a workplace that reflects the communities it serves, supports Team Members' well-being, and aligns with its core values of Partnership, Accountability, and Expertise.

The full DEI Policy is publicly available on the NATEK website [HERE](#).

These commitments are reflected in specific objectives designed to ensure equal treatment, foster inclusion, and promote accountability across the organization.



The initiative aligns with SDG No. 5 & No. 10



SOCIAL RESPONSIBILITY

DEI POLICY

4.4

Inclusion and Empowerment

- Build a corporate culture where every individual feels valued, respected, and empowered.
- Foster inclusion to strengthen collaboration, innovation, operational efficiency, and sustainable growth.
- Support the well-being of all Team Members in line with the company's core values.

Safety and Anti-Harassment

- Maintain zero tolerance for any form of violence or harassment.
- Protect Team Members against retaliation and ensure confidentiality and safety for reporters and witnesses.
- Maintain a safe, respectful, and non-discriminatory working environment.

Equality and Non-Discrimination

- Ensure equal treatment in hiring, promotion, training, employment conditions, and contracts.
- Promote equal opportunities regardless of gender, age, disability, race, religion, nationality, beliefs, sexual orientation, or contract type.
- Apply non-discrimination and equal treatment principles consistently across all employment and contractual practices.

Education and Awareness

- Provide ongoing education and awareness to strengthen understanding of DEI principles.
- Equip Team Members with the knowledge and tools to support an inclusive and equitable workplace.

Governance and Accountability

- Implement fair and transparent processes to report, investigate, and resolve DEI-related incidents.
- Ensure DEI is a shared responsibility with clear accountability at all organizational levels.

DEI-related incidents may be reported through NATEK's whistleblowing channels described in the Governance section.

SOCIAL RESPONSIBILITY | DEI POLICY

4.5

TRAININGS & EDUCATION

NATEK fosters a culture of **continuous learning, awareness, and compliance** across all Business Units. Training and development initiatives include programs, academies, language courses, and dedicated campaigns focused on DEI, health and safety, and other compliance areas.

Occupational health and safety practices follow **ILO guidelines and ISO 45001 principles**. In 2025, NATEK delivered a **broad portfolio of training sessions** supporting leadership and organizational skills development, career path planning, and awareness of DEI and workplace safety for various employee groups.

Professional development activities are complemented by **language courses** that develop communication and professional competencies. In 2025, Team Members dedicated approximately 630 hours to language training.

Academies and trainings delivered in 2025

Name	Details	Participants
ADM ACADEMY	Develops key competencies for the Account Delivery Manager role, providing practical tools for effective project and team management.	14
TL ACADEMY	Prepares for the Team Leader role, focusing on leadership, team management, and motivation skills.	11
ARVT ACADEMY	Enhances knowledge of internal processes critical for managerial roles and supports effective decision-making.	45
FIRST AID COURSE	Provides practical first aid skills through annual, in-office training led by designated Team Members.	40
H&S WEBINAR	An annual webinar on workplace health and safety, aligned with International Labour Organization guidelines.	79
H&S TRAINING	Provides essential knowledge on workplace safety and emergency procedures, including hazard identification, accident prevention, and effective response.	161
ORCHESTRA WORKSHOPS	Workshops focused on improving team collaboration and communication, and building strong professional relationships.	95
EXTERNAL COURSES	Covers external courses and certifications, supporting professional development, skill enhancement, and specialized knowledge acquisition.	43
UDEMY ACADEMY	Provides self-paced online learning with a wide range of courses for professional and personal skill development.	40
LANGUAGE COURSE	Develops communication skills and fluency in selected languages, supporting effective collaboration in international teams.	54
Total participants: 582		

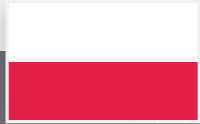
DEI POLICY

4.6

DEVELOPMENT & DIVERSITY

NATEK is committed to fostering an **inclusive workplace** that ensures all Team Members have **equal access to learning, career development, and growth opportunities**. This section also highlights workforce composition, demonstrating the company's **commitment to diversity** and equitable representation across gender and other key demographics. Tracking workforce distribution and diversity indicators helps guide development initiatives and ensures fair and equal opportunities for all Team Members to succeed.

The numbers below presents the distribution of Team Members across countries where the company operates:



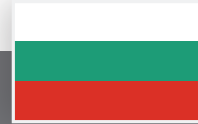
538

POLAND



45

THE CZECH REPUBLIC



71

BULGARIA



231

SLOVAKIA

TOTAL NUMBER OF NATEK TEAM MEMBERS: 885

DECEMBER 2025

DEI POLICY

4.6

DEVELOPMENT & DIVERSITY

In 2025, NATEK granted a **total of 69 promotions**, reflecting its commitment to people’s development, career progression, and equal access to growth opportunities. This data complements the talent distribution information provided above, demonstrating how NATEK supports **internal mobility and professional advancement**.

NATEK also maintains a **balanced representation of genders** across both consultant and internal teams. Promoting **equal participation of women and men** is especially important in the IT industry, where varied perspectives contribute to stronger innovation, better decision-making, and more collaborative teamwork.

These indicators provide a **snapshot of NATEK’s workforce composition** and highlight the company’s **commitment to diversity and equal opportunities**. They serve as a foundation for monitoring progress and guiding initiatives that foster an inclusive, equitable, and supportive workplace for all Team Members.





GOVERNANCE RESPONSIBILITY

CORPORATE GOVERNANCE FRAMEWORK | ETHICS AND COMPLIANCE

RESPONSIBLE SUPPLY CHAIN

GOVERNANCE RESPONSIBILITY

5.1

INTRODUCTION

Good governance and accountability are fundamental to NATEK's operations. **Policies** at NATEK are designed to ensure compliance with legal requirements, ethical standards, information security protocols, and quality principles. All policies are available to NATEK's Team Members and apply throughout the NATEK Group, providing a **clear framework for consistent decision-making and responsible behavior**.



GOVERNANCE RESPONSIBILITY

5.2

GOVERNANCE STRUCTURE

NATEK is managed by the **Management Board**, led by the **CEO**, who reports to the **Supervisory Board** chaired by a shareholder representative. Business operations are steered via local country management structures supported by centralized support functions. While business operations provide IT outsourcing services to customers, **support functions maintain governance guardrails**, ensuring compliance with legislation, customer requirements, and people and supplier expectations.

The organizational structure is lean and flexible, enabling NATEK to adjust to evolving customer needs and market and legislative changes. Diversity is represented across the group, from top to bottom: the **Management Board consists of 2 women and 1 man**, the **Country Management layer has the same ratio**.



Q22

NATEK's Warsaw Office

GOVERNANCE RESPONSIBILITY

5.3

ETHICS AND CODE OF CONDUCT

At NATEK, ethical conduct underpins every business decision. Guided by the **Code of Business Conduct**, the organization operates with integrity, transparency, and respect toward Team Members, customers, and partners. Key principles cover the following areas.

- **Conflict of Interest:** guidelines for identifying, disclosing, and avoiding conflicts.
- **Anti-Corruption and Bribery:** clear rules against unfair practices
- **Reporting Obligations:** Team Members must report suspected violations or ethical concerns.

NATEK fosters an inclusive workplace, free from discrimination and harassment, where diversity drives innovation. Business dealings are conducted with honesty, confidentiality, and fairness, and supplier selection is based on integrity and transparency. These areas are discussed in more detail in the chapter on DEI and Whistleblowers.



Olivia Four
NATEK's Gdansk Office

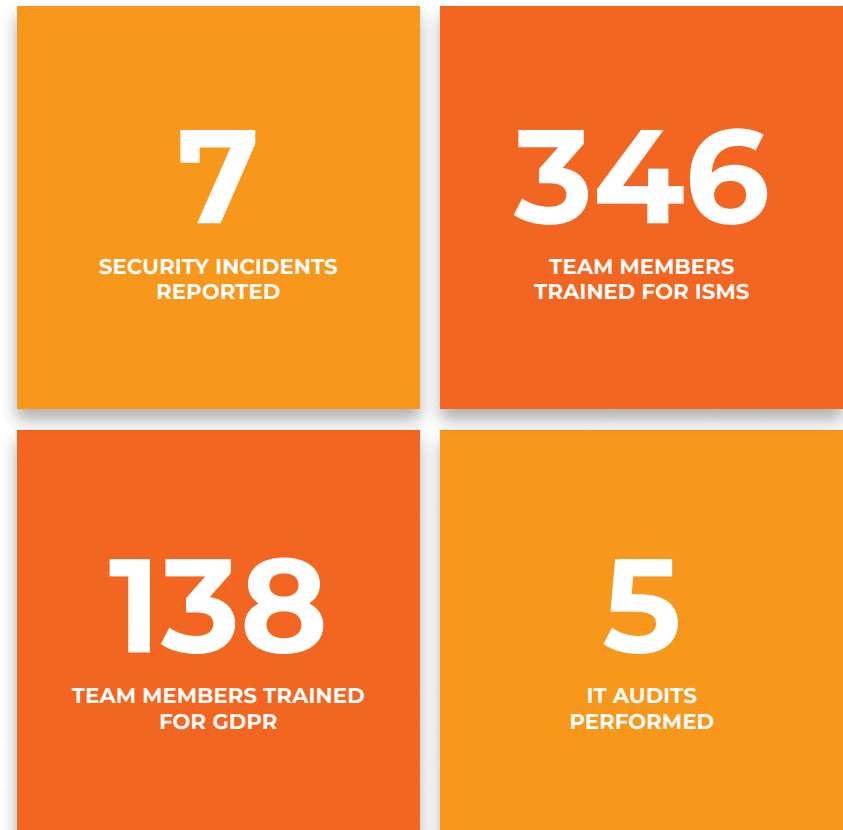
GOVERNANCE RESPONSIBILITY

5.4

INFORMATION SECURITY AND PRIVACY

Information security and personal data protection are strategic priorities. NATEK's **Information Security Management System (ISMS)**, aligned with **ISO/IEC 27001 standards**, ensures the confidentiality, integrity, and availability of all information assets, including IT systems, applications, HR, and proprietary data.

Data protection measures are in strict compliance with **GDPR**. Personal data is stored securely, encrypted, and access-controlled, with incidents handled promptly to mitigate risk and maintain transparency.



5.5

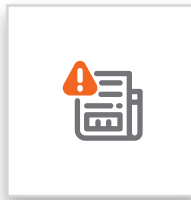
QUALITY AND RISK MANAGEMENT

NATEK maintains a robust **Quality Management System**, certified to **ISO 9001:2015** for IT outsourcing and consulting services. Key processes are regularly documented, reviewed, and updated to meet the high standards of international customers.



Business Risk Management

focuses on **identifying and mitigating risks** such as loss of key customers, Team Member turnover, and talent shortages. Risks are evaluated using a probability-impact matrix and addressed through targeted mitigation measures, including competency duplication, bonus programs, career development initiatives, portfolio diversification, and proactive client communication.



Information Security Risk Management

ensures the **protection of information assets** through systematic risk identification, analysis, and classification from low to critical. Risk Owners and the Information Security Officer oversee mitigation plans and continuous monitoring, ensuring compliance and adaptability to evolving threats.



Business Continuity

NATEK's Business Continuity is supported by a **comprehensive framework** that applies across all Business Units and locations, ensuring resilience and uninterrupted service delivery. Critical functions and IT systems operate with defined **Recovery Time Objectives** - 24 hours for business operations and 8 hours for essential IT tools. This framework is reinforced by **Disaster Recovery Plans** that outline clear, step-by-step procedures for restoring operations in the event of major disruptions.

GOVERNANCE RESPONSIBILITY

5.6

WHISTLEBLOWING FRAMEWORK

The whistleblowing framework implemented by NATEK ensures compliance with **Directive (EU) 2019/1937 and national whistleblower protection laws** in Poland, the Czech Republic, Bulgaria, and Slovakia. The Policy applies across all legal entities within the NATEK Group and covers all Team Members (all type of employments).

Team Members and other eligible persons can report violations of law and other specified irregularities through **internal reporting channels**. The primary channel is the **Whistly online platform**, which enables anonymous submissions, while **face-to-face meetings with designated Coordinators** are also available. The organization encourages the use of these channels to facilitate effective communication and follow-up.

The full Whistleblower Policy is publicly available on the NATEK website [HERE](#).



GOVERNANCE RESPONSIBILITY | WHISTLEBLOWING FRAMEWORK

5.6.1

PROTECTION & HANDLING

All reports are registered, verified, and assessed by authorized Coordinators in accordance with defined procedures. Reports are handled **impartially and objectively**, with full respect for the dignity and reputation of all persons involved. The Policy ensures **confidentiality of the identity** of the Whistleblower, facilitators, and other persons mentioned in the report, with access to report information strictly limited to authorized personnel under confidentiality obligations.

The Policy enforces an absolute prohibition of retaliation against Whistleblowers, facilitators and persons associated with the Whistleblower, with disciplinary, criminal, or civil consequences for any violation.

Reports on Whistly platform in 2025

Date from	Date to	Total report	Time of audit	Anonymous / non-anonymous	Status
January 1	December 2	1	84 days	Non-anonymous	Closed
December 9	--	1	--	Non-anonymous	Open



GOVERNANCE RESPONSIBILITY | WHISTLEBLOWING FRAMEWORK

ACCOUNTABILITY

5.6.2

The whistleblowing framework is supervised by a designated **Head Coordinator**, supported by authorized Coordinators appointed within each NATEK Group entity.

Coordinators are responsible for receiving reports, conducting verifications, coordinating follow-up actions, maintaining the register of notifications, and ensuring protection against retaliation.

In cases involving conflicts of interest, **special reporting procedures** are applied to ensure impartiality and integrity of the process.



5.7

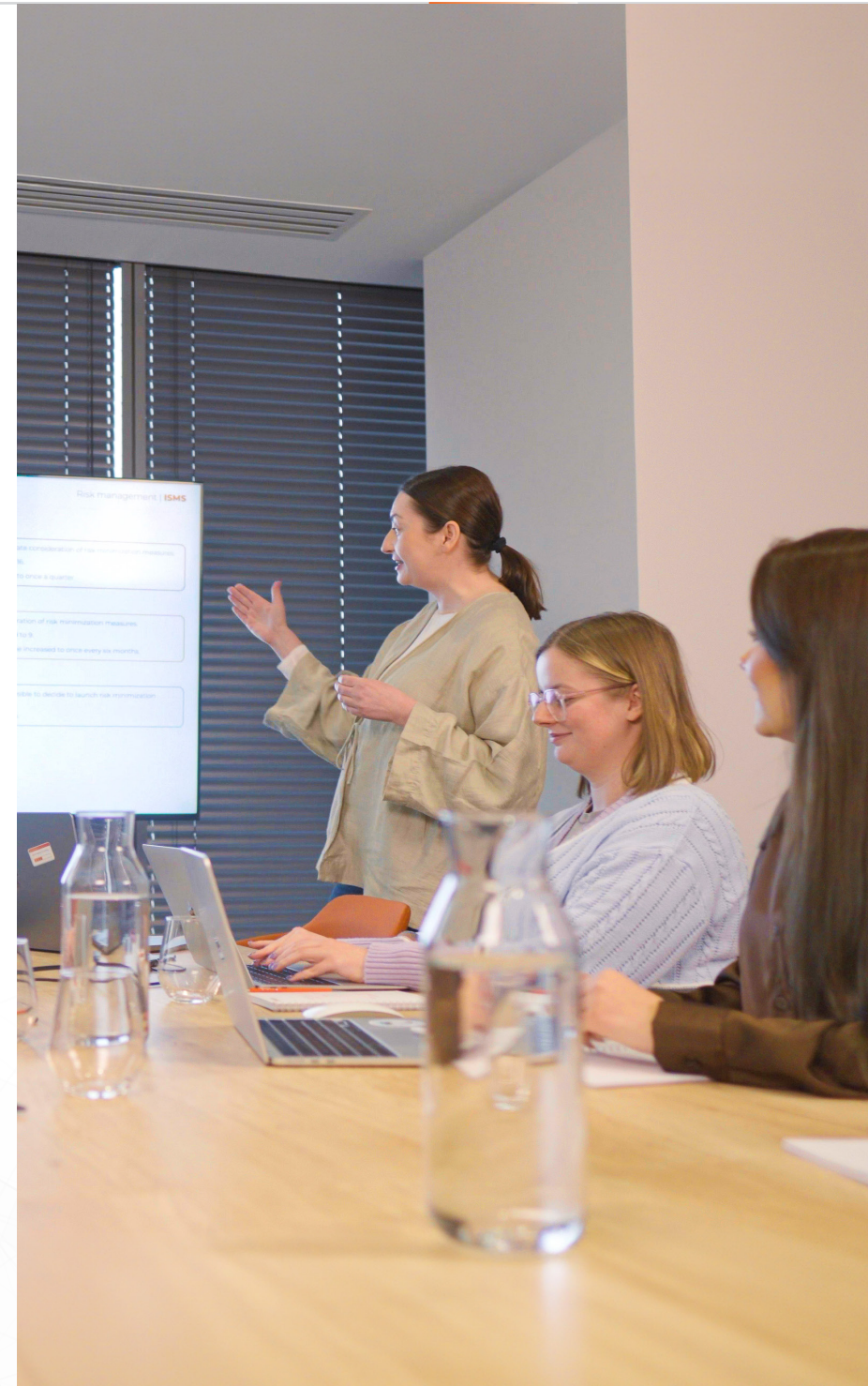
GOVERNANCE RESPONSIBILITY

ROLES AND COMPLIANCE

Oversight of governance policies is performed by Managers, Coordinators, and Process Owners. Roles include:

- monitoring compliance with policies,
- conducting Team Members training,
- escalating non-compliance or issues,
- reporting to the Management Board as required.

Compliance is monitored through audits, internal reviews, and reporting mechanisms. **Policy violations have defined consequences**, including disciplinary, legal, or financial actions.





EXECUTIVE SUMMARY

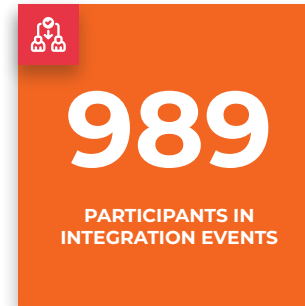
6

EXECUTIVE SUMMARY

NATEK integrates **sustainability, social responsibility, and strong governance** into its operations, using ESG principles to drive innovation, operational excellence, and long-term value for Team Members, customers, and other communities.

In 2025, **NATEK reduced its environmental impact** by monitoring Scope 1–3 emissions, cutting energy, paper, and water use, and implementing energy-saving, recycling, and digitalization initiatives. The company joined the Science Based Targets initiative (SBTi) and participates in CDP and EcoVadis, ensuring measurable reductions and transparent reporting.

Social initiatives focused on **well-being, education, and community engagement**.



6

EXECUTIVE SUMMARY

Diversity, Equity, and Inclusion (DEI) remained central to NATEK's people strategy. The workforce consisted of **885 Team Members** across four countries, with **69 promotions** granted in 2025. **Balanced gender representation** was maintained across consultants and staff, and DEI principles were embedded in recruitment, development, and workplace practices.

Governance practices were reinforced through a secure **whistleblowing system (Whistly)**, regular policy audits, targeted training, and ongoing compliance monitoring across all Business Units. NATEK's governance framework remains aligned with **GDPR, ISO standards, and OECD guidelines**, ensuring ethical conduct, information security, and service quality.

Overall, NATEK demonstrates that ESG is not only a corporate responsibility but also a **strategic driver** of measurable environmental, social, and governance outcomes that strengthen resilience, build trust, and create longterm value for all stakeholders. By embedding sustainability into everyday decisions, NATEK ensures that its growth is both **responsible and future-ready**.

Looking ahead, the company remains committed to further enhancing transparency, expanding climate action initiatives, and deepening its social impact. Through continuous improvement, collaboration, and innovation, NATEK aims to set an industry standard for **ESG excellence** and contribute meaningfully to a more sustainable, inclusive, and ethically governed digital future.



Learn more at
natek.eu

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