2023

Corporate Social Responsibility Report

IBA GROUP

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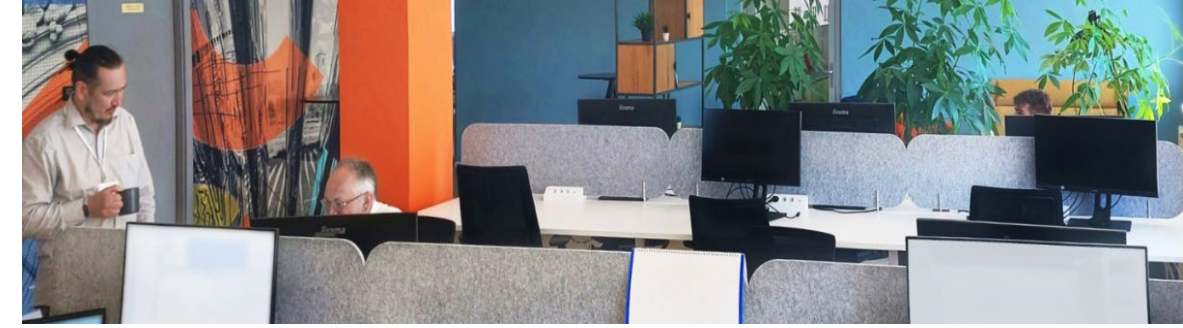www.ibagroupit.com

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Contents

Company's History

Year	Event
1993	JV IBA founded
1998	IBA opens IBA USA in the US
1999	IBA opens IBA CZ, a center of excellence in Prague, Czech Republic
2000	IBA opens IBA IT GmbH in Germany
2005	IBA relocates its headquarter to Prague, Czech Republic, transforming IBA to IBA Group. IBA CZ expands to Brno
2006	IBA Group included in the Leaders category of The Global Outsourcing 100 for the first time
2011	IBA Group wins at European IT & Software Excellence Awards for the first time
2012	IBA Group opens IBA Ukraine in Kiev
2013	IBA Group opens IBA South Africa in Johannesburg
2015	IBA Group opens IBA Slovakia in Bratislava
2017	IBA Group opens IBA Bulgaria in Burgas
2018	IBA Group joins the UN Global Compact
2020	IAOP recognizes IBA Group in all sub-lists of The Global Outsourcing 100 for the 1st time
2021	IBA Group opens IBA Poland in Wroclaw
2022	IBA Group opens offices in Croatia, Georgia, Lithuania, Serbia, and UAE
2023	IBA Group celebrates 30 years! IBA Poland opens office in Warsaw. IBA Group wins in Best in Cloud 2023

Message from IBA Group Chairman

IBA Group joined the United Nations Global Compact (UNGC) in 2018. As a signatory of this leading corporate social responsibility (CSR) initiative, we are committed to the UNGC and its Ten Principles. In this Report, we give an overview of what we did in 2023 to achieve the UN Sustainable Development Goals (SDGs).

The past year marked an important milestone in the history of our company, as we celebrated our 30th anniversary. We went through not only steady growth but also setbacks and obstacles. However, we remained optimistic and firm, and this helped us remain sustainable. We achieved our goals through dedication of our employees and partnership with our customers.

The year 2023 was challenging, but not as dramatic as 2022. The decisions that we made a year earlier brought the expected results. The additional IT infrastructure facilities helped us support our projects and the offices in new locations were instrumental in close customer relations.

In 2023, IBA Group proceeded with activities on decent work and economic growth; responsible production and consumption; quality education; peace, justice, and strong institutions; and other SDGs. As before, we focused on employee empowerment, education, community relations, and environmental protection.

Summing up the results of 2023, I would like to highlight that the International Association of Outsourcing Professionals (IAOP) included IBA Group in the Leaders category and all sub-lists of The Global Outsourcing 100 for the 11th and fourth consecutive years, respectively. IT Europa selected IBA Group a finalist of the IT Europa Channel Awards in the categories Enterprise Solution of the Year and Cyber Security Managed Service of the Year, the European Business Services Association announced IBA Group a finalist at the CEE Business Services Awards in the category Most Promising New Entrant Business Services Company (IBA Poland). In addition, IBA Group was selected a winner in the Best in Cloud 2023 competition by Computerworld Polska. The ICDC cloud platform developed by IBA Group became the winner in the category Best PaaS3 Test and Development Platform.

We continued implementing innovative projects that bridge the legacy of the past with the landscape of the future. IBA's SoftPOS projects expanded access of SMEs and individuals to banking services. Our solutions contributed to the creation of smart cities. In terms of responsible consumption and production, we kept acquiring and installing the most efficient equipment and devices, as well as went on adopting sustainable practices in our operation.

We confirm our support of the UNGC's Ten Principles on human rights, labor, environment and anti-corruption, and continue our progress on the path of sustainable development.

Sergei Levteev
IBA Group Chairman

Managing the Company

Business Overview

IBA Group is an alliance of IT companies located in Europe, North America, Asia, and Africa. The company's headquarters is located in Prague, Czech Republic. Its development centers are based in Eastern and Central Europe, and the United States.

IBA Group a.s. is a joint stock company. Its branches are joint stock companies or limited liability companies.

For 30 years, IBA Group has been working in the IT industry. As the company is a partner of world IT leaders, it is able to introduce innovative technologies at local enterprises in the countries of its operations. However, the company's innovativeness depends on its partners because IBA Group develops its services and solutions using technologies of world IT leaders.

IBA Group serves customers in more than 50 countries, focusing primarily on the B2B segment. The company improves its technological expertise, solves customers' business problems in the fields of digital transformation, business process automation, analytics, and cloud and mobility technologies.

IBA Group's services and solutions are designed for:

- IT companies
- Financial institutions
- Manufacturing enterprises
- Transport companies
- Trade organizations
- Utility enterprises
- Mining enterprises
- Public institutions
- Educational institutions

IBA Group has unique expertise, optimized business processes, and good reputation. IBA Group improves its business processes, providing customers with high quality services.

2023 Factsheet

30 years in international IT business

16 offices in 15 countries

50+ customers in 50+ countries

10 centers of excellence in 9 countries

2,000 employees

5

Services and Solutions

Cooperating with the world IT leaders, IBA Group offers innovative, reliable, and secure IT services and solutions for digital business transformation. The company covers a full cycle of software development and provides migration of legacy systems to new platforms.

In addition, IBA Group's portfolio includes a wide range of solutions for retail banking, an automated fare collection system for public transport, and a cloud platform.

Focus Areas

- Solutions for the enterprise
- Mainframe and multiplatform software
- Intelligent automation
- Data management and big data
- Cloud solutions
- Business application development

The main strategic goal of IBA Group is sustainable business development.

IBA Group in Global IT Industry

According to Yahoo Finance, the global information technology (IT) market grew from $8,179.48 billion in 2022 to $8,852.41 billion in 2023, representing a compound annual growth rate (CAGR) of 8.2%. By 2027, the information technology market is expected to grow to $11,995.97 billion with a CAGR of 7.9%.

Central and Eastern Europe has developed into a prominent IT outsourcing destination with skilled professionals who provide services at lower costs than in Western European countries. IT specialists from this region are in demand by both overseas and European companies. According to Polish Agency for Enterprise Development's report, Poland has the highest export of ICT services in the region totaling over $13 billion in 2023, followed by Romania and Czech Republic with export values of $9.8 billion and $6.9 billion, respectively.

IBA Group's revenue in 2022 amounted to US$98,197,000, 15% down from 2021. The company finalized relocation of employees launched in 2022. As of the end of 2023, IBA Group had offices in 16 countries.

Mission, Vision, and Values

Mission

Co-creating a SMART future

Vision

Engineering customer-centric solutions through trusted relationships & technology that bridge the legacy of the past with the landscape of the future.

Our Values

Personal

We are more than a solution provider. We are a partner who puts you at the center of everything we do. We listen, care, and deliver the best for you, every time.

Collaborative

Our success is your success. We partner with you to make your business work better.

Reliable

Our experienced engineers are driven by excellence and work tirelessly for you.

Strategy, Goals, and Tasks

The main strategic goal of IBA Group is sustainable business development.

To obtain long-term benefits for shareholders, customers, employees, partners, and communities, IBA Group sets the following business objectives.

- Improve industry expertise to ensure a thorough understanding of key customers' businesses and to be able to provide end-to-end services, resulting in the company's competitiveness in international markets

- Strengthen expertise in innovative technologies and methodologies with their subsequent use in software and hardware solutions

- Enhance marketing activities to increase the efficiency of investments in proprietary products and solutions. This includes research and analysis of market segments to determine trends, consumption volumes, price levels, economic and political environment, and technical requirements for products

- Invest in the development of employee competencies, increasing employee satisfaction and motivation

- Meet quality indicators set for products and project deliverables to achieve customer satisfaction

- Support IT education in the countries of operation as one of the main sources of the company's human resources

Goals

Accumulate vertical industry expertise, and maintain and expand a portfolio of IBA's core competencies

Systematically build up efforts to establish and maintain partnerships and mutually beneficial relationships with world IT leaders

Foster employee motivation and loyalty through social and development support

Goals for 2023

IBA Group set the following goals for 2023.

Increase stability and reduce risks through business diversification and expansion to new markets, countries, and industries

Provide high quality services and solutions to ensure customer satisfaction and attract new customers

Support employees through competitive salaries and a benefit package

Our strategy is successful partnership.

To solve emerging tasks, IBA Group took the following actions.

- Expanded the range of services and solutions through the use of innovative technologies
- Invested in the expansion of software development centers
- Provided high quality integrated services to customers
- Supported employees through aligning salaries with productivity growth and giving access to the benefit package
- Organized certification and recertification of IBA Group's development centers to comply with international standards
- Supported universities through training courses, R&D labs, and IT events

8

Organizational Structure

The highest governance body of IBA Group is the Board of Directors. The IBA Group Board outlines the company's strategic objectives, elects Chairman of the Board, and appoints Chief Executive Officer (CEO) and directors of IBA Group's member companies. The Chairman and CEO is responsible for translation of the company's strategic goals into action.

Functional Structure

IBA Group incorporates development centers, sales offices, training and technical centers, and other legal entities.
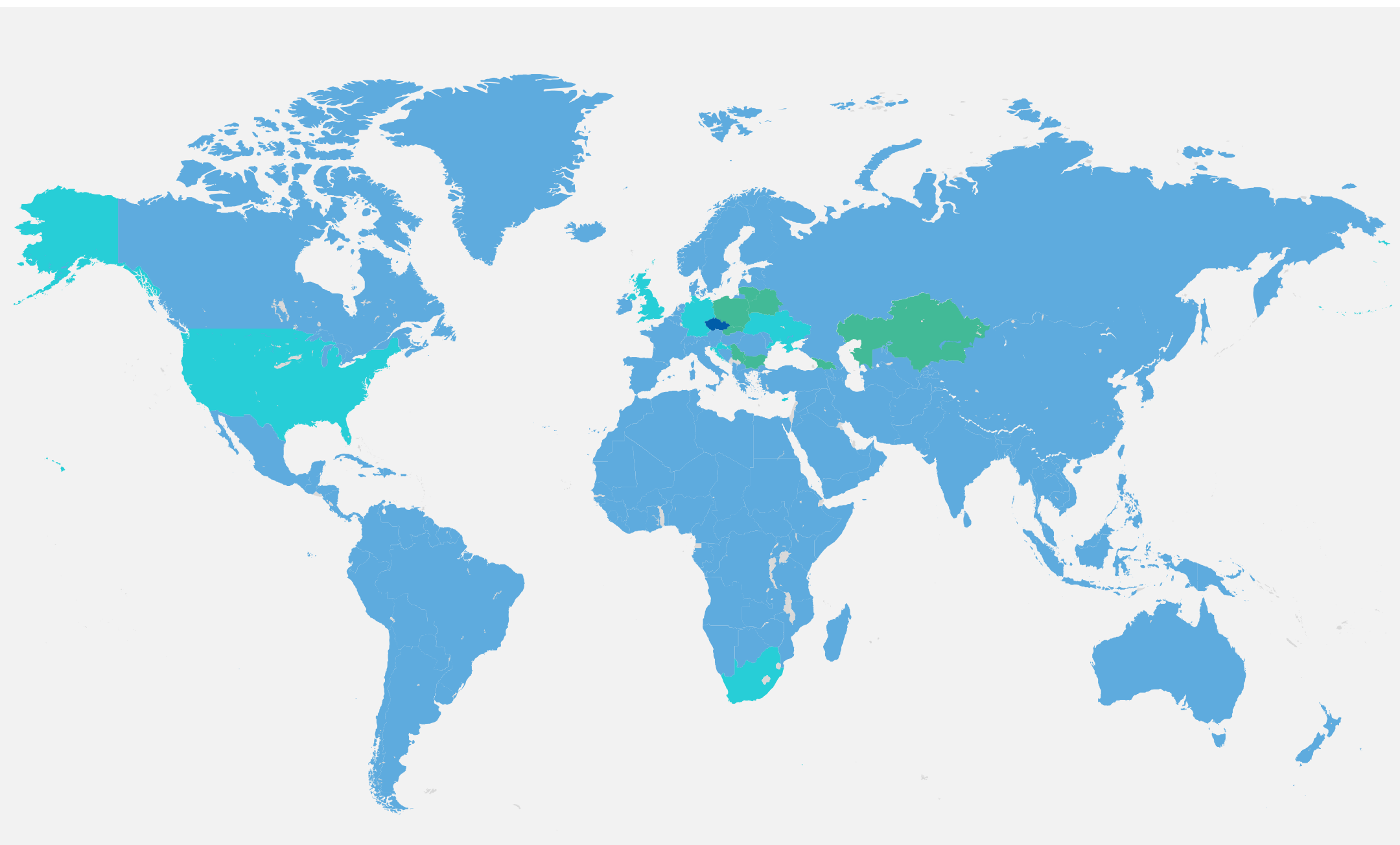
IBA HQ and IBA CZ, Development Center, Prague and Brno, Czech Republic

IBA Bulgaria, Development Center, Burgas, Bulgaria

IBA Poland, Development Center, Wroclaw and Warsaw

IBA IT Park, Minsk

IBA Slovakia, Bratislava, Slovakia

IBA Kz, IBA Group Office and Development Center, Astana, Kazakhstan

IBA IT Georgia, Tbilisi, Georgia

IBA Lithuania, Vilnius, Lithuania

IBA Beograd, Belgrade, Serbia
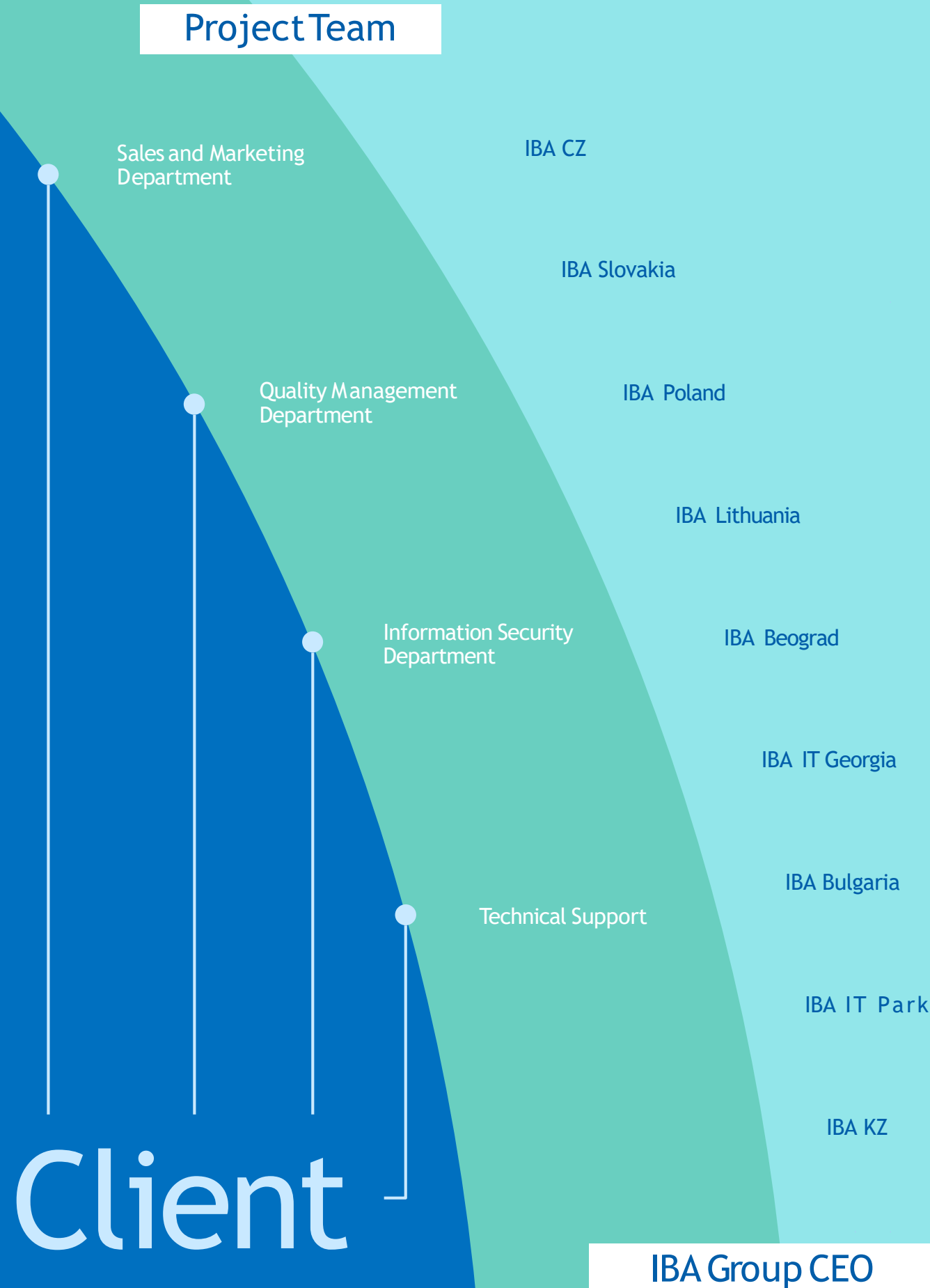
IBA IT GmbH, Kierspe — Rönsahl, Germany

IBA USA, San Jose, CA, USA

IBA Ukraine, Kiev, Ukraine

IBA South Africa, Johannesburg, South Africa

IBA Development, Limassol, Cyprus

IBA Croatia, Zagreb, Croatia

Project Team

Sales and Marketing Department

IBA CZ

Quality Management Department

IBA Slovakia

IBA Poland

IBA Lithuania

Information Security Department

IBA Beograd

IBA IT Georgia

Technical Support

IBA Bulgaria

IBA IT Park

IBA KZ

Client

IBA Group CEO ◄— IBA Group Board

Production Structure

IBA Group's development centers consist of software development divisions (production departments). For its development centers, IBA employs a matrix organizational structure, which is flexible and adaptive to customer requirements. A software department typically consists of several project teams. A team is headed by a Project Manager and may include employees from different production departments. Each team member reports to the Project Manager and the head of his/her production department.

Company Management

IBA Group's management is composed of experienced leaders who have successful careers as senior executives and who continually steer the company to success. There is no separate executive-level position with responsibility for economic, environmental, and social topics. IBA Group is governed by the Board of Directors that elects its Chairman and appoints C-level executives. When considering the recruitment of new members of the Board, the Company adopts a formal and transparent procedure with due regard to the skills, knowledge, and level of experience required, as well as diversity.

In accordance with best practice, an effectiveness review is carried out with external facilitation at least once every three years. There was no Board's evaluation during the reporting period.

Every three months, the Board of Directors carries out a review of commercial, ecological, and social issues and their effects, risks, and opportunities.

Critical concerns are communicated to the highest governance body through executive meetings, management review meetings, email notifications, and corrective actions. The results of reviews are communicated via the intranet.

No critical concerns were identified during the reporting period. No penalties or fines were imposed on the company during the reporting period.

Sergei Levteev

IBA Group Chairman & CEO

Sergei Levteev has been IBA CEO since the company's inception in 1993. In 2005, he was elected Chairman of the Board of IBA Group. Mr. Levteev spearheads all aspects of the company's business efforts, including overall vision and strategy. During his tenure, a small firm evolved into an international group of 2,000 employees.

Sergei holds a B.S. degree in electronic engineering from the Belarusian State University of Informatics and Radio Electronics (BSUIR). Prior to IBA, he spent four years with the computer engineering association BelNPOVT. His career also included serving at Elorg-Data, a Finland-based IT company.

Sergei believes that building a company from the ground up is one of the greatest experiences in his life.

Sergei Akoulich

IBA Group VP, Delivery

Sergei Akoulich has been working at IBA since 1999. From 2007 to 2011, he served as Business Development Director at IBA Minsk. In 2011, he was elected a member of the IBA Group's Board of Directors and appointed as First Deputy CEO of IBA Minsk. In 2013, Sergei was promoted to the position of Chief Executive Officer of IBA IT Park, a software development center of IBA Group.

Sergei Akoulich holds an M.S. degree in the automation of technological processes and a B.S. degree in the automation and control of technological systems from the BSUIR. His credentials include a Professional Certificate in Management from the British Open University.

His incredible stamina, self-discipline, and capacity for work enable Sergei to reach goals that are not achievable for others.

Kirill Degtiarenko

Member of the Board of IBA Group
VP, Business Development

Kirill Degtiarenko joined IBA in 1997 as a programmer in a project for IBM Germany. The same year, he was appointed as Software Manager responsible for day-to-day management of international projects. Since 2005, Kirill has been in charge of sales and marketing activities in the segment of new markets in Europe, Africa, and the United States. Since 2018, Kirill has been a Member of the Board of IBA Group.

Kirill holds a B.S. degree in mathematics and electronics from the BSU and a Professional Diploma in Management from the British Open University.

Kirill is a Certified Outsourcing Professional (COP), following an examination process and a rigorous peer review conducted by the International Association of Outsourcing Professionals (IAOP).

Leanid Bokun

Member of the Board of IBA Group
VP, Finance and Controlling

Leanid Bokun joined IBA in 1999 as a software developer. His analytical skills, as well as extensive expertise in the development and implementation of information systems and business solutions made him a valuable resource for the company. As Leanid has professional skills in the fields of controlling, management accounting, and IT project management, he became in charge of finance and controlling. In 2018, Leanid was elected as a member of the IBA Group Board.

Leanid is a fan of various sports, from tennis to archery, which helps him develop versatile skills. His consistent and comprehensive expertise in IT, BPM, and economics helps him find a solution to any complex problem.

Business Ethics and Practice

Managing Conflicts of Interest

All Directors have a duty to avoid a situation in which they have, or could have, a direct or indirect conflict of interest or possible conflict of interest with the Company.

The Board has the authority to approve situational conflicts of interest. It has adopted procedures to manage and, where appropriate, approve such conflicts. The Company Secretary records authorizations granted by the Board in a register and is noted by the Board at its next meeting. Annually, the Board undertakes a review of authorized situational conflicts.

Following the latest review, the Board concluded that the potential conflicts were appropriately authorized, no circumstances existed to necessitate revocation or amendment of any prior authorization, and the authorization process continued to operate effectively.

IBA Group adheres to high ethical standards and seeks to work honestly and transparently, which creates a high level of trust from partners and customers.

The IBA Group's Code of Conduct sets out a system of corporate values that are fundamental to the company's efficient operation and long-term success.

At IBA Group, various options are continuously available to employees, business partners, and third parties for seeking advice or using confidential and secure channels to express concerns about possible misconduct. Contact points include an online whistleblowing system, which can be reached via the company intranet. In order to ensure that an adequate response to compliance violations is carried out, all reports are investigated.

The program of adaptation of new employees includes familiarizing themselves with the Code of Conduct. IBA Group created universal rules and equal conditions for all employees. Internal labor regulations provide for employees' accountability for violations of labor discipline.

IBA Group observes the rules of fair competition. This is stipulated in a number of documents that regulate company's activities and include the following positions:

- Strict compliance with the law
- Observance of norms of ethical behavior and prevention of corruption
- Certification of management systems (QMS, ISMS) for compliance with international standards.

In client relations, IBA Group strives to develop a trusting and mutually beneficial long-term cooperation that is based on strict fulfillment of contractual obligations and adherence to business ethics.

Principles and Standards of Behavior

Leadership

Be proactive
- Be actively involved in projects and tasks
- Believe in success in any situation
- Inspire by example
- Unite and lead your team

Do not be afraid of responsibility
- Learn from failures
- Take responsibility
- Admit failures
- Maintain a positive working mood in any situation

Strive for success
- Focus on achieving results
- Learn continuously
- Set ambitious goals

Partnership

Maintain reliable, trusted relations
- Always complete tasks
- Find an individual approach to every client
- Solve production tasks quickly and efficiently
- Respect and trust each other and partners

Be honest and open- minded
- Build an open business relationship
- Assist colleagues readily
- Be willing to share knowledge
- Maintain confidential and open relations

Be responsible
- Always keep promises and be honest with partners
- Aspire to exceed partners' expectations
- Treat other people with respect

Conscientiousness

Follow rules and standards
- Complete tasks on time and meeting requirements
- Act in accordance with the company values
- Do not abuse the company's trust

Always achieve goals
- Adapt to new circumstances
- Succeed even with limited resources
- Achieve the best results without losing quality
- Work to achieve goals, not for the sake of a process

Value the company's reputation
- Be demanding to yourself and others
- Do your job in the best possible way to earn customer loyalty

Improve yourself and approaches to work
- Fulfill obligations using the best ways to solve complicated tasks
- Develop professional competencies and maintain high qualification standards

Anti-Corruption

IBA Group is opposed to all forms of corruption, including extortion and bribery, and is guided by the highest ethical standards in partner relations, which is stated in the company's Code of Conduct. IBA Group has a Security Division to monitor and prevent corruption and violations of anti-corruption laws among employees.

There were no incidents of corruption during the reporting period.

IBA Group fully complies with international anti-corruption standards and adheres to the fundamental principles of fairness, transparency of information, and financial responsibility in all areas.

Publicity and Transparency

IBA Group is included in global rankings that demand public disclosure of the company's results.

Using corporate websites and social media accounts, the company provides updates for stakeholders and communicates with them on a regular basis.

IBA Group implements outsourcing projects, which makes most of the information about customers and projects confidential.

Non-disclosure agreements (NDAs) are part of outsourcing contracts. If required by a customer, NDAs are signed directly with the IBA Group employees involved in projects.

IBA Group's internal labor regulations stipulate that employees must keep state and professional secrets, as well as confidential information of the employer and third parties involved in projects.

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https://twitter.com/Ibagroup/

Protection of and Respect for Human Rights

IBA Group fully complies with national and international laws on human rights. The company creates fair and decent working conditions for all employees, complies with national and international standards in the field of equal opportunities, and supports the principles of respect for racial, religious, physical, and other differences of employees. IBA Group strictly adheres to the principles of privacy.

The company does not employ forced or compulsory labor in any form, nor does it discriminate its employees. IBA Group does not exploit child labor. In protecting and observing human rights, the company is guided by the following documents:

- Ten Principles of the UN Global Compact
- United Nations Convention against Corruption
- ETS 173: Criminal Law Convention on Corruption

A procedure to ensure protection of employees who report suspected violations of ethical behavior is stipulated in the IBA Group Code of Conduct. Company employees can report an alleged violation of human rights to the head of their business unit. They can also send a message to security@ibagroup.eu or file a complaint using the database *Personnel Proposals*.

For discussions and exchange of views, IBA Group uses a corporate page on Workplace by Facebook. To inform employees about various aspects of corporate life, including the benefits package, healthcare, and sports. The database Personnel Proposals was under reconstruction and eventually replaced with the new application Employee Proposals.

Information Security Policy

IBA Group respects every customer's, provider's, business partner's, and employee's right to inviolability and confidentiality of personal data.

We use the latest technologies and standards to ensure the security of information of our customers. IBA takes adequate measures to organize physical access control, logical access control, in-house security control, data transfer protection, and processing audits.

IBA Group and external auditors conduct annual security audits at all company sites. The IBA Group's information security division constantly monitors the corporate network and checks the organization's activities for compliance with regulatory acts.

13
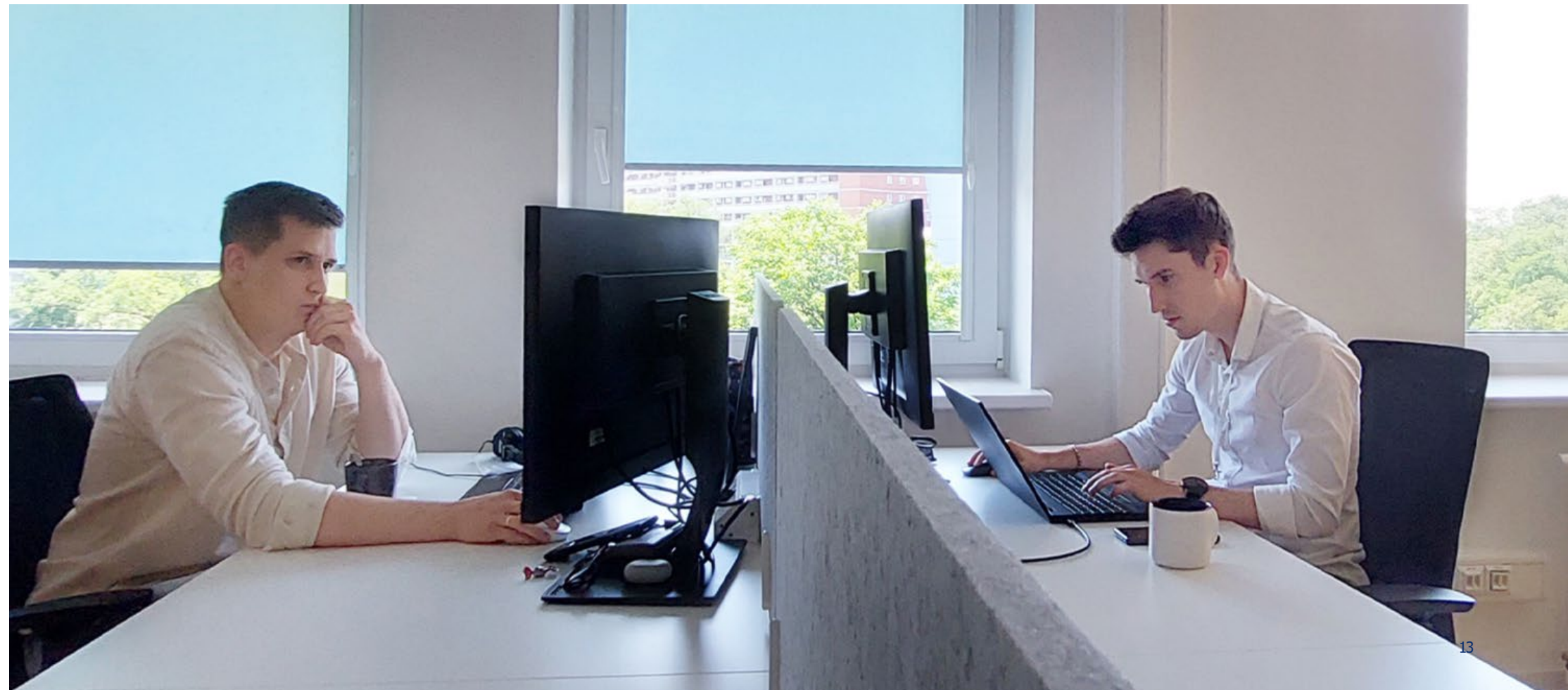
Developing a Sustainable Business

Sustainability Management

Since its inception, IBA Group has been implementing a sustainable development policy that serves as a basis for the harmonious development of business, society, and environment. As an IT company, IBA Group implements solutions that increase the efficiency of companies and organizations, as well as strives to improve the quality of life by supporting IT education.

IBA Group is a major contributor to the economy of the countries in which it operates, providing IT services and solutions for local clients, ensuring a safe working environment and decent salaries, and respecting human rights of its employees.

CSR Program

The company has a consistent corporate social responsibility (CSR) program. The CSR program complies with international standards and applies to all activities of IBA Group. Corporate social responsibility management is based on the mission, vision, and values of the company.

IBA Group is a responsible corporate citizen that invests in society and contributes to environmental protection.

Employee Support

Being a people- centered company, IBA Group provides its employees with healthy and comfortable working conditions, as well as a friendly environment with a full scope of individual attention. We offer a benefit package that is commensurate with the great contribution that our employees make to our global success.

Community Relations

IBA Group contributes to the sustainable development of the communities in which it operates, improving the wellbeing of these communities. The company provides financial support to various organizations on a regular basis.

Environmental Protection. Green IT

Green IT is of high importance to IBA. IBA development centers are located in the countries that are not rich in natural resources and therefore we strive to use electric power and other resources efficiently.

IT Education

IBA Group cooperates with leading national IT universities to create a reserve of young professionals.

The IBA CSR program says that in its daily operations the company is guided by the principles of ethical behavior, transparency, respect for the rule of law and international norms, and respect for human rights.

14

IBA Group and the UN Global Compact

In 2018, IBA Group became a signatory of the United Nations Global Compact, the world's leading voluntary corporate social responsibility initiative. As a signatory member, IBA Group confirmed that it supports the Ten Principles of the United Nations Global Compact on human rights, labor, environment, and anti-corruption. In addition, IBA Group pledged that it is committed to making the UN Global Compact (UNGC) and its principles part of the company's strategy, culture and day-to-day operations, and to engaging in collaborative projects to advance the UN Sustainable Development Goals.

This Report demonstrates how IBA Group is performing on the UN Sustainable Development Goals (SDGs).

Sustainable development is the main strategic goal of IBA Group.

Monitoring and Evaluation

IBA Group is a global company that works in accordance with international standards of professionalism, management, and technologies and cares about compliance with these standards. To raise the stakeholders' level of trust and increase competitiveness, IBA Group evaluates its activities.

IBA Group organizes regular internal audits and annual external audits by certified organizations.

IBA Group holds ISO 9001 and ISO/IEC 27001 certificates for design, delivery, and maintenance of software and automated information systems, and for the Information Security Management System, respectively.

IBA participates annually in The Global Outsourcing 100, a ranking that recognizes the world's best outsourcing service providers. Companies are first organized by Leader or Rising Star criteria and then evaluated based on the following judging categories.

Customer References
as demonstrated through value being created at the company's top customers

Programs for Innovation
as demonstrated through specific programs and resulting outcomes that produce new forms of value for customers

In 2023, IAOP included IBA Group in The Global Outsourcing 100, the list of the best outsourcing providers, for the 11th consecutive year.

IAOP GLOBAL OUTSOURCING 100

Awards and Certifications
as demonstrated through the value being created through industry recognition, and relevant organizational and individual professional certifications

Corporate Social Responsibility (CSR)
as shown through corporate programs and outcomes that address such topics as community involvement and development, labor practices, human rights, fair operating practices, environmental impacts, consumer issues, and organizational governance

Key Achievements and Goals in Sustainable Development

CSR / Sustainable Development Goals	Key Achievements in 2023	Goals for 2024	Goals for 3 to 5 Years
Provide high quality IT services and solutions through the use of advanced technologies and first rate customer service.	IBA Group won in Best in Cloud 2023. Based on the latest annual customer survey, the customer satisfaction level amounted to 94.23%, which is 1.57% lower compared to 2022.	Improve customer satisfaction score.	Keep customer satisfaction above 90%.
Expand the range of products and services using innovative technologies from world IT leaders.	The set of software solutions expanded to include new AI services and solutions.	Continue mastering new technologies and methodologies.	Increase the share of projects using the latest technologies in the total volume of IBA Group's projects.
Expand the client base by conquering new markets, penetrating new vertical industries, and creating partnerships with current clients.	In 2023, IBA Group opened an office in Warsaw, Poland.	Expand project geography.	Expand cooperation with customers and partners in Europe, America, Asia, and Africa.
Keep pace with innovations in IT and business areas.	Solutions on AI and mobile payment.	Integrate new solutions in business processes of IBA Group and its customers.	Create and implement new solutions with IBA Group customers and internally.

Contribution to UN SDGs

1 NO POVERTY

Economic growth must be inclusive to provide sustainable jobs and promote equality.

IBA Group is a global company that works in accordance with international standards of professionalism, management, and technologies and cares about compliance with these standards. To raise the stakeholders' level of trust and increase competitiveness, IBA Group evaluates its activities.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Industry, Innovation and Infrastructure. Investments in infrastructure are crucial to achieving sustainable development.

IBA Group has its own campus that includes a six-floor office building of 12,000 square meters, a data center of 946 square meters, a data center of 946 square meters, a fitness center of 2,400 square meters, and a new data center facility in Prague. All IBA Group's facilities have the latest equipment that uses modern life support technologies. IBA Group's offices in different countries meet the highest requirements for office space. IBA Group's data centers provide cloud services to company divisions and clients.

3 GOOD HEALTH AND WELL-BEING

Ensuring healthy lives and promoting the well-being for all at all ages is essential to sustainable development.

IBA Group employees' age ranges from 20 to 70+ years, which is not typical of young IT companies. All employees have access to a benefit package that includes medical care, sports, cultural activities, and financial assistance. Retired IBA Group's employees are also eligible for the benefit package.

10 REDUCED INEQUALITIES

To reduce inequalities, policies should be universal in principle, paying attention to the needs of disadvantaged and marginalized populations.

To work on international projects, IBA Group creates mixed teams that comprise employees from IBA development centers in different countries.

11 SUSTAINABLE CITIES AND COMMUNITIES

There needs to be a future in which cities provide opportunities for all, with access to basic services, energy, housing, transportation and more.

IBA Group creates products and solutions that improve people's lives, including a series of payment solutions for retail and public transport sectors.

4 QUALITY EDUCATION

Obtaining a quality education is the foundation to improving people's lives and sustainable development.

IBA Group provides training to its employees and has long-lasting relations with universities in the countries of operations. University students have internships with the company. IBA Group is a sponsor of programming contests and championships among school and university students.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Responsible consumption and production.

IBA Group saves fuel and energy resources by using resource-efficient technologies. The IBA Data Center employs an innovative technology of heat recovery. The heat generated by the data center equipment is used to heat the IBA Fitness Center. Computers used at IBA Group have built-in energy saving systems that reduce power consumption during temporary interruptions in operation. Lighting systems use energy-efficient light sources. The water supply systems have integrated devices that dispense the amount of water. For wet cleaning of premises, automatic floor cleaning machines are used, which allows for reducing water consumption. A waste sorting system is in place.

5 GENDER EQUALITY

Gender equality is not only a fundamental human right, but a necessary foundation for a peaceful, prosperous and sustainable world.

IT is a male-dominated industry. However, 36 percent of IBA Group employees are women.

8 DECENT WORK AND ECONOMIC GROWTH

Sustainable economic growth will require societies to create the conditions that allow people to have quality jobs.

IBA Group is a responsible employer. The company's staff receives competitive salaries and enjoys a benefit package. IBA Group equips R&D labs and school classrooms with computers and peripherals.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Access to justice for all, and building effective, accountable institutions at all levels.

IBA Group aims to harmonize its activities with the values and expectations of society. The company continues to adhere to the principles of transparency and accountability, openly informing all stakeholders about its activities, and social and environmental impact.

17 PARTNERSHIPS FOR THE GOALS

Revitalize the global partnership for sustainable development.

IBA Group is a signatory of the UN Global Compact.

Stakeholder Engagement

IBA Group builds and maintains long-term relationships with stakeholders, taking into account their expectations and standpoints on various issues.

IBA Group works with a range of stakeholders, including the following groups.

Publics

- Shareholders
- Employees
- Customers
- Suppliers (partners)
- Media
- Universities
- National and local governments

Other Stakeholders

- IT and business associations
- Secondary educational institutions with IT specialization
- Local communities

IBA Group is focused on meeting the interests of all stakeholders, including customers, employees, suppliers, and local communities.

IBA Group uses various communication channels to encourage honest and open dialogue with stakeholders. No processes are in place for stakeholders to consult directly with the supreme governing body on economic, environmental and social matters.

Employees

Interaction with employees and their engagement in the company's activities is an important component of the corporate culture of IBA Group. To meet the expectations and needs of employees, company management maintains an open dialogue through various channels of internal communication, including meetings, surveys, intranet and Facebook Workplace postings, electronic correspondence, office displays, and social media.

Shareholders

IBA Group meets the expectations of shareholders in terms of economic growth. To keep its shareholders informed, the company discloses the results of audits and shares other information at the general meetings and the company's intranet and website.

Clients and Partners

To ensure consistent quality and customer satisfaction, the company's management team maintains contacts with external stakeholders, including customers. The engagement channels include the following:

- Meetings with representatives of current and potential customers and partners
- Participation in exhibitions, workshops, conferences, and other events
- Membership in trade associations
- Support of joint projects with universities and other educational institutions

Stakeholder Engagement in 2023

IBA Group meets the expectations of shareholders in terms of economic growth. To keep its shareholders informed, the company discloses the results of audits and shares other information at the general meetings and the company's intranet and website.

Shareholders

Key Expectations/Interests
Revenue surplus. Positive company reputation.

Interaction Mechanisms
Development of strategy and founding documents. Direct control of the company.

Key Events in 2023
Enhancement of the IBA Group Board. Strengthening in key indicators.

Employees

Key Expectations/Interests
High wages. Favorable environment and safe working conditions. Benefit package. Professional development.

Interaction Mechanisms
Regular wages and performance-based bonuses. Engagement in company activities. Benefit Package database in intranet, where employees can sign up for a variety of sports and cultural events held or sponsored by the company. Training Database in the intranet with access to a variety of training courses. Talent Constructor HRM facilitates employee development. All applications and databases were developed by IBA Group employees.

Key Events in 2023
Rewarding of the best employees of the year. Online training courses for employees and university students. Sports workouts, training, and memberships.

For more information, see Section 4.2 of the Report.

Customers

Key Expectations/Interests
High quality services that meet customer requirements and international standards

Interaction Mechanisms
Offshore and onshore delivery models with IBA teams working in cooperation with customer teams.

Key Events in 2023
IAOP selected IBA Group for all sub-lists of The Global Outsourcing 100 for the fourth year in a row. IT Europa selected IBA Group as a finalist in European IT & Software Excellence Awards. European Business Services Association shortlisted IBA Group for CEE Business Services Awards, Computerworld Polska selected IBA Group a winner on the Best in Cloud 2023.

Partners

Key Expectations/Interests
High sales of partners' products.

Interaction Mechanisms
Partnership and distribution agreements. Affiliate programs and partner levels. Collaborative activities. Contests among partners.

Key Events in 2023
IBM re-appointed IBA Group as a Platinum Business Partner and SAP as a Gold PE Service Partner. SAP recognized IBA's expertise in Travel & Transportation, Utilities, Oil & Gas, and Telecom industries; and in SAP HANA, SAP S/4HANA, Data Management, Enterprise Planning, and Real Estate Management solutions. IBA Group was awarded Competencies in RISE with SAP, Human Capital Management, and SAP Business Technology Platform. Mastercard included IBA Group in the MPOS list of recommended partners on the Mastercard Engage.

Media

Key Expectations/Interests
Prompt provision of information of interest to the media.

Interaction Mechanisms
Press conferences, round table discussions, interviews, articles, and other.

Key Events in 2023
Throughout 2023, IBA Group participated in online conferences and roundtable discussions, as well as published thought leadership articles in corporate, international, and local media.

Universities

Key Expectations/Interests
Provision of equipment, software, and training programs. Sponsorship of international and local championships and competitions.

Interaction Mechanisms
Four joint research R&D labs at universities
Training courses for students and teachers. Cooperation agreements with universities of the Czech Republic and Bulgaria.

Key Events in 2023
In 2023, 58 students
completed 11 IBA courses of 720 academic hours and 72 students had internships at IBA Group.
You can find more information in Section 4.3 IT Education.

Stakeholder Engagement in 2023

Government authorities

IT and industry associations

Secondary educational institutions

Local communities

Memberships in International Initiatives and Associations in 2023

Key Expectations/Interests

Compliance with local laws. Participation in automation of operations of government agencies and institutions.

Interaction Mechanisms

Participation in tenders, development of solutions for automation of business processes.

Key Events in 2023

100K downloads of IBA Group's SoftPOS solution tapXphone. IBA Group launching of tapXphone in Azerbaijan, Nigeria, Croatia, and Albania.

Key Expectations/Interests

Participation in industry events and projects. Promoting industry's interests.

Interaction Mechanisms

A member of the International Association of Outsourcing Professionals (IAOP) and of Guide Share Europe (GSE).

Key Events in 2023

Inclusion in the Leaders category and all sub-lists of IAOP's The Global Outsourcing 100.

Becoming a winner in the Best in Cloud 2023 by Computerworld Polska, and a finalist at the IT Europa Channel Awards and CEE Business Services Awards.

Key Expectations/Interests

Computerization of schools. Financial support of schools and IT contests.

Interaction Mechanisms

Sponsorship

Key Events in 2023

Financial and technical support of Belarusian Children's Hospice

Financial support on a regular basis of the Family Inclusive Theater

Support of the Okanagan College based in Canada

Key Expectations/Interests

Ethical and environmental compliance. Participation in environmental, healthcare, and humanitarian projects.

Interaction Mechanisms

Financial support of and technical assistance to people with disabilities, Belarusian Children's hospice, and other children's institutions.

Key Events in 2023

Continuing assistance to the Belarusian Children's Hospice. IBA employees became blood donors.

Name	Date of Adhesion	Status
IAOP	2014	Member
Emerging Europe Alliance	2018	Member
UN Global Compact	2018	Signatory
GSE (Guide Share Europe)	2020	Member

19

Implementing Innovations

Quality Management

The company provides its customers with high quality services and solutions. The IBA Group's quality management system is based on internal and international quality standards.

The company continuously improves processes related to products, organizational and management structures, management systems, personnel training, corporate culture, working conditions, infrastructure, and stakeholder engagement.

IBA Group improves its business processes using the PDCA model (Plan-Do-Check-Act).

Quality Improvement Processes

Engagement of all employees in assurance activities	Recognition and reward of achievements in quality and innovation	Empowerment of employees to set goals and make decisions
Professional development and motivation of employees	Creation of safe and comfortable working conditions	Introduction of new technologies and innovations
Creation of corporate culture	Improvement of infrastructure	Development of employee motivation programs
Resource allocation	Use of the company's potential	Implementation of innovations

20

Quality Assurance and Information Security

To implement policies and achieve objectives in the field of quality and information security management, the company has the following certified management systems (MS) in place:

- Quality management system for design, development, production, and maintenance of software and automated systems, compliant with ISO 9001:2015.

- Information security management system for development, production, and maintenance of software and automated information systems, compliant with and ISO/IEC 27001:2013.

- In 2023, IBA Group confirmed compliance of its management systems with these standards.

IBA Group's management team carries out regular inspections of the company's operations to assess its performance.

Quality Management

IBA Group's management analyzes company performance in line with requirements of the IBA– MAN.1 Leadership process, based on semi-annual internal audit reports and annual performance reports. The results of the analyses are included in the minutes of the meetings of the Standing Committee for Quality Assessment (SCQA).

In 2023, the goals and objectives set by the company management regarding quality management were fully met, which is reflected in the report on the efficiency of management systems and in the results of external audits.

Project managers, project teams, and account managers perform continuous monitoring of customer satisfaction during project implementation.

Real time monitoring of customer satisfaction is carried out by project groups during project status meetings and when discussing issues that arise in the course of project execution.

IBA Group conducts annual customer surveys.

		2018	2019	2020	2021	2022	2023
Number of complaints		1	1	1	1	1	1
Customer satisfaction	International markets, 5-point scale	4.6	4.51	4.357	4.87	4.6	4.44
	IBM projects, 100-point scale	98.74	99.58	99.56	99.65	99.59	99.66

Based on findings and conclusions of surveys, IBA Group develops an action plan to improve customer satisfaction.

Customer Satisfaction

IBA Group is aware of the role that quality management plays in solving economic and social issues. A special emphasis is placed on meeting the needs and expectations of all stakeholders, including customers, employees, partners, and suppliers.

To study satisfaction levels, IBA analyzes the following information:

- Reviews in the media
- Feedback from users or customers
- User opinions obtained during marketing surveys
- Findings of surveys
- Registered bugs or other defects

Project curators and process owners analyze survey findings and discuss these at SCQA meetings. The conclusions made by the Committee lay the ground for corrective actions and plans for improvement of the management systems.

Audits of Management Systems

IBA Group is continuously working on the development, implementation, and improvement of management systems to ensure stable quality and information security, and reduce project risks.

The company developed management processes that cover all activities that might affect software quality.

IBA Group conducts internal audits in line with the IBA-MR.1 procedure *Internal Audit and Software QMS Audit Programs for 2023*.

Internal Audit and Software QMS Audit Programs for 2020-2023

Event	Period			
	2020	2021	2022	2023
Number of scheduled inspections	100	103	76	55
Number of unscheduled inspections	4	3	6	1
Number of minor issues detected	7	3	3	2
Number of major issues detected	1	1	0	0

The detected inconsistencies refer to timely updating of relevant documents.

Audit Results

- The program of audits is executed in full and taking into account all objectives and tasks in quality improvement

- No violations of the internal audit procedures were detected

- Audits time frames were met

- Audit results are registered in a timely manner in line with IBA-SCP9.2 and stored in the QMS audit database

- Audit teams comprise competent and qualified professionals

Information Security Audits in 2020-2023

Event	Period			
	2020	2021	2022	2023
Number of scheduled inspections	84	94	65	51
Number of unscheduled inspections	0	0	0	0
Number of minor issues detected	14	23	11	5
Number of minor issues tackled	14	23	11	5
Number of major issues detected	-	-	-	-

The program of audits is executed in full and meeting all quality management objectives.

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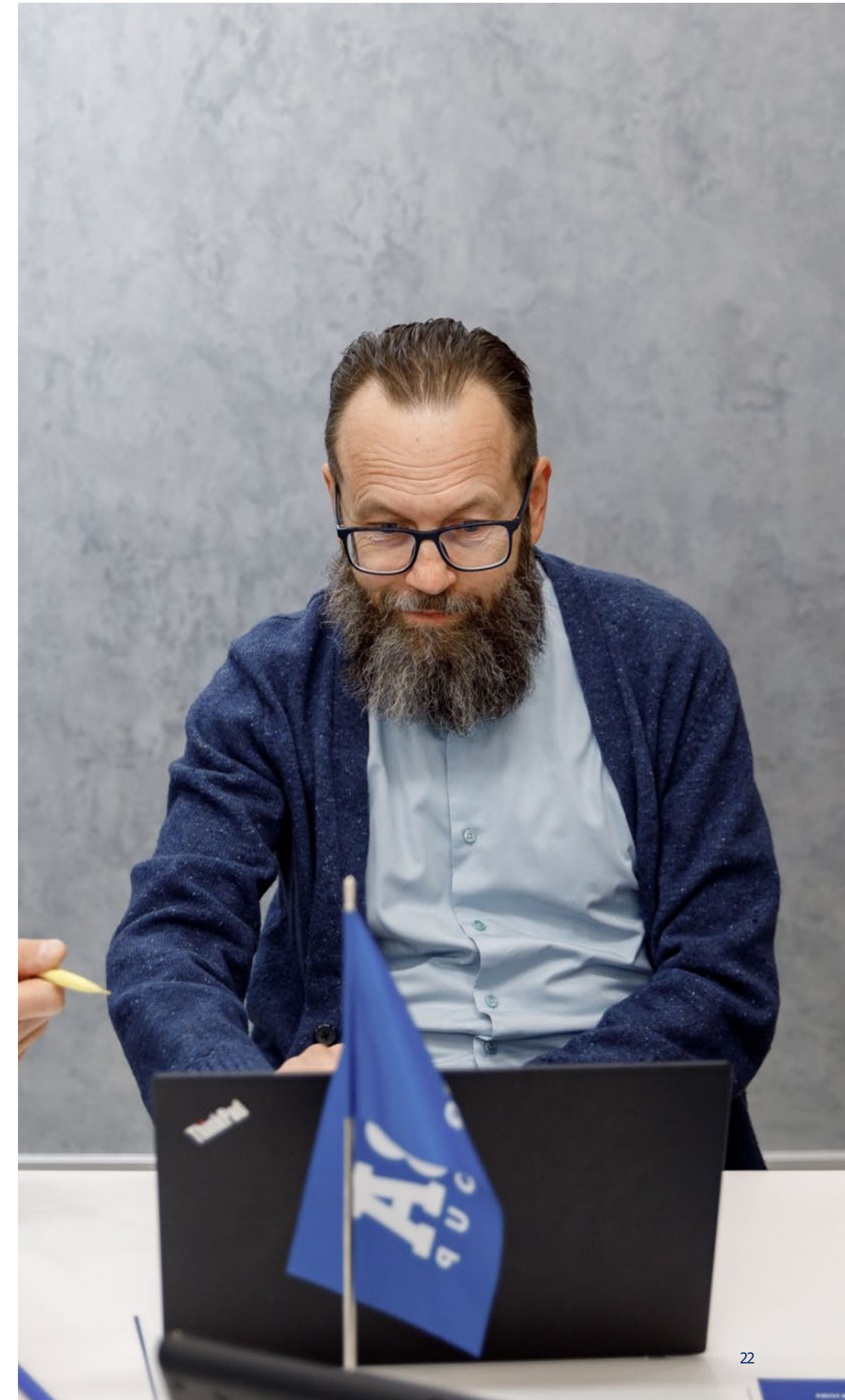
Mobile Technologies

IBA Group develops enterprise applications for banks, manufacturing enterprises, and other businesses. The applications automate workflow, optimize communication between employees, and address a variety of other issues.

Mobile Projects

Public Transport App

IBA Group's Public Transport App integrates with public transportation backend services to provide real-time data on transport arrival and movement. Users can track vehicles online, check schedules, select preferred transport types, and plan their commutes. The app helps reduce traffic congestion and lower emissions, benefiting the environment. Additionally, it improves community connectivity and accessibility, making urban mobility more efficient and sustainable.

tap◆phone

TapXphone is a digital payment acceptance solution that turns any NFC-enabled Android or iOS smartphone into a payment terminal. Using tapXphone, it is possible to accept contactless payments by Visa, MasterCard, American Express, China UnionPay, and other payment schemes.

Check & Go

Complementing the Goods Checker platform, the Check & Go mobile app empowers merchandisers at the point of sale. With its comprehensive suite of features, Check & Go streamlines the merchandising process, ensuring optimal product display and real-time issue resolution.
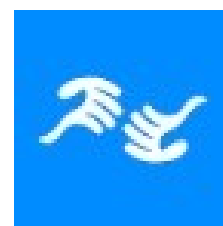
Auto Volunteers application for the Belarusian Children's Hospice was created by developers of IBA Group within the Engineering Charity Marathon Hospice Project Auto Volunteers.

Cloud Technologies

IBA Group has its own cloud platform and data center facilities to provide cloud services. As a part of the strategy for product transformation, IBA Group set up the following facilities and took the following actions:

- IBA data centers provide a trouble-free performance of user information systems with specified levels of availability, reliability, security, and manageability. They meet up-to-date international information security standards and are energy-efficient.

- IBA Cloud Platform (ICDC) is an easy-to-use cloud computing platform that provides centralized management of public and private clouds, and enables companies to migrate their traditional applications and develop new services for their customers in a dedicated and safe virtual environment

- Development and modification of proprietary solutions and products is deployed in the IBA Cloud Platform based on SaaS

Data Storage

IBA Data Centers are a fail-safe complex of interrelated software and hardware components, engineering infrastructure, and organizational procedures. The IBA data centers are designed in compliance with international standards and local regulations in the field of information security.

Features

- Protection against electromagnetic radiation by Faraday cage

- Liquid cooling and maintaining high pressure in the main computer room with access through airlock chambers

- Autonomous power supply from a diesel generator and independent transformer substations

- Redundant communication channels from different providers

Cloud Solutions

IBA AVM

IBA AVM is an automated fleet management system designed for centralized traffic control. The system provides operational control of passenger transport for transport authorities and real-time information on the estimated arrival times of route vehicles to stopping points for commuters, as well as supports integration with payment, fuel accounting, on-board information, and other features. It is available for installation on the customer's servers or as a cloud service.

ICDC.IO

ICDC Open Source Cloud Platform is a ready-to-use cloud hosting solution. It streamlines business processes with virtual automation, reducing energy use and resource consumption. The platform offers a Kubernetes container platform and DevOps as a Service, allowing companies to externalize non-core activities like IT development, enhance efficiency, and minimize environmental impact.

GOODS CHECKER

Goods Checker is an AI-driven SaaS solution for FMCG manufacturers and distributors. Goods Checker automates all stages of merchandising. It optimizes inventory management, reduces waste, and enhances resource efficiency. By refining transportation logistics and improving supply chain transparency, Goods Checker sets a new standard in sustainable merchandising.

VISUAL FLOW

Visual Flow is a low-code, open source ETL/ELT solution that integrates Apache Spark, Kubernetes, and Argo Workflows in an easy drag-and-drop interface. Visual Flow optimizes resource usage and reduces energy consumption through efficient data processing. Its multi-cloud compatibility supports distributed workloads, minimizing the environmental impact of centralized data centers.

IBA Finance Management Solutions

Solutions for Retail Banking (Internet Banking, Mobile Banking, payment and currency exchange solutions and terminals, business planning and budgeting, scoring and statistical analysis, and other systems). The introduction of these solutions reduced queuing time in banks and contributed to a positive user experience, resulting in enhanced customer satisfaction.

Intelligent Automation

Intelligent automation enables businesses to streamline repetitive tasks, including sorting of incoming emails, responding to chat messages or extracting useful information from documents.

IBA Group partners with leading RPA (Robotic Process Automation) software providers to re-package and automate complex business processes. IBA Group renders intelligent automation services based on Machine Learning (ML) and Artificial Intelligence (AI).

EasyRPA

EasyRPA is a business process automation platform designed for development, deployment, running, and monitoring of software robots. EasyRPA supports attended and unattended robots with centralized management and hybrid automation with a human in the loop. It is an enterprise RPA platform with OCR and AI features.

Open Source Solutions for Mainframe

IBA Group has special expertise in mainframe software development, both system and applied, and in migration of legacy systems. To attract young developers to mainframe support and development, IBA Group came up with a range of open source solutions that connect mainframes to the modern tech stack and development tools.

Mainframe Plugins

IBA Group developed plugins that enable those familiar with modern Integrated Development Environments (IDEs) to work comfortably with mainframes. The For Mainframe IntelliJ IDEA plugin leverages z/OSMF to interact with mainframe data sets and USS files. The Zowe Explorer for IntelliJ plugin provides support for browsing, editing, and creation of data on z/OS via z/OSMF REST API.

Global Repository for Mainframe Developers

The GRMD is a 100% open source repository that comprises useful, tested, and searchable mainframe solutions. It includes commands, scenarios, and templates to solve common mainframe problems and modernize the mainframe.

The repository helps find ad hoc solutions to mainframe problems and learn new skills, contributing to the mainframe community.

Making Responsible Decisions

Environmental Protection

Environmental policy is an integral part of the CSR program of IBA Group. As an IT company,
IBA Group does not have a direct impact on the environment. Company's environmental activities comply with national environmental laws in the countries of operation and with international standards. It is also very important for IBA Group that its partners comply with environmental laws and share the company's values in the field of environmental protection. IBA Group pays special attention to energy efficiency and energy saving issues, and participates in the activities that increase environmental awareness.

Efficiency of Environmental Protection Activities

The company applies advanced technologies to make environmental protection activities more effective.
IBA Group developed and approved the following Guidelines on the implementation of industrial environmental control:

- Exercise control over observance of requirements for environmental protection by company employees

- Develop plans for the implementation of production control in the company

- Develop action plans in the field of environmental protection

- Organize training and knowledge assessment of employees in the field of environmental protection.

The results of industrial environmental control are documented, specifying the detected violations, if any. Supervisory authorities conduct regular
inspections that include measurement of risk factors in the work environment, such as microclimate, noise, electromagnetic fields, and other occupational hazards.

The inspections show that the measured parameters do not exceed the permissible levels and comply with the hygienic standards.

Improvement of Environmental Management System

IBA Group has its Environmental Program. The document is aimed at preserving the environment through the use of advanced and energy-saving technologies, and effective management of working environment and infrastructure. It also provides
for safe working conditions, healthy morale, and ecological awareness of employees.

To manage the Environmental Program, IBA Group signed outsourcing contracts with companies that specialize in environmental protection. Each year, an environmental passport is issued for the company, keeping record of the amount of generated waste.
IBA introduced a waste sorting system.

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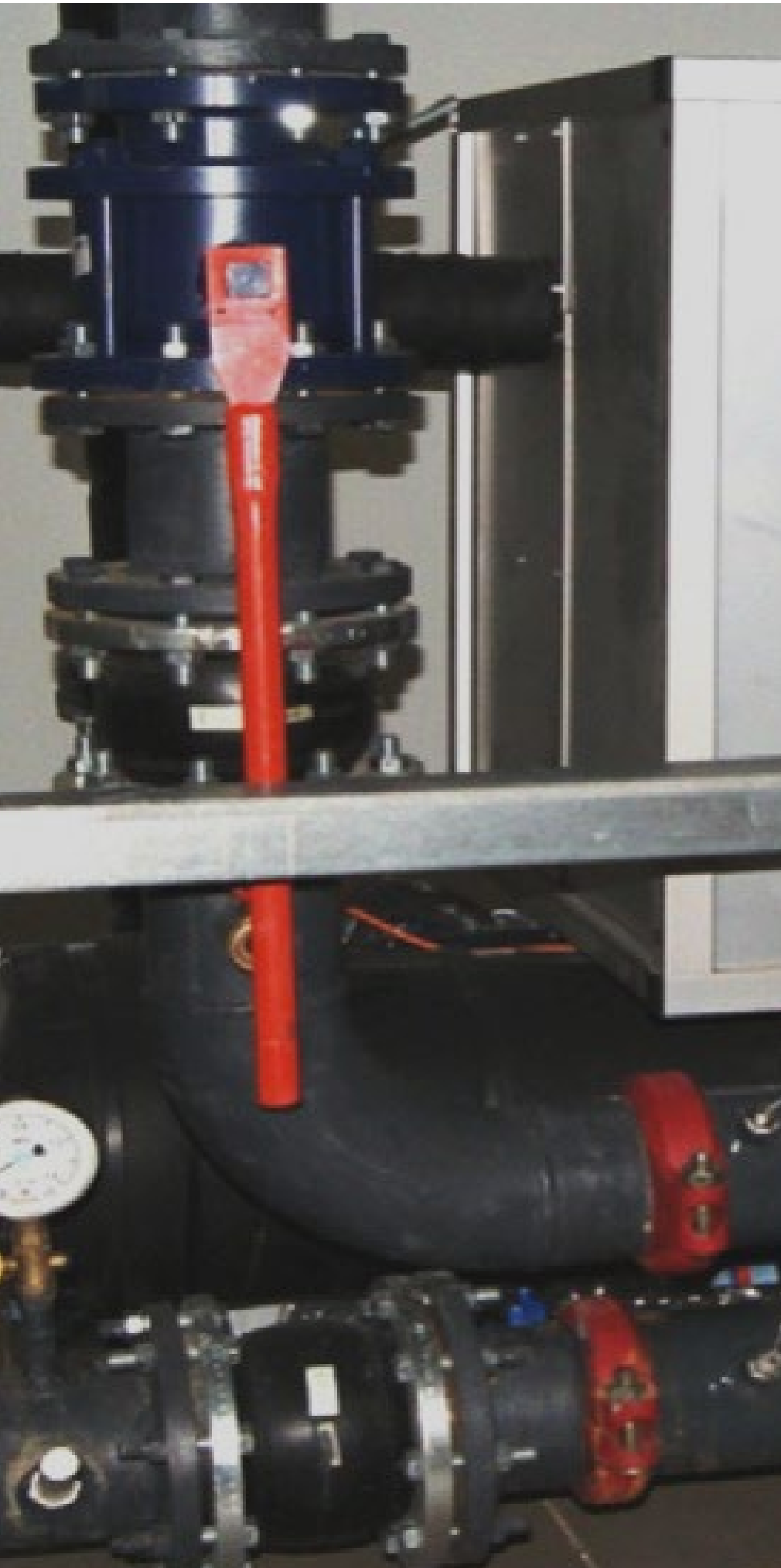
Environmental Impact

For better distribution and efficient use of fuel and energy resources, IBA Group develops and approves annual fuel and energy resource consumption norms. In addition, the company keeps track of changes in the level of greenhouse gas emissions in CO_2 equivalent, relevant to electricity and heat consumption.

Every year, an Action Program aimed at reducing consumption of fuel and energy resources is developed and approved. In 2023, the Action Program focused on timely shutdown of unused lighting and power equipment, optimization of the ventilation system switching schedule, awareness-raising activities among employees, and maximization of natural light usage.

The company keeps record of water consumption (water meters are installed).

> **Implementation of organizational and technical actions ensures annual reduction in fuel and energy consumption.**

Energy Efficiency and Conservation

In the design, construction, and operation of buildings, IBA Group implements integrated solutions aimed at decreasing consumption and increasing efficiency of energy resources.

Energy-efficient power, heat, and hot water supply, ventilation, and air conditioning are in operation in the IBA Group campus, primarily in the office building, IBA Data Center, and IBA Fitness Center.

To optimize heat and electricity consumption, IBA Group takes the following actions:

- Air handling units are equipped with heat recovery systems. Rotary heat exchangers of at least 65 percent efficiency are used for office premises and 30 percent heat exchangers with an intermediate heating medium for cafeteria. Rotary heat exchangers have hygroscopic coating, which ensures heat and moisture return and reduces air conditioning load in summer

- Regulation units are equipped with three-way valves on the supply line and circulation pumps with frequency control on the return line to optimize the heat consumption in the air handling units

- Heat curtains are equipped with built-in thermostats and 5-speed fans. Fan speed and temperature are maintained automatically

- Heating units are equipped with an automatic temperature control system

- Heating devices are equipped with thermostats to maintain specified air parameters in the premises

- Air conditioning is water-cooled. Fan coil units are equipped with an automatic control system consisting of a control valve and an in-room controller

- Ventilation and air conditioning systems are equipped with a dispatching system that allows for 24/7 automatic operation planning

- Fans in the air handling units are equipped with performance frequency regulators to prevent air overconsumption and optimize pressure in the duct network

- Pumping equipment of ventilation and air conditioning systems, as well as water supply and heating systems are equipped with frequency converters

- Input and distribution devices, as well as power and lighting boards are located in the load center, which reduces voltage losses in internal electrical networks and ensures the most economical power cabling

- For artificial lighting, the company uses energy-efficient lamps. All lamps are equipped with an electronic control gear (ECG) and have a high power factor, which reduces the operating current of the lamp, power consumption when switched on, and, consequently, voltage loss in the lines

- Electrical wiring in the buildings is made of copper-conductor cables. Group and distribution networks are laid in trays, in cable channels, and on clamps along the shortest path, which reduces voltage losses and improves cooling of current-carrying conductors

- Transformer substations are made of block sets and are located close to the center of electrical loads, which reduces losses in 0.4 KV cable lines

- The company uses photo relays and time delay relays for automatic lighting control

To save thermal energy produced by ventilation and heating systems, IBA Group uses time-varying control systems. Pipelines of heat supply systems, mains and risers of the heating system are thermally insulated. The heating system is equipped with control and balancing valves to ensure stability of the system and enable consumers to regulate heat consumption.

The low hydraulic resistance of the heating system allows for the use of pumps with low energy consumption. In the ventilation system, plate and rotary heat exchangers are used.

The heat pump is connected in parallel with heat engines to recuperate low-grade heat generated by

Waste is subjected to mandatory collection, accounting, storage, use, transfer for processing, and disposal to specialized enterprises.

the equipment of the server room. The recovered heat is used for heating, hot water supply, and ventilation of IBA Fitness Center and IBA Data Center.

Production Waste Management

Thirteen types of production waste are generated by the company. All waste is separated by type in accordance with the waste and hazard class classification systems, effective in the countries of operation.

IBA Group developed Production Waste Management Guidelines in coordination with local authorities.

Production waste collection and disposal is carried out by IBA contractors. Waste disposal accounting meets requirements of the Technical Code of Common Practice 17.02-12-2014 (02120), Form POD-10.

IBA Group submits waste disposal statistics annually in line with national and international laws.

Aggregate Consumption of Fuel and Energy, 2022/2023

Indicator	2021	2022	2023
Thermal energy GCal	1,724	1,280	791
Electrical energy, thousand kWh	2,919	2,377	1519
Total consumption of fuel and energy resources, tons of oil equivalent	606	475	300

The data show that the consumption of thermal and electrical energy decreased in 2023, primarily because of the reduction of office space and the remote working model (WFH).

Air Protection

IBA Group seeks to reduce emissions of pollutants in the atmosphere, including:

- Vehicle storage
- Operation of diesel-driven generator sets
- Car washing

To ensure environmentally friendly operation of vehicles, IBA Group made contracts with specialized organizations for the replacement of consumables (oils, antifreezes, and brake fluid). During vehicle maintenance, the worn tires are sent for recycling.

Ecological Awareness

The company implements environmental projects, cooperates with stakeholders to address environmental issues, and informs stakeholders about actions taken in the area through different communication channels, including conferences, meetings, and round table discussions.

IBA Group organizes volunteer green initiatives. The initiatives are an excellent way to engage employees in environmental projects and thereby raise ecological awareness.

CASE STUDY

Promoting Sustainability and Team Spirit through FRRuuu City Bike Game

In 2023, IBA Poland participated in the 3rd edition of the FRRuuu City Bike Game held on September 9 in Wrocław and on September 16 in Warsaw. This event highlighted sustainable transportation and environmental awareness with a focus on tree planting.

IBA Poland fielded five teams in the event, demonstrating significant enthusiasm and teamwork. In Wrocław, the teams achieved the 65th, 85th, and 135th places, and in Warsaw, they secured the 12th and 132nd places of the 400 competing teams.

The involvement of IBA Poland in the FRRuuu City Bike Game shows the company's dedication to environmental sustainability and community engagement. Although IBA Poland is a new office with many relocated employees, it make significant contribution to the support of local communities and environmental protection.

CASE STUDY

Comprehensive Support of Relocated Employees at IBA Poland

IBA Poland supports employees relocated from Belarus with a robust integration system, ensuring smooth transitions and successful local adaptation. This commitment highlights the company's dedication to employee well-being and community engagement.

IBA Poland offers thorough orientation, job-specific training, and extensive relocation assistance, including dwelling, temporary accommodation, and financial and legal support.

To facilitate cultural adaptation, IBA Poland provides language courses, social events, and team building activities. Family support includes information on local schools and childcare. Employee well-being includes access to healthcare services, counseling, and mental health support.

Community engagement is encouraged through local volunteer activities that help strengthen ties with local communities.

These comprehensive support measures ensure a smoother transition for relocated employees, foster a sense of belonging, and contribute to employee satisfaction and community integration.

Employee Support

The IBA Group's personnel management policy meets local and international labor standards, and is in line with the corporate values. To attract and retain talent, IBA Group takes the following efforts:

- **Personnel development:** new employee adaptation, professional training, expansion of competencies, and a pool of candidates for higher positions

- **Staff motivation and loyalty:** competitive wages and performance-based bonuses, various forms of recognition and moral encouragement, and benefit package

- **Personnel's awareness and engagement**

Competition for IT professionals is high on local and international markets, which results in very high attrition rates in the IT sector. IBA Group kept the issue under control, investing in internal projects and additional training for employees who were not involved in customer projects. The company took special care of the employees who moved to new locations, helping them settle in a new environment.

In 2023, IBA Group was finalizing the relocation program. As IBA Group affiliates are individual legal entities, employees had to terminate employment with one legal entity and apply for employment at another. This affected the turnover statistics. The aggregate employee turnover was 41 percent.

See also Employee Structure in Appendix 5.

The main asset of IBA Group is talented employees, whose level of competence ensures high quality software and solutions. The company conducts and implements an array of activities and initiatives aimed at attracting, developing, and retaining capable employees.

29

IBA Group offers parental leave for both female and male employees. In 2023, 14 people went on parental leave, none of them being males. In IBA Poland, fathers of children are also entitled to a special two-week paternity leave and 3 employees in 2023 used this opportunity.

	Employees
Total number of employees eligible for parental leave	34
Total number of employees who took parental leave	14
Total number of employees who returned to work after parental leave	1
Total number of employees who returned to work after parental leave and were still employed 12 months after returning to work	2

Measuring Employee Satisfaction

Since 2005, IBA Group has been conducting biennial employee satisfaction surveys using a survey application in the corporate information system. In 2023, the aggregate satisfaction rate at IBA Group in 2023 79.72%, which is 3.58% lower than in 2022. The decrease accounts for the influence of negative external factors on the company's activities and for difficulties in adapting to new realities and emerging risks.

The aggregate employee satisfaction rate in 2023 was 79.7%, which is 3.6% lower than in 2022. The decrease was due to significant changes in the company's team caused by relocation and other external factors.

Assessment of HR Management

To encourage employees' feedback and improve HR management, IBA Group applies the following techniques:

- Training assessment questionnaire in the Training Database
- Direct access of employees to senior executives
- Staff Proposals Database for complaints and suggestions
- Regular employee surveys and polls
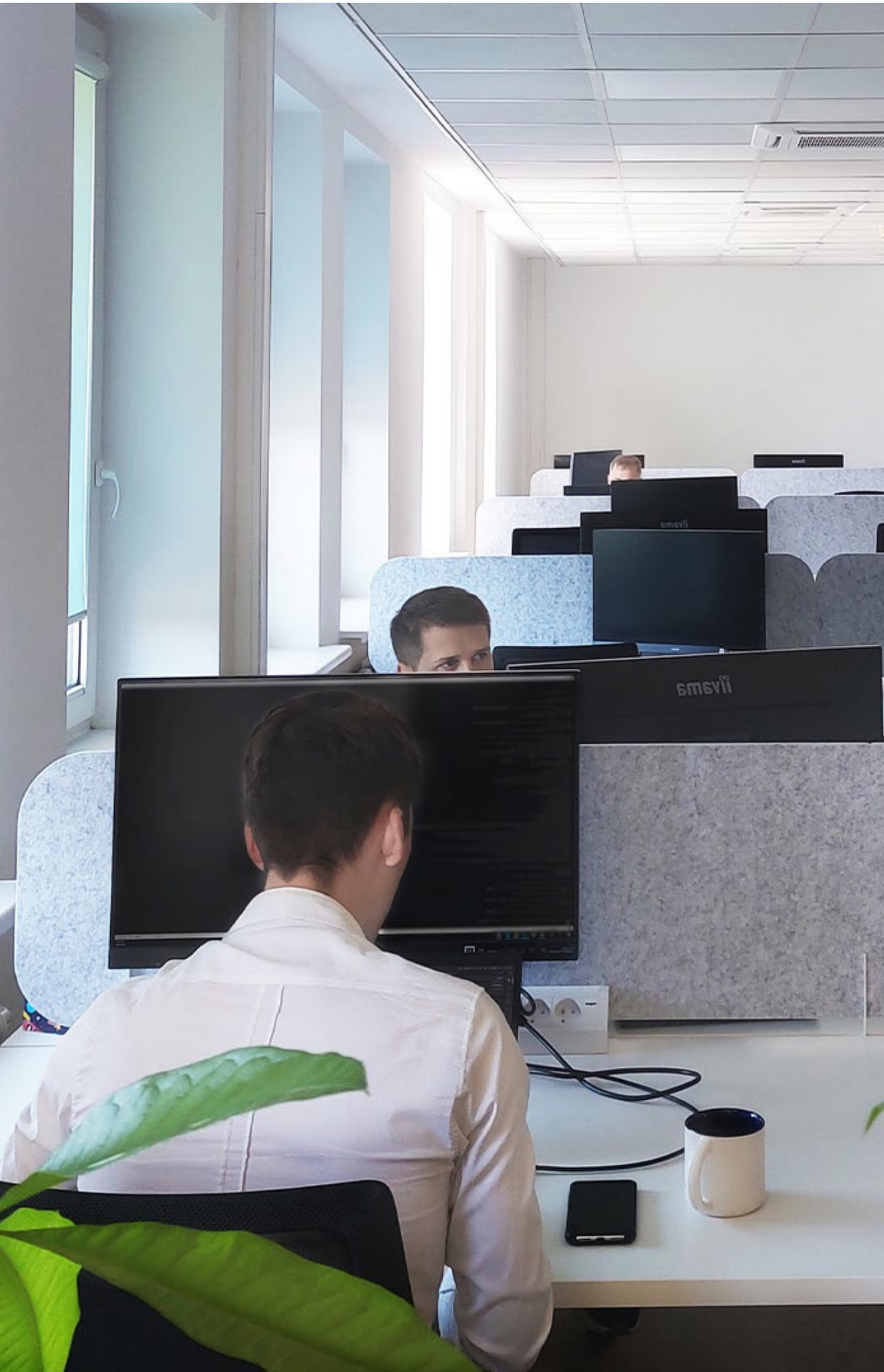
Improving HR Management

Efficient recruitment, assessment, and motivation of employees enable IBA Group to achieve its goals. To this end, the company leverages a variety of programs, techniques, and technologies:

- Candidate pool

- Fund for support of new employees

- Personnel record keeping

- Sponsorship of universities

- Personnel selection and adaptation

- Personnel training

- Internal communications

- Benefit package

The programs are updated annually after a thorough analysis of the previous year's results. IBA Group applies the following solutions and databases:

- Personnel Records

- Training

- Employee Certificates

- Surveys

- Financial Requests

- PMT PRS (IBA project management tool)

- Personnel Proposals

- SQMS

- ISMS

- Talent Constructor (IBA HR management tool)

- IBA portal

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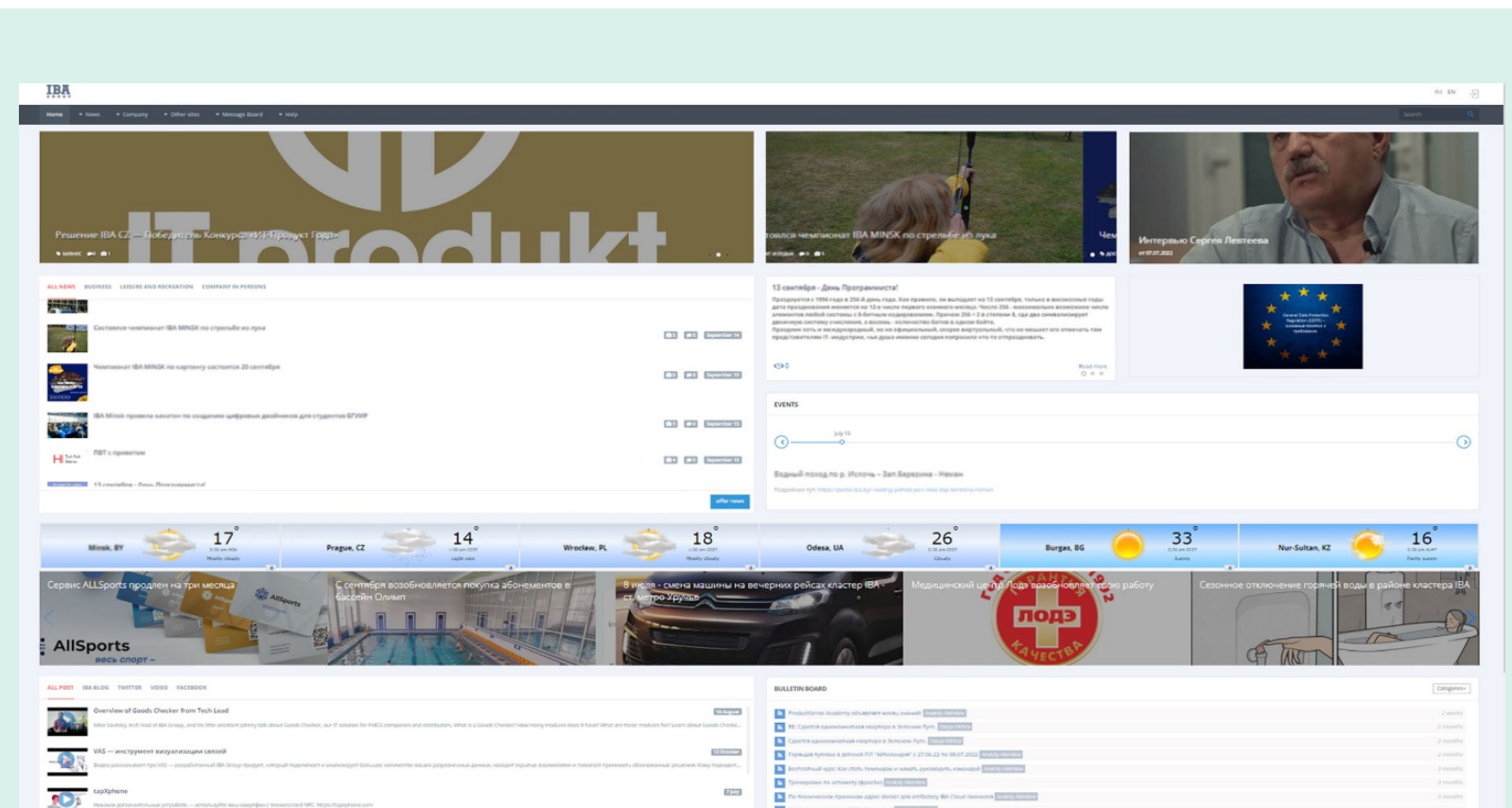
Employee Development and Training

IBA Group implements a consistent employee development policy that includes the following initiatives:

- IT training at training centers of world IT leaders and at the IBA Institute
- Certification of IT specialists
- Foreign language courses: English, French, and German
- Corporate trainings, workshops, and conferences

Relevant information on qualifications, practical experience, education, and training is systematically accumulated in personal files and employee registration cards in the Personnel Records and Certificates databases.

In 2023, 20 employees were awarded Best IBA Employee titles.

The company organizes regular professional development courses for employees. In 2023, more than 570 employees attended professional development courses.

1 — Selection and hiring of personnel
2 — Defining training needs
3 — Training program development and scheduling
4 — Training sessions
5 — Assessment of training outcomes

Monitoring activities

IBA Group management appointed an Education Manager to coordinate training and career development programs for the company's personnel. An established procedure is in place for assessment of training courses and events.

Training at Training Centers of World IT Leaders

On average, more than 1,000 IBA employees receive training annually in more than 30 leading training centers of the CIS and Europe, including the following education providers: IBM Training Center, SAP CIS, Carnegie Mellon University, and Software Engineering Institute.

Training and Certification, 2023

Type of Training	# of employees trained
Total	**813**
Professional development	572
Certification	60
Foreign language courses	181

The IBA Group team consists of leading industry professionals who combine creative ingenuity, strategic business thinking, and technical expertise. We create a unique working environment in which both gray-haired gurus and young professionals in the field of software development, project management, information security, and quality management feel comfortable.
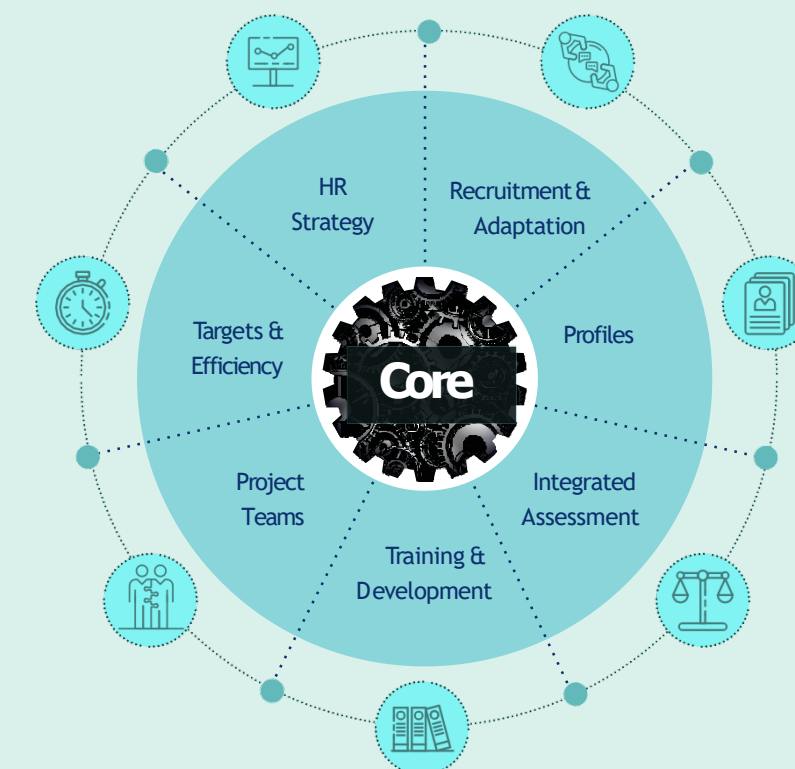
CASE STUDY

Employee Development

The company applies an HR management tool called *Talent Constructor*. Using this solution, each employee can devise an individual development path and follow it under supervision of a project manager or a division director. Talent Constructor is constantly evolving and to date, the solution is a cloud- based suite of services with the Selection, Assessment, Development, and Efficiency components.

Talent Constructor resolves HR management tasks and is seamlessly integrated with the HRM system of the company.

Search of Talents

Creating and maintaining a team of first class IT and business professionals is one of the company's primary goals. To find qualified professionals, the company uses different methods, from training of young specialists to inviting specialists from other companies. IBA Group maintains a talent pool database that contains approximately 2,700 applicants.

Employing Young Personnel

To improve the quality of education of IT specialists and develop new lines of business, IBA Group provides financial assistance and conducts training courses on advanced IT technologies at the joint IBA – university R&D labs. IBA experts share their practical experience with future IT specialists. Eventually, many of the course attendees join the IBA Group's team. For more details, see IT Education in the Making Responsible Decisions section of this Report.

Relocation

Given the deficit of qualified specialists in specific IT fields, IBA Group sets up and expands centers of excellence in safe countries for employees who want to relocate.

Referral Recruitment Program

IBA Group applies a referral recruitment program to attract new qualified personnel. IBA employees refer candidates for filling job openings, as the company has an excellent working environment and a positive reputation among industry's specialists.

Motivation and Social Guarantees

Striving to be a workplace of choice for the best IT professionals, IBA Group creates a comfortable environment for employees' productive work, and professional and personal development. The company conducts research of salary levels in the IT industry to adjust remunerations at IBA Group accordingly.

Work from Home

IBA Group organized work from home for employees during the pandemic. To ensure a smooth transition, the company provided remote access to the IBA network and the IBA Cloud platform that enables employees to share big files and create virtual workstations. IBA Group performed the transition to work from home gradually and in compliance with customer requirements.

33

To empower IBA employees and their families, IBA Group offers a package of social and financial benefits. The amount of benefits an employee can receive depends on his or her qualification level. The benefit package has been continuously expanding.

In addition, IBA takes care of its retired employees. They participate in weekend tours or use discounted memberships for swimming pools and saunas.

The following fundamental principles are at the core of the benefit package:

Mutual development.
IBA employees contribute to the company's development and the company takes care of the employees' well-being and social security

Shared responsibility.
Both employees and the company contribute to financing social campaigns

Accessibility.
Social benefits are granted to employees, regardless of their performance

Transparency and openness.
 All employees can make proposals on the improvement of the benefit package. Information about the benefit package is published on the IBA information resources

The IBA-developed application SOCIAL PACKAGE enables employees to reduce the time spent on program selection and filing an application. The company analyzes the accumulated data to assess events' results and improve the benefit package.

Social events are grouped into the following programs:

- Medical care and recreation
- Financial assistance
- Improvement of living conditions
- Sports and tourism
- Festive events and gifts
- Children programs

To devise a social strategy and make timely decisions on employees' proposals, IBA organized a Council for Social Policy. Representatives of company management and divisions are members of the Council.

The Council's activities are governed by the Regulations on the Council for Social Policy. In addition to salaries, bonuses, and training courses at leading IT educational centers, IBA Group employees who achieve outstanding results receive awards at special company events.

Medical Care

 The company proceeded with protection of health and safety of IBA employees and their families.

Company management adopted a hybrid working model where employees can work partly in their workplaces and partly remotely, from home. This helped reduce stress and allowed employees to feel more relaxed.

IBA employees received medical services at healthcare institutions that have contracts with IBA.

In 2023, more than 800 employees had medical insurance coverage and more than 960 consulted doctors at the medical institutions that have service contracts with IBA Group. IBA Group organized a fluorography examination with 120 employees examined and vaccination against flu and COVID with 116 vaccinated.

IBA Group organizes recreation of its employees and their family members. The procedure for provision of vouchers to IBA Group employees and their children, as well as for rehabilitation of children in recreational and sports camps is stipulated in the IBA Regulations on the Procedure for Provision of Sanatorium and Resort Treatment and Rehabilitation to Employees and their Children. In 2023, 16 employees and their children received vouchers for sanatoria and children camps.

Donor Day

 In 2023, IBA Group conducted a series of the Donor Day events aimed at collecting blood for medical institutions with 34 employees donating their blood for the benefit of the health and lives of other people.

Dwelling Program

IBA Group provides interest-free loans to its employees who commission or buy flats or dwelling houses. The Provision on Loans to IBA Group Employees stipulates the approval procedure and the size of loans.

The Provision on Waiting List and Distribution of Rented Flats (51 flats) regulates distribution of rented flats.

Financial Assistance

In addition to the social allowances granted by national and local laws, IBA Group provides financial assistance:

- In the event of first marriage
- In the event of childbirth
- On parental leave up to three years
- For recreation of employees' children
- To employees who have children with disabilities
- As seasonal allowance
- In the event of retirement
- In the event of death of a close relative of an employee or of a retired employee

Sports and Tourism

The company fosters a healthy way of life. IBA Group has its own fitness center located in the company's campus. IBA Group employees can practice in the gym or in fitness groups (aerobics, Pilates, yoga, and other) with professional trainers, or play tennis, football, volleyball, or basketball, or dance. In addition, IBA Group employees who work in different countries enjoy discounted or free recreation or fitness center memberships.

IBA employees participate in competitions in different sports, including mountain skiing, snowboarding, table tennis, basketball, volleyball, billiards, mini golf, swimming, mini soccer, clay target shooting, arching, tennis, karting, darts, kicker, and bowling. IBA Group organizes tours and retreats.

In 2023, IBA employees used the hybrid working model, allowing for working from home, on the go, or in the office. IBA employees practiced tennis, football, basketball, volleyball, badminton, swimming, cycling, and other sports. More than 1,000 employees were involved in sport and recreation activities in 2023.

IBA Group organized fitness workouts for children with autism. A special program helps children cope with everyday challenges and reduce stress.

Labor and Health Protection

IBA Group applies a systematic approach to labor and health protection. The company fully observes national laws on labor protection and industry security, and complies with relevant international standards.

IBA Group employees are notified by email about accidents. The emails contain the algorithm of actions to address the accident. To increase occupational safety and prevent injuries, IBA Group performs the following actions:

- Purchase of medical kits

- Purchase of detergents and personal care products

- Laboratory and instrumental examination of harmful environmental factors at workplaces

- Blocking of leakage of tobacco smoke from smoking rooms

- Monitoring of load bearing structures of office buildings

- Maintaining first-aid rooms in major offices

Children Program

IBA Group organizes festive and training events for children of IBA employees and of the organizations the company supports. In 2023, the events included the following:

- New Year gifts

- Knowledge Day gifts to first graders

- Kids' club at the IBA Fitness Center

- Children's Inclusive Theater

- Celebration of Children's Day *Let's Plant Trees*

Holidays and Gifts

For long-term conscientious work and a significant personal contribution to the company's development, and in case of retirement, employees receive gifts or the company organizes special events for them.

SPORTS EVENTS

EVENT	Number of applications
Adult Events	
Online Breathing Exercises	357
Hiking	181
Soccer, volleyball, basketball, tennis, table tennis, billiards, gym, children's fitness, gym workout, yoga, fitness	237/month
Swimming pools	50/month
TOTAL online per year	**357**
TOTAL offline per year	**3,051**

Championships & competitions	Number of participants
Chess	14
Darts	54
Table tennis	14
Billiards	7
Trap shooting	27
Karting	27
Bowling	39
Badminton	13
TOTAL online	**14**
TOTAL offline	**181**

IT Education

IBA Group renders financial and technical support to universities, colleges, and high schools.

In addition to donation of computers and related equipment, the company supports educational institutions at conferences and championships in mathematics, physics, and computer science, including national Collegiate Programming Contests.

Courses for University Students

IBA Group conducted free courses for students and teachers of BSU, BSUIR, and Burgas University. The teachers were IBA experts, including software developers, testing engineers, business analysts, and team leaders. IBA uses the method 'from theory to practice', where students work on real IBA projects and use IBA technical resources.

Course graduates can start their career at IBA Group.

In 2023, 58 students completed IBA courses of more than 720 academic hours and 72 students had internships at IBA Group.

IBA Group partners with the Mendel University in the Czech Republic, Burgas Free University in Bulgaria, and other universities.

CASE STUDY

IBA Ukraine Cooperates with Okanagan College in Vancouver, Canada

In December, IBA Ukraine began cooperation with the Okanagan College that offers more than 120 programs in a wide range of areas of study such as business, health and social development, technologies, trades, and apprenticeship. The first event was an online presentation within the IEEE environment. This resulted in launching a Capstone project to be completed in 2024.

R&D Labs
IBA Group maintains R&D labs at the following universities

Burgas University	Faculty of Information Technologies and Management of BSUIR	Faculty of Computer Systems and Networks of BSUIR	BSU

Charity and Inclusivity

Guided by the IBA CSR Program, IBA Group supports educational institutions and other non-governmental organizations.

In 2023, IBA Group conducted a series of the Donor Day events aimed at collecting blood for treatment and emergency medical care. Thirty-four employees donated their blood for the benefit of the health and lives of other people.

IBA Group provides financial support to the Inclusive Family Theater for children with autism, covering space rental, and public utility costs, as well as scenery, costumes, and other expenses.

The company supported 11 adaptation groups and nine inclusive groups for children with autism, and sponsored the international conference *Theater and Autism. Questions and Answers*.

In addition, the company provided financial support to boarding schools for orphans and children without parental care, secondary and grammar schools, and educational centers that train IT specialists

Support of Children's Hospice

The Belarusian Children's Hospice helps kids with severe disabilities to live a normal life by creating a homelike atmosphere.

IBA Group has been supporting this organization for several years, assisting with construction, repairs, and medical and computer equipment and devices. The company took part in various programs, including the open door days.

IBA Group maintained the Auto Volunteers application that the Hospice uses to organize transportation of children with disabilities by volunteers in their cars.

The company proceeded with financial support of the organization on a monthly basis.

CASE STUDY

IBA Group's Commitment to Children's Hospice

On August 11, IBA Group continued its annual tradition by participating in the Open Day at the Aist summer recreation center of the Belarusian Children's Hospice. This event highlights IBA Group's ongoing commitment to supporting children with serious illnesses.

During the Open Day, IBA Group employees met with camp residents to discuss their activities such as spending nights outdoors, making fires, and organizing discos. Each summer, the camp hosts five shifts of children, both with families and independently.

IBA Group's support has significantly enhanced the facilities at Aist Summer Camp, making it a safe and enjoyable environment for children with disabilities. This engagement not only helps the children gain independence but also enriches the experience of IBA Group employees through their involvement in this meaningful cause.

38

Appendices

Appendix 1

About this Report

The IBA Group's 2023 Corporate Social Responsibility Report (Report) contains information about company's results for 2023 and plans for further development. In addition, the Report shows innovative approaches and practices the company applies in its operations. The company publishes reports annually and covers economic, social, and environmental performance and activities from January 1 to December 31.

This document serves as an instrument for the company's communication with a wide range of stakeholders, including employees, customers, partners, government authorities, communities, and mass media. The Report provides integral and comprehensive information about IBA Group's activities related to sustainable development.

CSR and sustainability reporting gives a number of benefits to IBA Group.

The company is able to:

- Identify the stance of stakeholders to IBA activities
- Confirm that the company takes into account the perceptions of stakeholders and builds trust in the company
- Foster improvement of internal and external processes
- Build and maintain a sustainable reputation
- Increase competitiveness

The Report complies with the following standards:

- Global Reporting Initiative (GRI SRS, Core)
- 17 UN Sustainable Development Goals (SDGs)
- Ten Principles of the United Nations Global Compact
- International standards for stakeholder engagement
- AA1000 by the Institute of Social and Ethical Accountability

IBA Group seeks to integrate the UN SDGs in the company's strategy.

Report Structure

The Report provides information about IBA Group's approaches to governance, and operations and plans in economic, environmental, and CSR areas.

The Report includes an overview of the company's activities in the following areas:

- Corporate governance
- Stakeholder engagement
- Environment protection
- Business ethics
- HR management

39
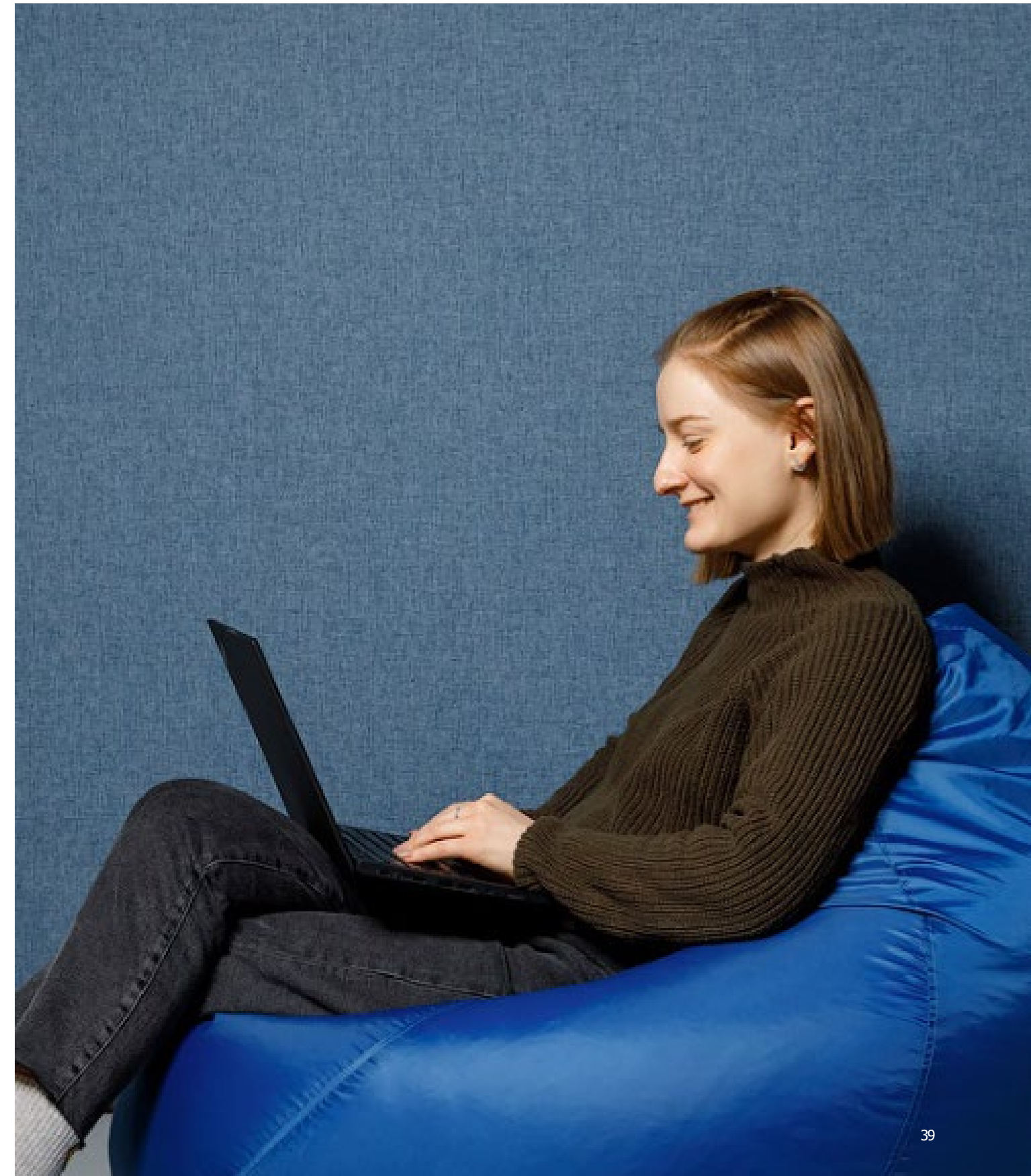
Boundaries

The Report contains a number of forecasts and predictions with regard to the company's future, plans, and expected results. These statements reflect IBA Group's expectations and intentions. However, they are associated with inherent risks and uncertainty, as their further implementation depends on a large number of various factors, many of which are beyond the company's control, including global economic and political conditions, and changes in tax, environmental or other laws. Therefore, the actual results may differ directly or indirectly from those stated in the Report.

No changes in the list of material topics and topic boundaries from the previous reporting period occurred. Also, there were no restatements of information during the reporting period.

Reporting Principles

Principles for Defining Report Content

The Report was prepared in accordance with the Core option of GRI's Sustainability Reporting Standards. Appendix 4 provides a GRI content index.

Essential Aspects

IBA Group identified the aspects that are most essential for the company and its stakeholders, and can influence the decisions about the company's future. We aimed to make the Report useful and concise.

When preparing the document, IBA updated the list of essential aspects and a number of aspects that are not essential for the stakeholders were not disclosed in detail. We also look forward to receiving proposals on how to improve the Report. To this end, we attached a feedback form.

Principles for Defining Report Quality

The Report quality is guaranteed through the use of the following GRI principles:

- Balance
- Comparability
- Accuracy
- Clarity
- Reliability
- Timeliness

Internal Procedures for Defining Report Quality and Reliability

IBA Group is in the process of building a corporate reporting system. Company divisions responsible for provision of information about each of the priority areas of sustainable development examined the quality and reliability of the texts and numbers. Therefore, the information disclosed in the Report is accurate.

The 2023 sustainability Report has not passed the public assurance process.

Appendix 2

## Key Awards and Achievements of IBA Group in 2023

The IAOP for the 11th consecutive year included IBA Group in the Leaders category of The Global Outsourcing 100 (For more information, see Sustainability Management in Section 2. Developing a Sustainable Business), recognizing IBA Group as Super Stars of the Global Outsourcing 100 for Sustained Excellence and as Top Company for Customer References, Awards & Certifications, Programs for Innovation, and Programs for Corporate Social Responsibility (All Star).

IT Europa selected IBA Group as a finalist of the IT Europa Channel Awards 2023 in the categories Enterprise Solution of the Year and Cyber Security Managed Service of the Year.

SAP re-appointed IBA Group as a Gold PE Service Partner. SAP recognized IBA's expertise in Travel & Transportation, Utilities, Oil & Gas, and Telecom industries; and in SAP HANA, SAP S/4HANA, Data Management, Enterprise Planning, and Real Estate Management solutions. IBA Group was awarded Competencies in RISE with SAP, Human Capital Management, and SAP Business Technology Platform.
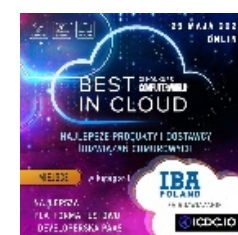
Computerworld Polska selected IBA Group as a winner in The Best in Cloud 2023 in the category *Best PaaS3 Test and Development Platform*

The European Business Services Association selected IBA Group as a finalist in the category Most *Promising New Entrant Business Services Company (BSC) – IBA Poland*

Appendix 3

Terms and Abbreviations

AA1000 is a standard for assessing and strengthening the credibility and quality of an organization's social, economic, and environmental reporting. It is primarily intended for use by external auditing bodies that assure organization's reports or social accounts (Assurance Providers) but can also be used to guide any organization when building its accountability processes, systems and abilities. Unlike other similar standards, AA1000 seeks to instill a culture of continuous development through stakeholder responsiveness.

B2B (business-to-business) is a situation where one business makes a commercial transaction with another.
https://en.wikipedia.org/wiki/Business-to-business

Big Data is a field that treats ways to analyze, systematically extract information from, or otherwise deal with data sets that are too large or complex to be dealt with by traditional data processing application software.
https://en.wikipedia.org/wiki/Big_data

Cloud technologies or cloud computing is a general term for anything that involves delivering hosted services over the internet. These services are broadly divided into three categories: Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and Software-as-a-Service (SaaS). The name cloud computing was inspired by the cloud symbol that's often used to represent the internet in flowcharts and diagrams
https://searchcloudcomputing.techtarget.com/definition/cloud-computing

CMMI (Capability Maturity Model Integration) is a process level improvement training and appraisal program. Administered by the CMMI Institute, a subsidiary of ISACA, it was developed at Carnegie Mellon University (CMU).
https://en.wikipedia.org/wiki/Capability_Maturity_Model_Integration

Corporate Social Responsibility (CSR), also called corporate sustainability, sustainable business, corporate conscience, corporate citizenship, conscious capitalism, or responsible business) is a type of international private business self-regulation.
https://en.wikipedia.org/wiki/Corporate_social_responsibility

G2B (government-to-business) is a suite of software and hardware tools for online communication of government bodies and businesses designed to support and develop business, including websites of government authorities and e-procurement portals.

G2C (government-to-citizen or government-to-consumer) is a situation when a government agency communicates with the general public.
https://acronyms.thefreedictionary.com/G2C

Internet of Things (IoT) is the extension of internet connectivity into physical devices and everyday objects. Embedded with electronics, internet connectivity, and other forms of hardware (such as sensors), these devices can communicate and interact with others over the internet, and they can be remotely monitored and controlled.
https://en.wikipedia.org/wiki/Internet_of_things

ISO 9001 is the international standard for a quality management system (QMS). The standard is used by organizations to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements and to demonstrate continuous improvement
https://the9000store.com/what-are-iso-9000-standards/what-is-iso-9001/

Outsourcing is an agreement in which one company hires another company to be responsible for a planned or existing activity that is or could be done internally and sometimes involves transferring employees and assets from one firm to another.
https://en.wikipedia.org/wiki/Outsourcing

PDCA (plan–do–check–act or plan–do–check–adjust) is an iterative four-step management method used in business for the control and continuous improvement of processes and products.
https://en.wikipedia.org/wiki/PDCA

Intelligent Automation is a business process automation technology based on the notion of metaphorical software robots or artificial intelligence (AI) workers. https://en.wikipedia.org/wiki/Robotic_process_automation

Sustainable development is the organizing principle for meeting human development goals while simultaneously sustaining the ability of natural systems to provide the natural resources and ecosystem services upon which the economy and society depend. The desired result is a state of society where living conditions and resources are used to continue to meet human needs without undermining the integrity and stability of the natural system.
https://en.wikipedia.org/wiki/Sustainable_development

Sustainable development goals (SDGs) are a collection of 17 global goals set by the United Nations General Assembly in 2015 for the year 2030. The SDGs are part of Resolution 70/1 of the United Nations General Assembly, the 2030 Agenda.
https://en.wikipedia.org/wiki/Sustainable_Development_Goals

The UN Global Compact is the world's largest corporate sustainability (a.k.a. corporate social responsibility) initiative with 13,000 corporate participants and other stakeholders over 170 countries with two objectives: Mainstream the ten principles in business activities around the world and Catalyze actions in support of broader UN goals, such as the Millennium Development Goals and Sustainable Development Goals.
https://en.wikipedia.org/wiki/United_Nations_Global_Compact

Tons of oil equivalent (TOE) is a unit of fuel, equal in its energy value to a ton of oil.

Appendix 4

GRI Standards Content Index

GRI Indicators	Business Theme	Report Section	SDG
GRI 2: General Disclosures			
The organization and its reporting practices			
GRI 2-1	Organizational details	Managing the Organization	
GRI 2-2	Entities included in the consolidated financial statements	Managing the Organization Appendices	
GRI 2-3	Reporting period, frequency and contact point	Appendices	
GRI 2-4	Restatements of information	Appendices	
GRI 2-5	External assurance	Appendices	
Activities and workers			
GRI 2-6	Activities, value chain and other business relationships	Managing the Organization	
Governance			
GRI 2-9	Governance structure	Managing the Organization	5. Gender Equality 16. Peace, Justice, and Strong Institutions
GRI 2-10	Nominating and selecting the highest governance body	Managing the Organization	5. Gender Equality 16. Peace, Justice, and Strong Institutions
GRI 2-11	Chair of the highest governance body	The Chairman of the Board of Directors is also an executive officer	16. Peace, Justice, and Strong Institutions
GRI 2-15	Conflicts of interest	Managing the Organization	16. Peace, Justice, and Strong Institutions
GRI 2-16	Communicating critical concerns	Managing the Organization	
GRI 2-18	Evaluation of the performance of the highest governance body	Managing the Organization	
Strategy, policies and practices			
GRI 2-22	Statement on sustainable development strategy	Message from the IBA Group Chairman	
GRI 2-26	Mechanisms for seeking advice and raising concerns	Managing the Organization	16. Peace, Justice, and Strong Institutions
GRI 2-27	Compliance with laws and regulations	Managing the Organization	1 - Economic growth 3 - Ensuring healthy lives and promoting the well-being
GRI 2-28	Membership of associations	Developing Sustainable Business	

GRI Indicators	Business Theme	Report Section	SDG
Stakeholder Engagement			
GRI 2-29	Approach to stakeholder engagement	Developing Sustainable Business. Appendices	
GRI 2-30	Collective bargaining agreements	Percentage of employees covered by collective bargaining agreements - 100%	8. Decent Work and Economic Growth
GRI 3 Material topics			
GRI 3-2	List of material topics	Appendices	
GRI 200: Economic			
GRI 201: Economic Performance			
GRI 201-2	Financial implications and other risks and opportunities due to climate change	The Company does not conduct a financial assessment of the risks associated with climate change	13: Climate action
GRI 201-4	Financial assistance received from government	Taxes, fees, and duties granted to HTP residents amounting roughly to US$3,300,000	1: No poverty
GRI 202: Market Presence			
GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Employee remuneration and benefits are in line with relevant national laws. Remuneration exceeds legislated minimum country wage levels irrespective of gender. There are no structural disparities by gender in entry level wages	1: No poverty 5: Gender equality 8: Decent work and economic growth
GRI 205: Anti-corruption			
GRI 205-2	Communication and training about anti-corruption policies and procedures	Managing the Organization	16. Peace, Justice, and Strong Institutions
GRI 205-3	Confirmed incidents of corruption and actions taken	Managing the Organization	16. Peace, Justice, and Strong Institutions
GRI 206: Anti-competitive Behavior			
GRI 206-1	Legal actions for anticompetitive behavior, antitrust, and monopoly practices	There were no legal actions during the reporting period	16. Peace, Justice, and Strong Institutions
GRI 207: Tax			
GRI 207-4	Country-by-country reporting	The indicator is not disclosed due to the confidential nature of information (this information is a trade secret of the Company)	1: No poverty 10: Reduced inequality 17: Partnership for the goals

GRI Indicators	Business Theme	Report Section	SDG
GRI 300: Environment			
GRI 302: Energy			
GRI 3-3	Management of material topics	Making Responsible Decisions	
GRI 302-1	Energy consumption within the organization	Making Responsible Decisions	12. Responsible Production and Consumption
GRI 302-2	Energy consumption outside of the organization	IBA Group does not report the energy consumed outside the organization	7: Affordable and clean energy 8: Decent work and economic growth 12: Responsible consumption and production 13: Climate action
GRI 302-4	Reduction of energy consumption	Making Responsible Decisions	8. Decent Work and Economic Growth 12. Responsible Production and Consumption
GRI 304: Biodiversity			
GRI 304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		6: Clean water and sanitation 14: Life below water 15: Life on land
GRI 304-2	Significant impacts of activities, products, and services on biodiversity	Company's operations do not impact the protected areas or areas with high biodiversity value.	6: Clean water and sanitation 14: Life below water 15: Life on land
GRI 304-3	Habitats protected or restored		6: Clean water and sanitation 14: Life below water 15: Life on land
GRI 304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations		6: Clean water and sanitation 14: Life below water 15: Life on land
GRI 308: Supplier Environmental Assessment			
GRI 308-1	New suppliers that were screened using environmental criteria	During the reporting period, there were no suppliers that were screened using environmental criteria	
GRI 308-2	Negative environmental impacts in the supply chain and actions taken		

GRI Indicators	Business Theme	Report Section	SDG
GRI 400: Social			
GRI 401: Employment			
GRI 401-2	Benefits provided to full-time employees and not provided to temporary or part-time employees	Making Responsible Decisions	8. Decent Work and Economic Growth
GRI 401-3	Parental leave	Making Responsible Decisions	5: Gender equality 8: Decent work and economic growth
GRI 402: Labor/Management Relations			
GRI 402-1	Minimum notice periods regarding operational changes	The minimum notice period for significant operational changes is in compliance with applicable laws in the countries of operation.	8. Decent Work and economic Growth
GRI 403: Occupational Health and Safety			
GRI 403-6	Promotion of worker health	Making Responsible Decisions	3. Good Health and Well- Being 8. Decent Work and Economic Growth
GRI 404: Training and Education			
GRI 3-3	Management of material topics	Making Responsible Decisions	
GRI 404-1	Average hours of training per year per employee	Making Responsible Decisions	4. Quality Education 5. Gender Equality 8. Decent Work and Economic Growth
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Making Responsible Decisions	8. Decent Work and Economic Growth
GRI 405: Diversity and Equal Opportunity			
GRI 405-1	Diversity of governance bodies and employees	Making Responsible Decisions	5. Gender Equality 8. Decent Work and Economic Growth
GRI 406: Non-Discrimination			
GRI 406-1	Incidents of discrimination and corrective actions taken	No cases of discrimination	5. Gender Equality 8. Decent Work and Economic Growth 16. Peace, Justice, and Strong Institutions
GRI 407: Freedom of Association and Collective Bargaining			
GRI 407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	There are no operations where the right to exercise freedom of association and collective bargaining is at significant risk. There were no violations of freedom of association and collective bargaining during the year	8. Decent Work and Economic Growth

| GRI Indicators	Business Theme	Report Section	SDG
GRI 408: Child Labor			
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	No cases. Prohibited by law	8. Decent Work and Economic Growth 16. Peace, Justice, and Strong Institutions
GRI 409: Forced or Compulsory Labor			
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	No cases. Prohibited by law	8: Decent work and economic growth
GRI 411: Rights of Indigenous Peoples			
GRI 411-1	Incidents of violations involving rights of indigenous peoples	N/A	
GRI 413: Local Communities			
GRI 3-3	Management of material topics	Making Responsible Decisions	
GRI 413-2	Operations with significant actual and potential negative impacts on local communities	During the reporting period, there was no suppliers' assessment for actual and potential negative impacts on local communities. Supplies were assessed for conformity with technical regulatory legal acts of relevant countries.	1: No poverty 2: Zero hunger
GRI 414: Supplier Social Assessment			
GRI 414-2	Negative social impacts in the supply chain and actions taken	During the reporting period, there was no suppliers' assessment for social impacts	5: Gender equality 8: Decent work and economic growth 16: Peace, justice and strong institutions
GRI 415: Public Policy			
GRI 415-1	Political contributions	The Company prohibits donations to political parties	16: Peace, justice and strong institutions
GRI 416: Customer Health and Safety			
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	IBA Group is committed to protecting the health and safety of others and themselves in compliance with relevant laws. Incidents would be thoroughly and independently investigated and appropriate action taken	16: Peace, justice and strong institutions

| GRI Indicators	Business Theme	Report Section	SDG
417: Marketing and Labeling			
GRI 417-2	Incidents of non-compliance concerning product and service information and labeling	The Company is committed to delivering quality products and services, responsible corporate citizenship and complying with relevant laws. There were no incidents of non-compliance concerning product and service information and labeling during the reporting period.	16. Peace, Justice, and Strong Institutions
GRI 417-3	Incidents of non-compliance concerning marketing communications	The Company is committed to fair, honest, and open communication, responsible corporate citizenship and complying with relevant aws. There were no incidents of non-compliance concerning marketing communications during the reporting period.	16. Peace, Justice, and Strong Institutions
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	The Company is sensitive to security and use of personal information. We recognise and respect personal privacy. There were no breaches of customer privacy during the reporting period.	16. Peace, Justice, and Strong Institutions

Appendix 5

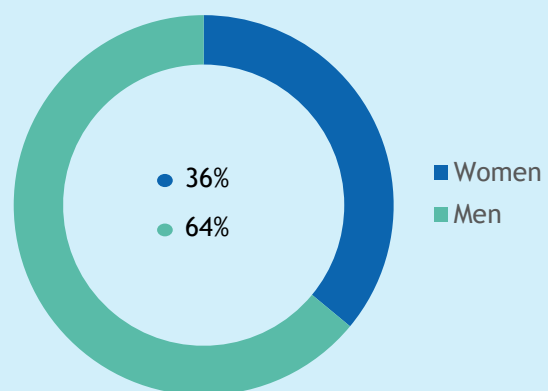## Employee Structure Charts (GRI 2-7, GRI 2-8)

Employee Age Groups, 2023

- 43%
- 39%
- 18%

■ ≤ 35
■ 36-50
■ 50+
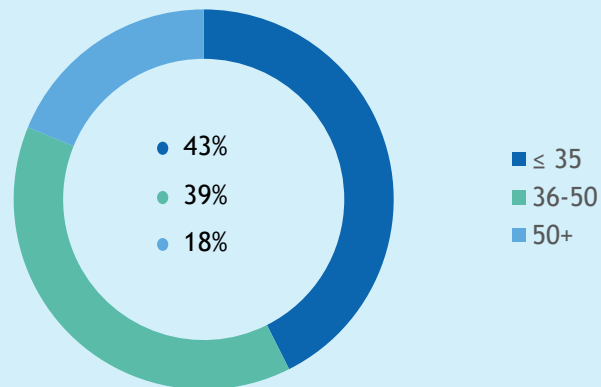
Specialists vs Executives, 2023

- 17%
- 83%

■ Executives
■ Specialists
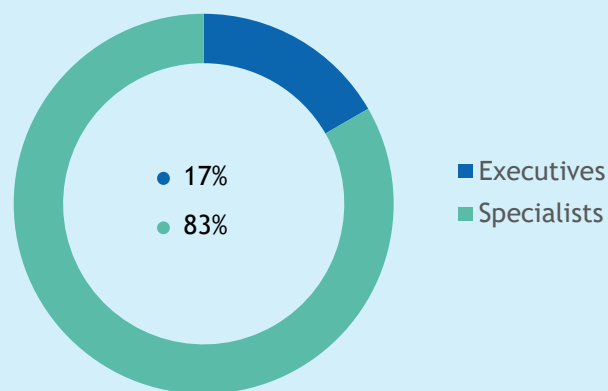
Employees by Gender, 2023

- 36%
- 64%

■ Women
■ Men

Appendix 6

Material Topics

To determine the list of material topics for this CSR Report, IBA Group applied the GRI best practice (Disclosure 3-1) for assessing and prioritizing significant sustainability impacts on the economy, society and the environment.

The initial step was collecting all relevant information regarding the company. The information included the purpose, business model, types of activities, products and services, sectors in which it is active, stakeholders, and number of employees.

The second step was to identify the actual and potential negative or positive impacts of the company on the economy, environment, and people, including impacts on their human rights.

After the impacts were identified, the company assessed their significance and prioritized them to be able to take action on the most important impacts. Finally, IBA Group's management approved the following list of material topics

List of Material Topics

- Business ethics and practices
- Implementing innovations
- Environmental protection
- Employee support
- IT education
- Charity and inclusivity

Appendix 7

Feedback Form

Dear reader,

You have just read the IBA Group's 2023 Corporate Social Responsibility Report. We strive for the most transparent and honest dialogue with all interested parties and will be grateful, if you can help improve the quality of company reporting by answering a few simple questions.

In addition to your opinion, we will also collect some personal information about you, including your name, organization, position, and email to contact you for follow-up, if needed. We will securely store the data until the reporting period is over. We respect your trust and protect your privacy, and therefore will never sell or share these data with any third parties.

By completing this form, you agree that we will process your data in line with our privacy policy that you can find at https://ibagroupit.com/about-iba-group/privacy-policy/. If you have any questions, please contact us at info@ibagroupit.com.

To which stakeholder group do you belong?

- Shareholder
- Investor
- Manager or employee
- Partner / Contractor / Supplier
- Customer
- Government official
- NGO / community member
- Representative of an environmental organization
- Journalist
- Employee family member
- Scientist / expert
- Other

1. Did you find in the Report relevant information about the problems that concern you?

- Yes, completely
- Partly
- No
- Not sure

2. What information in the Report interested you most?

3. What was the least interesting for you?

4. Indicate the topics that should be addressed but are not covered in this Report:

5. Please rate this report according to the following criteria:

	Excellent	Good	Poor	Very poor	N/A
Overall impression	o	o	o	o	o
Completeness of information	o	o	o	o	o
Credibility of information	o	o	o	o	o
Clarity and availability of information	o	o	o	o	o
Structure and search feature	o	o	o	o	o
Design	o	o	o	o	o

6. What recommendations for improving the company's activities would you like to make?

Your name and surname (optional)

Organization

Position

Email

Thanks for your feedback!

Appendix 8

Contact Information

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