

Sustainability Report | 2024

PRAGMAGO® Group

Dear Sirs,

I am pleased to present the sustainability report for 2024. This time, we have summarised our actions in the areas of society, environment and corporate governance, including companies from the entire PragmaGO Group. In 2024, they were joined by Monevia, a micro factoring company in Poland, and Telecredit IFN – a dynamically developing Romanian fintech. We have thus started to expand abroad, which significantly extends our sphere of influence and responsibility.

Last year, we developed and approved the ESG strategy covering the years 2025–2027, which is integrated with the vision and mission of the PragmaGO Group. During that time, we will strive to develop reporting standards compliant with the requirements of the CSRD, which will be obligatory for us in the report for 2028. The ESG strategy includes the selected sustainable development goals that we want to achieve within a period of three years, actions and success metrics.

Our mission and at the same time, the object of our business is to ensure equal access to finance for micro- and small entrepreneurs, thereby supporting their sustainable development and competitiveness. We have the greatest impact on social aspects and it is on them that we primarily want to focus our activities in the area of ESG. We promote sustained, inclusive and sustainable economic growth. We fill the financial gap and create products that are within your reach – such as deferred payments for businesses or Merchant Cash Advances. They allow funds to be mobilised for operations where they are carried out. The results of the customer satisfaction monitoring (NPS) of 43% and the increase in the number of customers by 29% y/y confirm that this is a good direction.

Innovative financial services can be developed thanks to a reliable and professional team of experts. In order to maintain low staff turnover, we are creating a friendly work environment. To this end, we have taken a number of measures, including the introduction of a system for anonymous reporting of ideas and initiatives, sports challenges and a Mental Health Week. We regularly monitor work satisfaction by surveying our employees and obtain very good results (85% of employees would recommend working at PragmaGO at the end of 2024).

We also care about environmental aspects, particularly those related to the reduction of CO2 emissions. While our impact on this area is limited, we want to exploit the available opportunities, such as maintaining the hybrid car fleet and education on recycling. In addition, we plan to install a photovoltaic installation on the roof of our office building in order to minimise the negative impact of our operations on the environment. In 2024, we cooperated with the Las Na Zawsze Foundation and we helped to purchase a biodiverse forest. We also participated in the cleaning of a forest in Katowice and we conducted a webinar for employees on zero waste together with Bioodpady.pl.

As regards corporate governance, we emphasise transparency, the involvement of key stakeholders, as well as data security and cybersecurity.

I would like to thank all those who help us achieve the sustainable development goals of the PragmaGO Group – our customers, business partners, employees, suppliers and everyone we are in contact with through our business.

Yours faithfully,

Jacek Obrocki
Vice-President of the Management Board of PragmaGO



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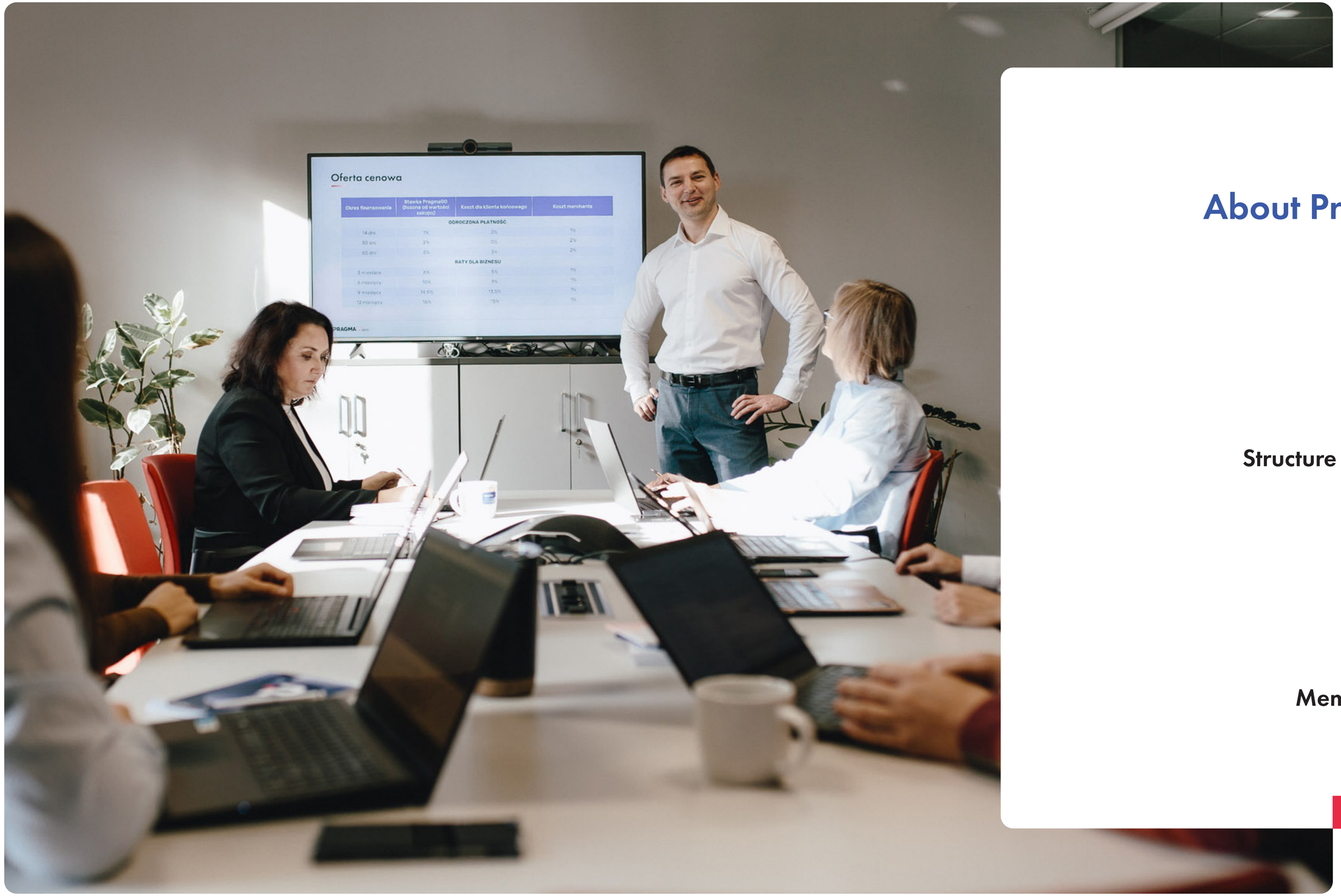
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About PragmaGO Group

Our operations

History

Structure of the PragmaGO Group

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Our operations

For almost 30 years, we have been providing financial services to the SME segment, including the smallest ones, i.e. micro-entrepreneurs. Our specialised and easily available funding helps them to stabilise their operations and balances their chances of accessing working capital. We want companies to be able to benefit from intuitive and fast financial services in the same way as consumers. We achieve these objectives by digitalising and using modern technology. This technology is provided to us by our *software house* and a team of more than 40 developers – ***PragmaGO.tech.***

Thanks to many years of experience and the fact that we create technology within the Group, we can implement proprietary solutions – both in terms of financing risk management, internal processes and customer-friendly UX/UI solutions[1]. Our services are intended to operate in the context of the entrepreneur's core business and contribute to the stabilisation of business on a daily basis.

We are closing the financial gap and supporting the development of micro- and small companies in Central and Eastern Europe

In 2024, we conducted a survey on a group of more than 21 thousand of our customers.[2] The findings of the analysis have shown that owners of micro- and small companies are using **bank products for consumers more often** than services for companies.

- **90% of the one-man businesses** (OMB) analysed has or had a **consumer credit.**
- As many as 50% of the enterprises analysed never **had a business loan, and 60% do not have any** revolving loan limits/working capital **loan limits** for companies.

The banking sector does not meet the financial needs of micro- and small companies. From the perspective of traditional banks, SMEs are a difficult market for viable service. Only 30% of large commercial banks have generated stable positive returns on products for this segment.[3] While the banking consumer products are light, available online – close at hand – raising money for one's company at the bank involves a laborious and time-consuming process. It is easier for entrepreneurs – especially the smallest ones – to obtain a loan as a consumer than funds for current operations or business development. Our services are an effective response to the financing needs of SMEs, in particular micro- and small players. We are a non-bank financial institution – we provide capital for running a company in the form of diverse services which provide real business support on a daily basis.



Their digitisation and online accessibility allow us to reach the smallest companies (including one-man businesses) operating outside large agglomerations. This will balance their chances on the market.

PragmaGO Group's customers broken down by registered office (according to the value of financing granted)

Warsaw	Other cities above 300 thousand inhabitants	Cities and towns below 300 thousand inhabitants
6.8%	17.9%	75.3%

PragmaGO Group's customers broken down by number of employees (according to the value of financing granted)

One-man business (self-employment)	Micro-company (less than 10 employees)	Other
56.5%	13.9%	29.6%

[1] User Experience – the whole user experience related to the use of the services, including but not limited to usability and satisfaction.

[2] The analysis covered information on the use of banking services by approx. 21 thousand customers of PragmaGO who applied for at least one of the *embedded finance* products (Buy Now Pay Later [BNPL] or Merchant Cash Advance) and received a positive credit decision from PragmaGO.

[3] Accenture, Embedded Finance for SMEs Report, December 2021.

Innovative *embedded finance* services for business

Embedded finance is also defined as financing embedded in the systems of financial institution partners. Our partners are companies selling their services in the B2B sector – marketplace platforms, online wholesalers, gateway operators and operators of payment terminals.
These companies can add to their offer financial services that support their business objectives – increase sales and build loyalty among business customers:

merchant cash advance

– the entrepreneur receives funds for the development of its business where it operates (e.g. in the customer panel of the payment terminal operator). The financing limit is calculated on the basis of multidimensional, up-to-date data describing the merchant's activity in the partner's environment. As a result, the entrepreneur receives an individual proposal for a pool of funds that it can receive in a few clicks. The repayment value may be a percentage of the daily proceeds from transactions. The entrepreneur does not have to remember about it and practically "does not feel" it. Financing limits offered in the automatic process amount to PLN 200 thousand and the decision on granting the funds takes only 90 seconds. The entire process is carried out online.

PragmaPay

– B2B deferred payments. PragmaPay are the first deferred payments for entrepreneurs on the market that are as friendly as those already known from the consumer market. PragmaPay allows companies to delay payments for online corporate purchases up to 60 days. Our BNPL services are available in baskets on major marketplace platforms and in payment gateways. The decision to defer payment is made automatically within 90 seconds, the seller receives the funds immediately. This streamlines and accelerates the purchasing process for both parties to the transaction.

International expansion

In 2024, a Romanian fintech, Telecredit IFN S.A. (Omnicredit) – a company specialising in digital factoring, joined the PragmaGO Group. Omnicredit is growing dynamically, both in terms of the number of customers and turnover. We plan to extend the company's offer to include embedded finance services to make it a key finance provider for the SME sector in Romania. Within three years, we also want to extend our operations to other CEE and Western European markets.

We are constantly developing digital factoring

Factoring is a service that has been present in the portfolio of PragmaGO for several years, yet the value of receivables financed in 2024 increased by 23% (y/y). In digital factoring, the submission of an application and the adjustment of the terms and conditions of cooperation takes place 100% online.

Advanced credit risk analysis

We use internal and external databases, such as BIG and BIK, to assess credit risk. We also use statistical scorings built on the basis of over a dozen years of experience and several hundred thousand transactions with customers from the SME segment. Our algorithms test the correlations and relationships between different data sources. They also analyse their variability over time (e.g. business seasonality), so that funding can be better tailored to the individual needs of the company. The simultaneous extensive analysis of many types of data makes it possible to achieve credit security and reduce the risk of overindebtedness of our customers, which translates into stability of their operations.

Automated and fast funding decisions as part of the *embedded finance* services are possible through technological integration between PragmaGO and the partner's environment. Customer assessment covers different data sources, e.g. transaction data provided by partners: turnover (e.g. on a payment terminal), scale and seasonality of operations, industry-specific data, type of products offered. The analysis also uses information on how the customer behaves in the environment, e.g. how much time he/she spends in the application, how much sales conversion is achieved, how quickly he/she responds to messages. The data provided by the partners are anonymised and the entity is identified only after the customer has consented to the processing of personal data.

History

1996
- Establishment of Grupa Finansowa Premium

2002
- Establishment of Pragma Inkaso Sp. z o.o.

2007
- Floatation of Grupa Finansowa Premium on the Warsaw Stock Exchange

2008
- Floatation of Pragma Inkaso S.A. on the New Connect

2010
- Floatation of Pragma Inkaso on the Warsaw Stock Exchange and Catalyst
- Introduction of factoring to the offer

2011
- Acquisition of Grupa Finansowa Premium by Pragma Inkaso
- Establishment of Pragma Faktoring

2016
- Investment in LeaseLink and Mint Software (currently PragmaGO.tech)

2017
- "PragmaGO" project and transition to fintech

2018
- "Golden Banker" award in the "Innovation" category for LeaseLink

2019
- Acquisition of Brutto
- Sale of LeaseLink to mBank (transaction value – PLN 102 million)

2020
- Change of the company name from Pragma Faktoring to PragmaGO SA

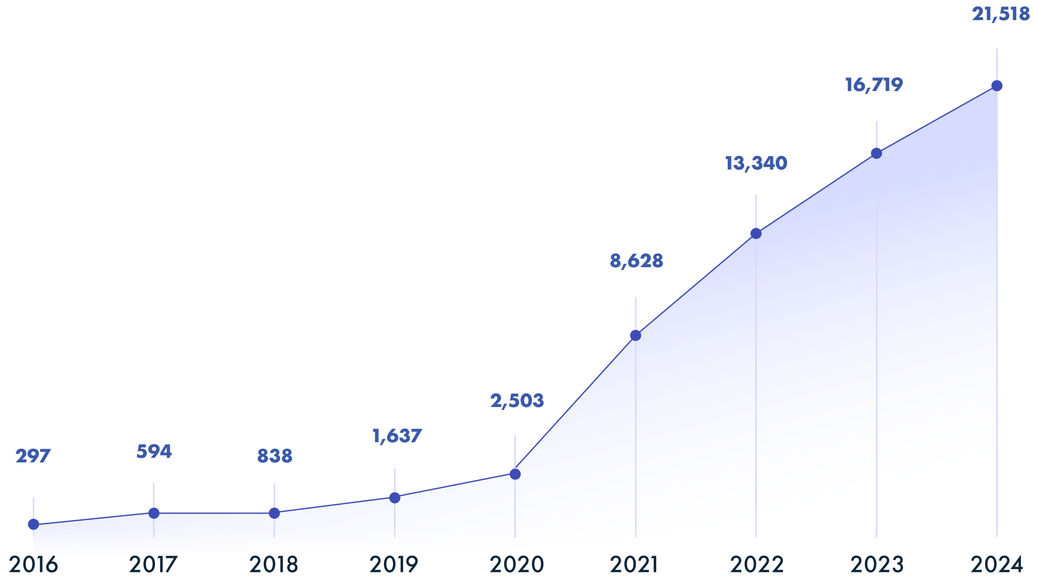
2021
- Start of cooperation with Allegro sp. z o.o.
- Acquisition by Enterprise Investors – investment value – PLN 75 million

2022
- Acquisition of the organised part of Fandla Faktoring enterprise
- Start of cooperation with EBRD

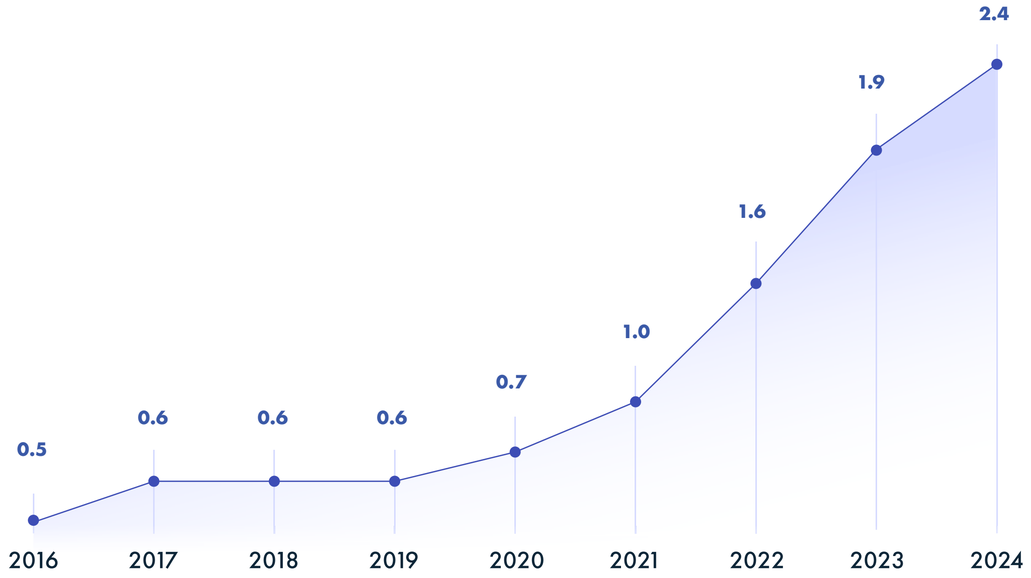
2023
- Start of cooperation with Polskie ePłatności
- "Fintech of the Year" award from Cashless Fintech, "Partnership Loan Magazine Awards" (for Merchant Finance) and "Best e-commerce B2B tool" in the e-Commerce Polska awards competition.

2024
- Expansion to the Romanian market – purchase of majority stakes in Telecredit IFN S.A. (Omnicredit)
- Purchase of 100% of Monevia shares
- Launch of PragmaPay – the first B2B BNPL in the consumer standard
- Start of cooperation with Przelewy24, Tpay, WeNet, Moya (Anwim S.A.)
- "The Best Embedded SME Lending solution in the CEE region" award for PragmaPay and Merchant Cash Advance
- "Factor of the Year 2024", Loan Magazine Awards for Monevia
- Two bond issues in EUR – both ended with a reduction

Number of active customers



Value of receivables financed (PLN billion)



Structure of the PragmaGO Group

Since 2021, Polish Enterprise Funds SCA has been the majority shareholder of PragmaGO S.A.

PragmaGO Capital Group is composed of the following companies:

PragmaGO S.A. (parent entity)

PragmaGO S.A. is one of the largest non-bank financial institutions in Poland. It specialises in online finance for the SME sector. The company offers daily financing of business in the form of factoring and loans, in the amounts ranging from PLN 500 to PLN 10 million.

Thanks to advanced technological integration, PragmaGO introduces financial services directly into the ecosystems of its partners, enabling their counterparties to conveniently, quickly and intuitively benefit from the financing. In addition, partners such as Allegro, Przelewy24, Tpay, PeP, imoje and Shoper provide PragmaGO with data on the activity of borrowers on their platforms, which allows better risk management.

Monevia Sp. z o.o.

Monevia is the longest operating micro factoring fintech in Poland, which specialises in the financing of receivables of micro-, small and medium-sized enterprises, 100% online. Within the Group, the company handles the smallest invoices and factoring limits.

PragmaGO.tech Sp. z o.o.

A software house employing more than 40 developers, programmers and UX/UI specialists, developing IT technologies and solutions on the basis of which the Group provides its services and builds competitive advantages.

Telecredit IFN S.A. (Omnicredit)

Omnicredit is Romania's first fintech specialising in digital factoring. The company grows dynamically, supporting the development of micro- and small enterprises. Omnicredit is licensed as a non-bank financial institution (IFN) and regulated by the National Bank of Romania.

Brutto sp. z o.o.

A subsidiary of PragmaGO SA, offering online financing in the form of special-purpose loans, tax and Social Insurance Institution (ZUS) financing and factoring.

Mission

We support entrepreneurs in their day-to-day operations and, together with them, we transform the Polish economy. In response to the needs of SMEs, we develop solutions that enable them to have permanent and stable access to financing. This enables the entrepreneur to achieve financial security, grow and attain further business goals. We are constantly investing in technology so that the process of obtaining funds requires minimum commitment from the customer. We are "within reach" – at a place and time in which the customer needs us.



Corporate bodies

Management Board of PragmaGO S.A.



Tomasz Boduszek

President of the Management Board, Chief Executive Officer

He has been acting as the President of the Management Board of PragmaGO S.A. since 2011. He built the PragmaGO Group from scratch. He transformed a debt collection start-up with initial capital of PLN 50 thousand into a dynamically developing fintech. Tomasz Boduszek has experience in the effective development of business through M&As. He participated in ten transactions of that kind, including seven times as CEO of the buyer and three times as CEO of the seller, and the transaction value was several hundred million of PLN. Since 2011, he has managed various companies from the PragmaGO Group, floating them on the New Connect, the main market of the Warsaw Stock Exchange and the Catalyst bond market.



Jacek Obrocki

Vice-President of the Management Board, Chief Financial Officer

An economist with over 20 years of experience gained, inter alia, as a director of the investment banking department at the BDM Brokerage House. He specialises in investment banking, financial and stock exchange analytics. He obtained the title of Chartered Financial Analyst (CFA), completed numerous training courses in LBO, MBO, M&A, accounting (PSR, IAS, US GAAP), law on public trading in securities, commercial law. He is an expert on financial market analysis and macroeconomics at PragmaGO.



Danuta Czapeczko

Vice-President of the Management Board, Chief Growth Officer

She has over 18 years of experience in marketing and sales management. She has been working at PragmaGO since 2011. She specialises in embedded finance services for business, launching new solutions for Polish entrepreneurs. She coordinates the work of a team of managers responsible for cooperation with partners such as Allegro, imoje and Polskie ePłatności. She was a speaker at industry discussion panels, including “Fintech and E-commerce Linking Days”, “Risk and Supervision Meeting”, “E-commerce. Opportunities, trends, challenges”.



Łukasz Ramczewski

Vice-President of the Management Board, Chief Sales Officer

He is a manager with over 14 years of experience in financial markets, factoring and SME finance. He has been professionally involved with PragmaGO since 2010, where he has been acting as Chief Sales Officer since 2018, leading a team of several people. He actively participates in the development of financial products and solutions, taking into account the changing needs of Polish entrepreneurs. He conducts training courses on receivables products for financial brokers.

Corporate bodies

Management Board of PragmaGO S.A.



Wojciech Bublik

President of the Management Board of PragmaGO.tech, Chief Technology Officer

He took his first professional steps with BPH S.A. In the years 2007–2012, he worked for Empathy – a software house, and then with the Unity Group for three years. He went through all career steps in IT – from programmer to director – to finally join PragmaGO in 2015. He has been acting as CEO of PragmaGO.tech for the first 6 years and since 2021, also as CTO at PragmaGO S.A. He manages over forty-person team of developers, UX/UI specialists and is responsible for the company's technological strategy.

Management Board of Omnicredit



Elisa Rusu

President of the Management Board, Chief Executive Officer

She is a manager with over 15 years of experience in factoring, leasing and microfinance in the B2B sector. Prior to her appointment as CEO at Omnicredit, she was the head of Banca Transilvania Factoring, Romania's second largest factor, and she managed Meridian Leasing and Compania de Factoring. She is an expert in business finance, who effectively combines strategic knowledge with operational practice.



Corporate bodies

Management Board of Monevia



Maciej Drowanowski

President of the Management Board, Chief Executive Officer

He took his first professional steps with BPH S.A. In the years 2007–2012, he worked for Empathy – a software house, and then with the Unity Group for three years. He went through all career steps in IT – from programmer to director – to finally join PragmaGO in 2015. He has been acting as CEO of PragmaGO.tech for the first 6 years and since 2021, also as CTO at PragmaGO S.A. He manages over forty-person team of developers, UX/UI specialists and is responsible for the company's technological strategy.



Marta Sankiewicz

Member of the Management Board, Chief Operating Officer

She is a Senior Project Manager with 19 years of experience in the financial sector, including factoring, insurance and debt collection. She is a member of an international team in Poland's largest insurance group responsible for creating an online platform for life insurance with an investment fund. She is a financial analyst and the author of the SME receivables management platform. Since 2015, she has been in charge of the team and operational processes in Monevia and she has been acting as a Member of the Management Board since 2023.



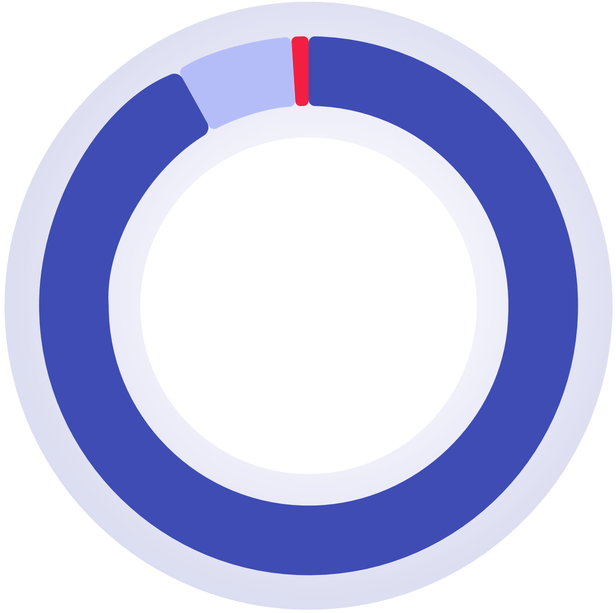
Tomasz Gąsiorowski

Member of the Management Board, Commercial Director

He is a Sales and Business Development Manager with more than 20 years of experience in retail and corporate banking. He worked for Raiffeisen Bank for 14 years, served as Sales Director at Idea Money, a factoring company of the Idea Bank group, and as Direct Sales Director at BNP Paribas Factoring. He has been responsible for the development of the distribution network in Monevia since 2019 and has been acting as a Member of the Management Board since 2024.

Shareholder structure

The largest shareholders of PragmaGO S.A. as at 31 December 2024.



	Number of shares (in thousands shares)	Share in the share capital	Share of votes in the total number of votes
Polish Enterprise Funds SCA	6,373	92.48%	93.18%
NPL NOVA S.A.	447	6.49%	5.88%
Other	71	1.03%	0.94%
TOTAL:	**6,891**	**100.00%**	**100.00%**

Stakeholders

Our stakeholders are all those persons and institutions that can interact with our organisation.

Customers

- micro-, small and medium-sized entrepreneurs in Poland and CEE markets

Employees

- currently employed
- prospective candidates

Business partners

- financial brokers
- partners of B2B *embedded finance* services
- payer partners (recipients of invoices in the factoring service)

Investors

- individual
- financial

Institutional environment

- Polish Financial Supervision Authority
- European Bank for Reconstruction and Development
- cooperating commercial banks
- industry organisations
- National Bank of Romania

Society

- representatives and beneficiaries of the foundations: Ostoja Cztery Łapy, Amazonki, Las Na Zawsze, FizjoTRITerapia, Fiducia
- representatives of community organisations
- industry media

Membership of organisations

Chamber of Digital Economy

Polish Association of Listed Companies (SEG)

Fintech Poland

We participated in working groups dealing with ESG regulations, among other issues.

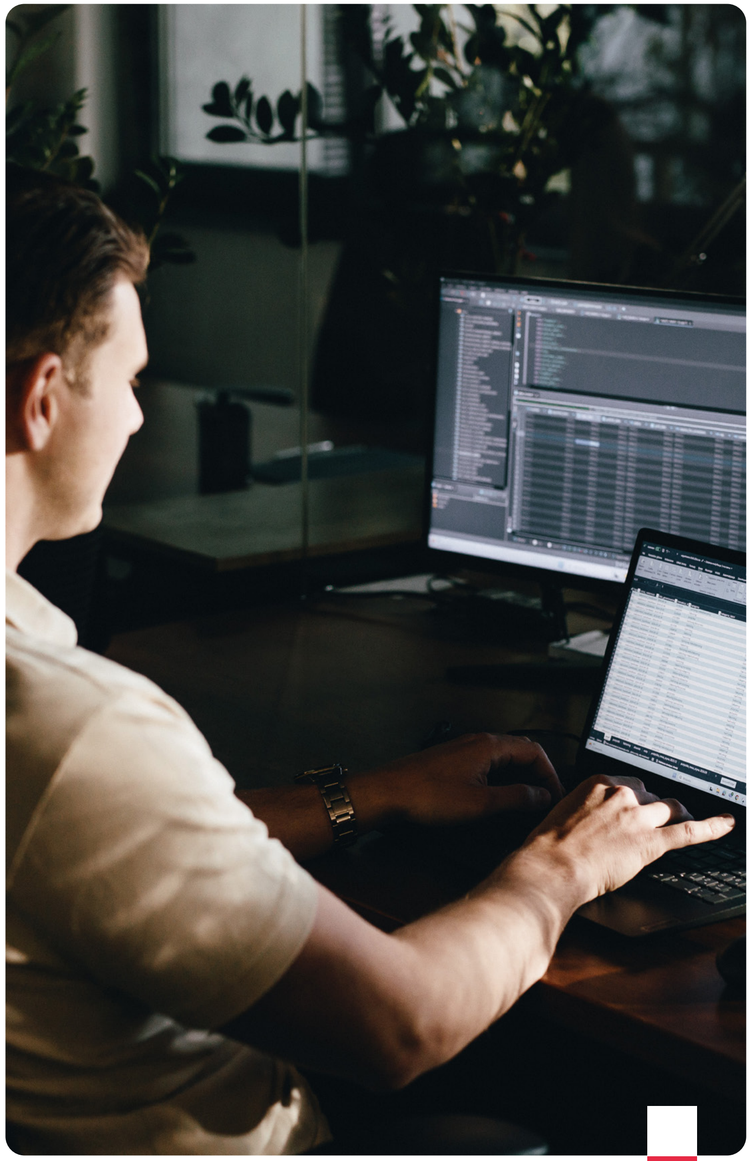
Polish Factors Association (PZF)

We are jointly preparing quarterly reports on the factoring market.

We are a member of the International Factoring Congress Programme Board.

PragmaGO Group in the media

Industry media in Poland and abroad write about us on a regular basis.





Year 2024 in numbers

Results

Bond issues

Awards and nominations

Results

In 2024, we managed to achieve record-breaking growth results yet again – in terms of the value of receivables financed, the number of customers and the number of transactions.

- Financial services were used by **21.5 thousand** entrepreneurs (+29% y/y) who executed a total of **501,022** transactions (increase by 27% y/y).
- Factoring reached a 23% increase in the value of invoices financed y/y – it amounted to **PLN 1.9 billion.** Digital factoring (submission of the application and adjustment of the terms and conditions of cooperation online) recorded an increase of **44%** y/y, while **traditional factoring increased by 5% y/y**.
- Entrepreneurs obtained funding of **PLN 0.5 billion** (+68% y/y) as part of embedded finance for business, including:
  - Merchant Cash Advance: **PLN 277 million (+112% y/y),**
  - deferred payments (including PragmaPay): **PLN 249 million (+37% y/y)**.

Summary of preliminary results of the PragmaGO Group in 2024:

	Customers		Turnover	
	Number	Dynamics y/y	Nominal value of receivables financed (PLN)	Dynamics y/y
Total	21,518	29%	2.4 billion	30%
Factoring, including:	2,345	26%	1.9 billion	23%
Digital factoring	2,066	30%	1.0 billion	44%
Embedded finance, including:	19,245	29%	0.5 billion	68%
Merchant Cash Advance	3,981	58%	277 min	112%
BNPL B2B (incl. PragmaPay)	16,035	23%	249 min	37%

The presented data do not include the data of Telecredit IFN S.A., a subsidiary controlled by PragmaGO since 5 December 2024.



Bond issues

PragmaGO S.A. has been issuing bonds on the Catalyst market since 2011. In 2024, we successfully conducted the first two bond issues in EUR. These were our first foreign currency issues.

PragmaGO S.A. issued a total of 6 series of bonds with a nominal value of PLN 180.0 million and 2 series of bonds in EUR worth EUR 8.5 million in 2024.

The company repaid in cash, without rollover:

- 2 series of bonds with the total value of PLN 19.0 million on time,
- 3 series of bonds with the total value of PLN 65.0 million early.

In 2024, the company paid its bond investors over PLN 24.7 million as interest and premiums.

Summary of bond issues by PragmaGO S.A. in 2024:

Issue (series)	C2	C3	EUR1	C4	C5	C6	D1EUR	D2
Date of issue	25.01.2024	21.03.2024	16.04.2024	26.06.2024	30.07.2024	02.09.2024	06.11.2024	18.12.2024
Maturity date	25.01.2027	21.03.2027	16.04.2027	26.06.2027	30.07.2027	02.09.2027	06.02.2028	18.12.2028
Nominal value of the issue	PLN 25,000,000	PLN 25,000,000	EUR 3,500,000	PLN 30,000,000	PLN 35,000,000	PLN 30,000,000	EUR 5,000,000	PLN 35,000,000
Margin over WIBOR3M/ EURIBOR3M	515bp	500bp	500bp	480bp	450bp	350bp	450bp	350bp
Demand	PLN 53,768,400	PLN 59,280,500	EUR 4,219,200	PLN 92,475,800	PLN 97,496,100	PLN 78,975,900	EUR 7,156,500	PLN 44,971,700
Number of subscribers	830	1101	257	1298	1490	1341	295	995
Reduction	53.50%	57.83%	17.05%	67.56%	64.10%	62.01%	30.13%	22.17%

Awards and nominations

PRAGMAGO



“The Best Embedded SME Lending solution in the CEE region” for PragmaPay and Merchant Cash Advance



Winner of Forbes Diamonds



Cashless Fintech nomination in the “Fintech of the Year” category

Monevia.



“Factor of the Year 2024”



ESG strategy

Selected United Nations sustainable development goals (SDGs)

Achievement of ESG objectives set in 2023

Environmental responsibility

Social responsibility

Investors and financing parties

Responsible management

ESG strategy

In 2024, we drew up an ESG strategy for the years 2025–2027 which is consistent with the business strategy of the PragmaGO Capital Group.

ESG actions support the implementation of PragmaGO mission and vision, which focus on increasing the availability of capital to entities that fail to find services for themselves in the traditional financial system or have limited access to it. This may be the case, for example, due to the lack of knowledge, resources and data or a place of business.

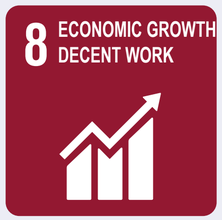
In the years 2025 to 2027, we will carry out internal and external actions that we currently identify as having a real impact on the society, corporate governance and the environment.

Selected United Nations sustainable development goals (SDGs)

We have selected three United Nations sustainable development goals (SDGs) to help us achieve the strategy's objectives of closing the financial gap and supporting micro- and small enterprises in the Central and Eastern European region.

Given our business model, we can achieve the greatest influence and positive impact in the area of ESG by focusing on the social pillar, in particular on the inclusiveness and economic equality of micro- and small companies.

While they are important, we consider external actions under the environmental and corporate governance pillars as complementary to and supportive of the actions with the greatest potential for coverage and positive impact on the sustainable development of both the Polish economy and the economies of other countries where PragmaGO is present.



Goal 8:

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



Goal 9:

Build resilient infrastructure, promote sustainable industrialisation and foster innovation (as part of this goal, we focus in particular on target 9.3 – increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets).



Goal 5:

Achieve gender equality and empower all women and girls.





ESG reporting

In 2029, the PragmaGO Group will be covered by the CSRD reporting obligation for 2028 and will be subject to the European sustainability reporting standards (ESRS). Therefore, the ESG report for 2028 will be prepared in accordance with the ESRS principles and will be validated by an independent auditor. By then, PragmaGO will publish optional annual sustainability reports covering an increasing range of data.

ESG management

In 2024, the work on the ESG area was carried out by a team of four persons managed by the Vice-President of the Management Board – Jacek Obrocki. The team is responsible for overseeing and taking into account the objectives of the ESG strategy in achieving business objectives. As part of its responsibilities, the team has actively cooperated with various departments of the organisation, creating the framework for the implementation of the ESG strategy for the years 2025–2027.

The team will continue to carry out initiatives related to the identification and management of risks and opportunities in the area of sustainable development, as required by the ESRS and CSRD. Planned actions include:

Identification of ESG risks and priorities:

- focus on financial inclusiveness, workplace diversity and data security,
- analysis of greenhouse gas emissions (scopes 1, 2, 3), resource consumption and biodiversity impacts,
- identification of risks relating to corporate governance, regulatory compliance and process transparency.

Double materiality analysis:

- identification of ESG key stakeholder topics and prioritisation of activities.

Assessment of regulatory compliance:

- review of activities in the context of the CSRD and implementation of ESG reporting requirements.

The implementation of these measures will enable the PragmaGO Group to meet the sustainability reporting standards and to further develop its competitive advantage through responsible management of the impact on the environment.

Achievement of ESG objectives set in 2023

In 2023, we set objectives and actions for 2024 that were centred around our care for the environment, society (including customers, employees and the local community) and corporate governance. We present the results of their implementation on the following pages.



Environmental responsibility

Our financing business is characterised by low direct CO_2 emissions and a limited impact on the operations of our customers who use our services. Nevertheless, we want to do as much as possible to keep our negative environmental impact to a minimum.

To this end, we set the following actions for implementation in 2023.

Reduction of CO_2 emissions:

- maintaining a fleet that consists exclusively of hybrid cars,
- curtailing business trips and travels through further digitisation of services,
- introducing green settings in printers.

Moving towards a *paperless* organisation and protection of forests:

- reducing paper use by further digitalising services (including increasing the number of electronic signatures on assignment documents, agreements and annexes),
- annual cooperation with the Las Na Zawsze Foundation, where we protect 1,176 m^2 of the old, biodiverse forest,
- participation in forest cleaning (to celebrate the International Forest Day).

Education in the area of recycling and cutting back on consumption:

- educational campaign for employees (to celebrate the International Recycling Day) in cooperation with Bioodpady.pl,
- webinar for employees in cooperation with Bioodpady.pl.

What have we achieved?

Reduction of indirect and direct CO_2 emissions

In 2024, we monitored CO_2 emissions from the operations of all PragmaGO Group entities for the first time.

We managed to reduce direct emissions by 2% and indirect emissions by 24%.

Direct emissions (scope 1):

2023	2024	% change y/y
118.88 t CO_2e	116.411 CO_2e	-2%

Indirect emissions (scope 2):

2023	2024	% change y/y
48.89 t CO_2e	37.11 CO_2e	-24%



We have achieved a reduction in CO2 emissions through the following measures.

Fleet with predominance of hybrid vehicles

Our fleet consisted of 31 vehicles in 2024, including 26 hybrid cars and 1 electric car.

We purchase CERT certified energy

Some of the electricity we purchase is certified as electricity from renewable energy sources (CERT). This supports the development of green energy and reduces our carbon footprint.

Moving towards a *paperless* organisation and protection of forests

As part of the ESG strategy, we are consistently striving to adopt a *paperless* model in our organisation by designing our products in digital form, while reducing paper consumption and promoting digital solutions. We believe that reducing the use of paper not only promotes operational efficiency, but also helps to protect forest resources and minimise our ecological footprint.

We digitalise services

Digitisation of activities is an environmental benefit. Transferring processes to the online world reduces paper consumption, the number of business trips and courier services. **In 2024, 99% of the agreements we concluded with customers were signed electronically, without the use of paper.**

Our *embedded finance* loan services are paperless – they can only be concluded online. The terms and conditions of the agreement are accepted by sending a text message with a code, without any additional formalities or paper documents. This saves a lot of our customers' time. In the case of factoring, the customer can choose between signing the agreement in a traditional way (in the presence of a representative of PragmaGO) or electronically (using a qualified signature or the Autenti platform). We strongly promote the latter way and we encourage our customers to use it – this is not only convenient and time-saving, but also contributes to environmental protection.

We can estimate that in 2024, thanks to the digital agreements, we saved 347 reams of paper for the production of which 21 trees would have to be used. We also estimate the saving of 86,850 courier parcels, thus avoiding the consumption of 17,370 litres of fuel and 46,552 kg of CO_2 emissions.



We protect a biodiverse forest with the Las Na Zawsze Foundation

As part of our cooperation, we supported the Las Na Zawsze Foundation, which purchased, also with our funds, 1.29 ha of the forest located in Mostowo, in the Mława district.

This is a wild, biodiverse, approx. 50-year-old alder and alder and ashen forest. It is a home to a number of endangered bird species (including rosefinches and robins). The forest is dominated by thickets, tall grasses and marshlands. *Learn more about the forest in Mostowo.*

The Las Na Zawsze Foundation is working to create areas intended for the restoration and maintenance of the natural state of ecosystems, i.e. without the use of plant protection products and without their economic exploitation. No timber is obtained from the foundation's forests, which allows them to grow in an unhindered and wild way. They are supposed to serve nature, not the economy, and to change in natural life cycles. We are certain that the elements of the biosphere in our forest will be able to survive and it will be a home to many animal species. At the same time, anyone who wishes to experience the "forest bath" can enter the foundation's forests.

We helped to clean a forest in Katowice

In March 2024, we took part in a campaign organised by Kuźnia Inicjatywy Obywatelskiej in Katowice. We joined the volunteers and the local community, and we contributed to cleaning the forest located in the vicinity of the Kokociniec housing estate in Katowice.





Recycling

We take measures to minimise waste and increase its reuse. At the same time, we are raising the awareness among employees that recycling is only a partial solution, and we are showing practical ways of generating less waste on a daily basis.

We were learning with Bioodpady.pl

On the occasion of the Global Recycling Day, we have prepared an educational campaign – mailing with recycling information – drawn up together with Biowaste. We placed posters with information about the correct segregation of waste in our office kitchens. We also purchased containers for bio-waste.

In April, we participated in a webinar entitled "Create less waste – why is recycling not enough?" that was prepared and carried out, at our request, by Mr Michał Paca, President of Bioodpady.pl.

We segregate rubbish

We segregate the rubbish in accordance with the adopted standards, so that it can be properly processed and recycled. We believe that even such small actions are important in building environmental awareness.

As part of our environmental care, we also monitor other metrics:

Total energy consumption (including RES):

2023	2024	% change y/y
122,936 kWh	186,815 kWh	52%

Energy consumption per employee:

2023	2024	% change y/y
742 kWh	1,027 kWh	39%

Water consumption:

2023	2024	% change y/y
323 m^3	360 m^3	11%

Water consumption per employee:

2023	2024	% change y/y
1.9 m^3	1.9 m^3	0%

Share of different market sectors among companies we finance

Due to the specificities of our customers, mainly micro- and small businesses, we have limited options of controlling the environmental impact of their operations. Therefore, we focus on larger customers and industries with a higher carbon footprint, such as transport and logistics (TSL) or construction. We are preparing to collect, measure and report emissions in scope 3. As part of the ESG strategy, we also plan educational activities to raise our customers' awareness and help them carry out sustainable business.

	2023	2024
Wholesale trade	15.87%	15.90%
TSL (transport, shipping, logistics)	15.92%	12.51%
Retail trade	8.34%	10.83%
Construction	7.50%	6.13%
Foodstuffs	2.86%	1.82%
Trade in motor vehicles	2.01%	1.78%
Services	2.58%	1.70%
Paper and packaging	1.07%	1.29%
Machinery	1.37%	1.27%
Other	42.49%	46.76%

Social responsibility

Our social responsibility includes actions addressed to all stakeholders. However, we plan the largest number of activities in the segments we influence the most – among our customers, employees and the local community.

We support our **customers** by developing digital financial products, we optimise the *user experience* in our services. We have created the Pragmatic Business Academy where we educate business owners about finance by publishing webinars, online guides, e-books and by sending newsletters.

In the area of **equal opportunities**, we aim to level the pay rates, ensure gender balance in recruitment, and publish offers that encourage women to become professionally active.

We promote **physical and mental health** through sports challenges, education on prevention and support for managers to create a motivating atmosphere in their teams. We strive to strike a work-life balance by implementing hybrid work standards and initiatives to improve work efficiency.

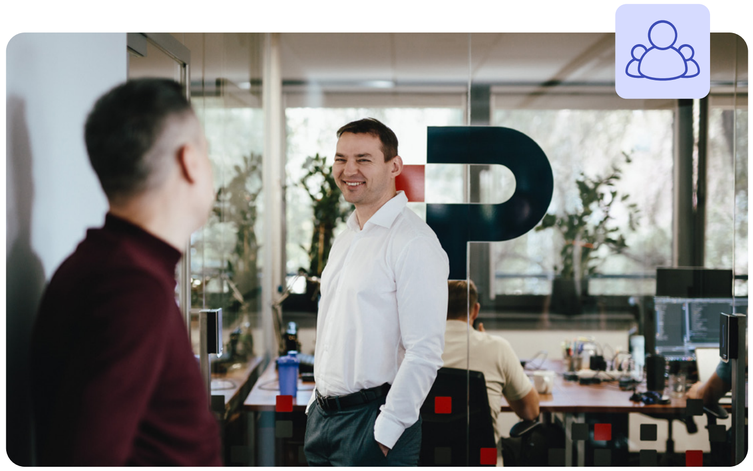
In our relations with **local communities,** we engage in supporting foundations from various areas.

Customers

Our customers are micro- and small entrepreneurs who face business challenges every day. In a dynamic business environment, access to external financing is often a key factor for them in ensuring financial liquidity, the ability to invest and respond to changing market needs.

In 2023, we planned the following activities, thanks to which we supported our customers in the development of their businesses:

- further digitisation of products,
- optimisation of user experience solutions on the *PragmaGO.pl* website and in the *Customer Zone*,
- creation of the Pragmatic Business Academy to educate business owners on financial services (in the form of webinars, an online guide, a newsletter, e-books).





Digitisation

The digitisation of financial services is becoming an important means of supporting the success of the SME segment. Thanks to advanced technologies, we offer fast funding available 24/7/365, while minimising the paperwork and time needed to obtain the funds.

Solutions such as process automation (including scoring), placement of financial services in partner environments and flexible repayment models allow entrepreneurs to focus on developing their companies rather than complex financial procedures. We believe that digitisation is crucial for boosting the competitiveness and sustainability of the SME sector.

- we maintain a high Net Promoter Score (NPS) of 43%, we regularly monitor customers' views.

Embedded finance, i.e. money for the taking

In 2024, we dynamically developed the *embedded finance* segment. This funding is directly available in the tools that customers already use on a daily basis, such as e-commerce platforms, POS terminals and invoicing systems.

This enables companies to use the funding in their natural working environment without having to switch between platforms. The funds are available immediately – in the case of a digital wallet – immediately, and in the case of traditional bank transfers – within a few hours.

Our fully automated processes allow entrepreneurs to apply for funding at any time – at night, on the weekends or even on public holidays.

- As part of the *embedded finance* services, we provided financing in the amount of PLN **0.5 million** (+68% y/y). **19,245 customers** used it.
- *Embedded finance* products currently account for 50% of our receivables portfolio – we are the market leader in CEE in this area.
- 95% of credit decisions in loan products are made in **under 3 minutes**.

The presented data do not include the data of Telecredit IFN S.A., a subsidiary controlled by PragmaGO since 5 December 2024.

In 2024, the following companies became our partners:

Przelewy24, tpay, WeNet, home.pl, moya, GRUPA WAMA, EDIBAZZAR, OCADAY Boost your growth today, GISPARTNER, DUVENBECK, CE-MA GRUPA, SHEYK, COMPREMUM, Unique, GRUPA TRANSPORTOWA, NAKOMA LOGISTICS, LTP, DRUK POLSKA, busTrans usługi transportowe, GTS

We have launched PragmaPay
– this is the first "Buy Now, Pay Later" solution for B2B in Poland to match the convenience and speed of the services available in the consumer segment.

PragmaPay offers entrepreneurs:

- an automatic financing decision in 90 seconds, regardless of the time of purchase,
- deferral of payment for 14, 30 or 60 days or spreading it into instalments,
- high limits of financing corporate purchases (from PLN 100 to PLN 50,000),
- consistent and intuitive user experience solutions specifically designed for the SME segment.

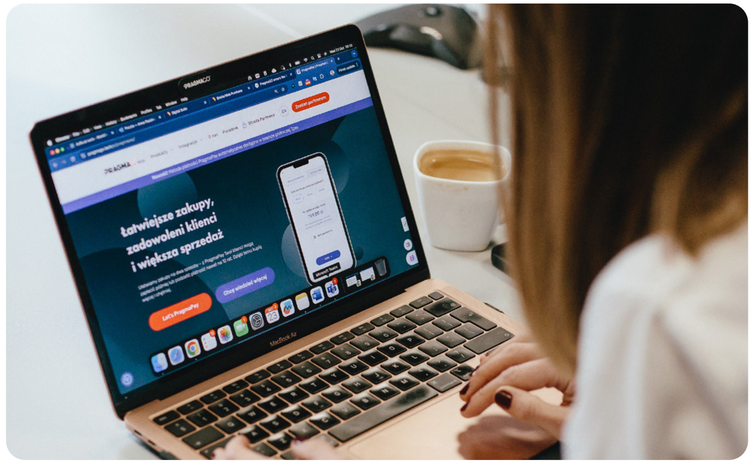
We have ensured that the PragmaPay agreement is designed in accordance with the assumptions of Customer Experience Management and plain language. A team of our experts in various areas worked on the document. Its content is as short as possible and the wording is drafted in a manner that is comprehensible to the average customer.

We have also developed financing in the Merchant Cash Advance model. This is a form of financing (loan) that is not directly available at a financial institution, but where the customer repeatedly logs in for business purposes, for example in a customer panel of a payment card operator. After logging in, the customer can see a specific funding proposal – a limit adapted to the customer's capabilities and needs. It is calculated by us on the basis of anonymised transaction data on the terminal.

Repayment is made automatically, as a percentage of daily flows on the terminal, which allows to adapt it to business volatility, and does not burden the entrepreneur in periods of lower sales.

Funding amounts reach up to PLN 200 thousand and the decision is made fully online in only 90 seconds.

Time is money – for entrepreneurs, the most important thing is to receive money to the account exactly when they need it. The credit process is reduced to minutes or even seconds.



We have implemented new functionalities in the Customer Zone

The Customer Zone is a platform through which the customer can manage its products at any time. In 2023, we presented a completely new version of the website. Last year, we developed it in line with the latest UX/UI trends and following the suggestions of our customers. We have implemented a new, more intuitive mobile version so that the customer can conveniently manage their finances from the mobile phone. We have improved the process of adding documents, submitting applications and settling costs.

Building an advantage through data – precise risk analysis

We understand that over-indebtedness may threaten the stability of our customers' company and therefore, in high-risk situations, we manage the amount of the limit granted, adapting it to the company's capabilities.

Our priority is to provide financial support in a responsible manner that helps to develop the business without exposing it to additional risk.

Within the scope of *embedded finance* services, we use unique data obtained through cooperation with partners such as Allegro or Polskie ePłatności. We use advanced scoring models that allow us to achieve lower risk levels than standard corporate loans.

Factoring simultaneously performs the function of financing and reinsurance. This service is complemented by receivables insurance, where the insurer performs a solvency analysis of the counterparty. If the business of the invoice recipient is assessed as risky, the customer will be informed thereof.

We accurately assess the risk and offer financial products tailored to the needs of small companies, while minimising formalities and increasing acceptance rates. We build long-term relationships with businesses, support their development in a sustainable and responsible manner.

Protection of customer data and privacy

Our priority is to ensure that personal data are processed in an optimal and lawful manner and that they are protected against all risks, whether external or internal. We regularly update the rules of data security to meet the highest standards and legal requirements in this area. Detailed rules on the protection of personal data can be found in the *Privacy Policy*.

Cybersecurity

We are carrying out preparatory activities to meet the requirements of **ISO 27001** (information security management) and **ISO 22301** (business continuity).

We are adapting our processes to national regulations under the **NIS2 Directive**.

We conduct penetration tests, internal audits and independent external audits of key processes to ensure their compliance with requirements and standards and to minimise the risk of violations.

We have introduced a procedure for supervising the performance of agreements with ICT providers.

In accordance with the procedure, the Agreement Register was launched, which contains all the contracts we have concluded with ICT service providers. The Agreement Register allows for regular monitoring, review and audit of the services provided by external companies. The procedure for supervising ICT providers is a very important element of customer data security management.

We migrated IT infrastructure

Dynamic development of innovative embedded finance products which require technical implementation in the partner environment (e.g. marketplace platforms) means that we provide access to financing on a one-off basis to the partner's customers on a very large scale. Therefore, the scope of data processed is increasing exponentially. We have invested in the migration of IT infrastructure to T-Mobile. This is a large-scale project, thanks to which we can continue to develop financial services for entrepreneurs unhindered. Implementation of technologically advanced solutions from T-Mobile ensures stability and the highest quality of processes, and thus – our funding. Entrepreneurs who use it can be sure that their data are protected at the highest level.

The new IT infrastructure includes:

- a geographically extended HA cluster based on the Proxmox virtualizer with synchronous data replication. This solution ensures continuity of systems operation even in the event of a failure of one data centre. They are synchronised in real time, which minimises the risk of loss and allows rapid recovery of operational efficiency.
- a backup system at a geographically separate location. Regular backups stored outside the company's headquarters ensure that data can be quickly recovered in the event of a failure.
- Fortigate firewall cluster that provides advanced network protection. It offers a wide range of security features such as network traffic inspection, malware protection and content filtering. It also makes it possible to develop and manage security policies that are tailored to the specific needs of PragmaGO.
- performance tuning, which improves resource management and reduces operating costs.



We have created the Pragmatic Business Academy

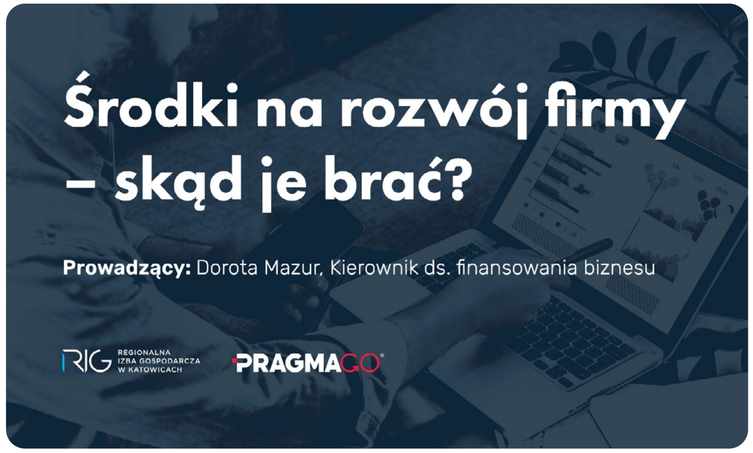
Our customers are experts in their business areas. However, they often lack practical financial or managerial knowledge. As they are busy with their day-to-day responsibilities, they do not have the time to seek and verify reliable sources of information. We are meeting them halfway and providing expert knowledge in a practical form of webinars and handbooks.

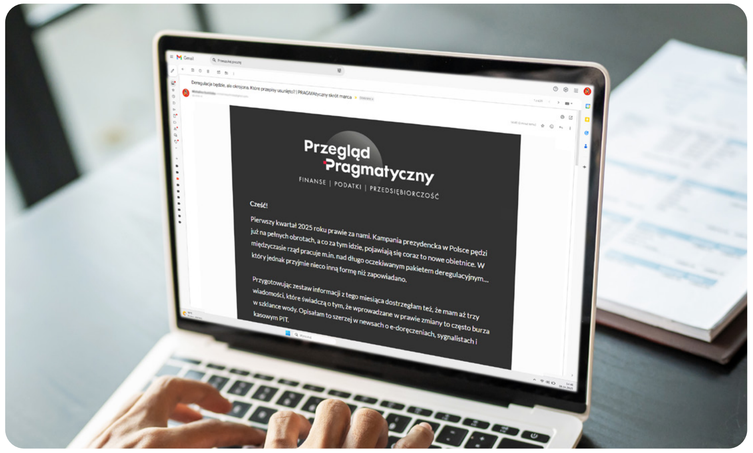
In 2024, we conducted the following educational activities:

- a webinar entitled "*Where to find the money for a small company? We are breaking the spell cast on external financing*" – in cooperation with our partner – Polskie ePłatności.
- a webinar entitled "*Speed up the development of a company with factoring*".
- implementation of the Pragmatic Review – we publish a summary of key financial, business and legal information for entrepreneurs on a monthly basis in the form of a publication at PragmaGO.pl and in mailing.
- publication of free e-books for entrepreneurs entitled *"Car in the company" and "E-commerce trends 2025"*.
- a meeting for entrepreneurs in the Regional Chamber of Commerce in Katowice. A presentation entitled "Where to find funds for the company's development?" conducted by Dorota Mazur.
- a webinar entitled *"Buy strategically, pay tactically – modern methods of payment and loans for SMEs"*.
- we participated in the **Baltic Economic Congress** organised by the Northern Chamber of Commerce. We had the opportunity to meet with numerous entrepreneurs. Łukasz Ramczewski, our Vice-President of the Management Board/Chief Sales Officer, took part in the inspiring discussion panel entitled "New financial instruments for entrepreneurs", where he shared his knowledge about the future of financing micro- and small businesses.









Employees

Our goal is to create a stable and professional team. We focus on dialogue and offer an environment that promotes work-life balance. We believe that physical and mental health is a priority, and that is why we support our employees in these areas. We are committed to equal opportunities, regardless of gender or age.

We are proud to maintain a high level of engagement and satisfaction among our employees, as confirmed by the results of the annual Gallup Q12 survey of 2024:

- 84% of employees identify themselves with the company,
- 85% of employees would recommend working in our company to their friends,
- 89% of people feel that their work is important.

In 2024, our activities centred around employer branding, while promoting the following directions among employees.

Equal opportunities:

- striving to level the equal pay ratio,
- developing a recruitment system ensuring gender equality,
- publishing job offers on websites dedicated to encouraging women to become professionally active on the labour market,
- creating a career path and clear promotion rules that ensure equal opportunities.

Promotion of physical health:

- organisation of own sports challenge (during which employees will score points for physical activity),
- participation in the PlatForma sports challenge organised by our partner, the Platinum Financial network.

Promotion of mental health:

- "Appreciation" campaign (managers provide positive, verbal, individual feedback in their teams on a regular basis),
- publication of articles on the rapid response to signs of depression on the intranet (on the occasion of the World Day Against Depression),
- a webinar to celebrate the World Health Day.

Work-life balance:

- developing standards of remote and hybrid work,
- reviewing processes in teams to improve work efficiency (implementation of a system that will allow teams to make suggestions, implement and monitor them).



Stable employment

We want to maintain the lowest employee turnover possible, as stable teams are crucial for building competence, efficiency and good working atmosphere. We appreciate the loyalty and commitment of our employees by promoting those who work with us for a long time.
During our quarterly meetings, we distinguish employees celebrating their service anniversaries, who receive a diploma and a gift for the time they have worked with the company.

Change in employment (FTE [1]), i.e. the difference between the number of people joining the company and the number of people leaving the company.

2023	2024
1	5

Annual percentage turnover of employees (FTE – number of people leaving the company divided by the number of employees) was 12%[2].

We are building a well-tuned team

Day-to-day relations and atmosphere at the workplace have a fundamental impact on the decision to continue working with the employer. We understand that building mutual trust in teams requires not only professional cooperation, but also relations at a more personal level, thus regular team-building meetings appeared in the plan and in the budget. In 2024, employees of the entire PragmaGO Group met for two days in Szczyrk, where they went on a hike together, among other activities. In addition, during the year, individual teams and departments were able to organise their own outings “into the city” and spend time in a casual and friendly atmosphere.



Equal opportunities

During recruitment, we focus on the competences and experience, without assessing the candidates in terms of age or gender. Diverse experiences, perspectives and approaches enrich decision-making processes, foster creativity and allow us to better respond to the needs of our customers. Such a team not only achieves better results, but also builds a culture of mutual respect and openness.

In 2024, we introduced the monitoring of the recruitment process – we generate internal statistics broken down by gender of the candidates at each stage of the recruitment process.

We have started to cooperate with Talenti, a platform supporting women on the labour market. Thanks to Talenti, our job offers reach women who return to work after having a child and those who seek opportunities for further, informed career development.

Number of female employees (FTE, Full-Time Equivalent)

2023	2024
84.3	97.7

Female Employment rate (FTE)

2023	2024
51%	54%

Number of women taking up managerial positions

In 2024, one woman was a member of the management board composed of four persons.

Employees broken down by age and gender (%)

up to 30 years	30–50 years	over 50 years
29%	62%	9%

Equal pay index (women's pay/men’s pay ratio) (%)

	2023	2024
Expert	102.6%	99.7%
Manager	81.2%	80.6%
Senior Specialist	91.3%	86.1%
Specialist	71.5%	86.4%

[1] FTE, i.e. Full-Time Equivalent, is a measure which makes it possible to compare the work carried out by various employees in a way that enables to accumulate their working time to a full-time equivalent.

[2] According to a study entitled “Labour Market Monitor” [“Monitor Rynku Pracy”] prepared by Randstadt, 18% of employees in Poland changed their employer in the period from April to September 2024. Source (access: 02.01.2025).

Promotion of physical health

We organise internal sports competitions which motivate people to exercise and spend time outdoors. **We subsidise sports packages, private medical care and life insurance. Last year, we have not recorded any accidents at work.**

We have organised a month-long sports challenge

In April, we were competing in the sports challenge. For a month, we reported the number of hours spent on physical activity – we managed to accumulate as many as 972, that is quite a lot. The winner spent as many as 93 hours on physical activity, i.e. 3 hours a day.

We participated in the spring edition of #PlatForma, organised by our business partner – the Platinum Financial brokerage network.

During that sports challenge, we were competing with other companies from the financial sector. We recorded our sports activities in the Activy app:

- we have covered a distance of almost 10,000 kilometres,
- we have walked almost 6,200,000 steps,
- we have burnt more than 400,000 calories,
- **we have saved 74.418 kg CO_2.**

Promotion of mental health

Our HR Manager, Monika Rakowska, is a psychologist by profession, currently training in psychotherapy. Therefore, she prepared a number of guides for employees during the year. We published Monika's articles written, inter alia, on the occasion of the World Suicide Prevention Day, the World Burnout Day and the World Mental Health Day on our intranet. They include specific guidance on how to deal with crises, when and where to seek assistance, how to take care of our mental health everyday.

Appreciation is important

Therefore, on the occasion of the Employee Appreciation Day, managers wrote a few words, saying what they appreciate in each employee. These were personal texts that in many cases led to joy, emotion and motivation.



Development equals motivation

We believe that an investment in the development of employees affects not only their competences, but also their motivation to work and their willingness to continue working with the employer. Our employees trained for 1,488 hours in 2024. We have conducted a number of internal and external training courses on various topics:

- "The basics of working with artificial intelligence", trainer: Anna Ledwoń-Blacha (for marketing and sales departments),
- "Interpersonal communication with elements of assertiveness", trainer: Beata Szynkowska (for customer service departments),
- "MDR and tax law update", trainer: Michał Wilk,
- "B2B machine", trainer: Szymon Negacz,
- "B2B or employment contract, the most common problems encountered by employers", a webinar as part of the training courses by Olesińscy i Wspólnicy,
- "Procedural writs from the judge's perspective – most frequent mistakes made by the attorney", an online webinar of the District Chamber of Legal Advisors, trainer: dr Jakob Maziarz,
- "Whistleblowers – practical aspects of implementation", "New areas of corporate disputes", "New responsibilities of Supervisory Boards", "Repetitory training on MAR" – online webinars organised by the Polish Association of Listed Companies (SEG),
- "Cybersecurity in payment solutions", trainer: Monika Macura,
- "What does the NIS2 Directive mean for your organisation and how to meet its requirements", trainer: Kamil Kozioł,
- "Review of penalties issued by the PDPO for personal data breaches", trainer: Anna Jędrasiak,
- "Grounds for issuers to comply with disclosure requirements", trainer: Adrian Szmajdziński,
- "Effect of the DORA Regulation on the financial market", "AI Act in the financial sector", trainer: Michał Barwicki,
- "How to prepare a company from the financial and IT sector for the DORA Regulation", organiser: AUDYTEL S.A. Wiesław Krawczyński, Justyna Postępska,
- "Language of good relations", "Linguistic etiquette in emails", trainer: Mateusz Adamczyk,
- "Playwright", training provided by jaktestowac.pl,
- "Node.js: Core Concepts", "Node JS: Advanced Concepts", "Microservices with Node JS and React", training courses on the Udemy platform,
- "Elastic Stack. Video course. Monitoring of applications and IT systems", "Network programmability and automation. A guide by next generation network engineer", "Prometheus. Video course. System monitoring and detection of irregularities", training courses on the Videopoint platform,
- "Domain modelling, Bottega", trainer: Marcin Markowski,
- "Object programming: Fundamentals", training on the DevBites platform,
- "Advanced configuration and deployment in Webcon"
- "Bottega Starter Pack for technical leader and team leader – level 1", trainer: Marcin Rogulski,
- "Effective communications", trainer: Michał Sosin,
- regular playbacks and feedbacks for customer service department.

Due to the fact that Omnicredit, a Romanian fintech, joined the PragmaGO Group in 2024, we became an international company. It is therefore important for our employees to be able to communicate freely in **English**. We continue to work with the HeyLangu platform, which allows you to participate in **individual lessons** at any time.

Our employees spent 69,000 minutes on conversations during 1,150 lessons we subsidised.

We also promote reading and develop a **company library**. Last year, we purchased 25 books and 8 e-books. Employees are the ones to indicate what titles they would like to read (these do not have to necessarily relate to business).



Work-life balance and dialogue-based cooperation

Work-life balance, i.e. combining work with a satisfactory personal life, is one of the key elements of our organisational culture. We want our employees to be able to take care of their relationships, family, health and rest and to pursue their passions without worry. Working rules are tailor-made to the specificities of each department and job description. For many positions, **we allow for remote work in full compliance with applicable laws, in flexible working hours.**

We learn about the needs of our employees from the employees themselves. We regularly conduct surveys and job satisfaction surveys. We have also introduced a tool for anonymous submission of ideas and current problems.





Local community

We regularly support selected foundations and engage in charity campaigns. We also conduct entrepreneurship and finance education aimed at young people and students.

We supported the following foundations and local initiatives

Fiducia foundation

We had the pleasure of acting as a partner of the #HolisticTalk "The good. The truth. Humanism" conference, organised by the Fiducia Foundation. HolisticTalk is an event during which experts from various fields (including Katarzyna Szumlewicz, Krystyna Romanowska, Daniel Susskind) have encouraged to pay attention to the values we should not forget either in life or in business.

Amazonki association

Amazonki Tychy Association is particularly close to us because one of our female employees is its active member. Anna supports women struggling with rehabilitation after breast cancer.

Ostoja Cztery Łapy foundation

A foundation that saves hundreds of animals every year by providing veterinary care, shelter and socialisation to find them new caregivers.

We have provided financial support to the foundation on a monthly basis. Taking advantage of the beautiful May weather, we also organised a nice day with the animals under the foundation's care – dogs (who enjoyed walks) and cats. We also had the opportunity to talk to the foundation's staff and to learn more about the needs of the animals under their care.

Shelter for homeless animals in Bydgoszcz

We have collected and delivered the most needed items for the animals under the shelter's care.

Warsaw Institute of Banking

We provided financial support for the release of books and comic books for children and young adults entitled *Przygody przedsiębiorczego Dżeka*. They give a simple explanation as to what running a business involves. A significant part of this publication's edition was handed over to Polish schools and the Polish Scouting and Guiding Association (ZHP). The campaign was inspired by a novel by Janusz Korczak entitled *Bankructwo małego Dżeka*.

We also organised a podcast and a live webinar on factoring. The audience included students (110 persons) from the Warsaw University of Technology, the University of Warsaw, the Warsaw School of Economics, the University College of Applied Sciences in Chełm, the Cracow University of Technology and student organisations.

We were running for a good cause

We took part in the "Poland Business Run", a charity run intended to help people with disabilities.

The weather (over 30 degrees) and the form were spectacular! As many as 15 of our employees participated in the Poland Business Run this year. One could argue that we have achieved a small victory. One of our teams named "Run for factoring" was ranked 67th in terms of the shortest running time (out of 4,348 teams)!



Charity kilometres with Shoper

We organised a sports competition together with our business partner, Shoper. The goal was to score a certain number of kilometres in three categories: running (20,000 km), cycling (40,000 km), walking (10,000 km). We were competing in teams. The winning team indicated a foundation to which we jointly transferred the funds.

The above categories of the competition were selected intentionally. The idea was to leave the house, spend time outdoors, surrounded by nature, enjoy the sun, which helps build natural immunity, improve the quality of sleep and general well-being.

From June to October, we covered the distance of almost 60,000 kilometres (which corresponds to 1.5 of the perimeter of the equator) together with the Shoper team.

We have jointly supported the FizjoTRIterapia Foundation, which helps children with disabilities to practise sports.

Investors and financing parties

We attach great importance to our responsibility towards our investors and bondholders, fulfilling all information obligations as a public company. We are regulated by IFRS/IAS, which guarantees the highest accounting and transparency standards. We ensure full transparency and quality of financial information. We have been present on the Catalyst market since 2011.

Since the third quarter of 2024, we have also been publishing our financial statements in English. Additionally, we have implemented a new version of our investor service, available at *inwestor.pragmago.pl*, where we share current financial information and materials for investors.

As at 31 December 2024, the company issued a total of 35 series of bonds with a nominal value of PLN 587.6 million and 2 series of bonds in EUR worth EUR 8.5 million. All issues were subscribed in full. 22 series of bonds with the total value of PLN 303.8 million were repaid on time or early in cash, without rollover. At the end of 2024, the total bond-related debt of PragmaGO SA amounted to PLN 283.8 million and EUR 8.5 million.

Until now, PragmaGO S.A. has paid its bond investors over PLN 84.5 million as interest and premiums.

Cooperation with the European Bank for Reconstruction and Development (EBRD)

In 2023, we established cooperation with the European Bank for Reconstruction and Development (EBRD) by obtaining EUR 5 million under a loan for the development of innovative financial products for the Polish micro-, small and medium-sized enterprises sector (SMEs).

Cooperation with the EBRD is a great honour to us and a confirmation of the high standards we apply in our day-to-day operations. The funds obtained support the sustainable development of the private sector, particularly in the areas of environmental protection, promotion of equality, support for women's employment and the development of companies operating in the less-favoured regions of Poland.



Responsible management

Corporate governance in PragmaGO is based on the principles of transparent, ethical and responsible management, carried out by the Supervisory Board and the Management Board. A key objective is to comply with legal regulations, ensure clear decision-making and effective risk management.
When developing internal procedures, we rely on the guidelines and instructions contained in the Code of Commercial Companies, "Best Practices for WSE Listed Companies" and "Principles of Corporate Governance for Supervised Institutions", among other regulations. We apply regulations, policies and procedures that address environmental, social and corporate governance issues and are accessible to all employees.

The sustainable development policy, pillars of cooperation and the code of ethics are publicly available on the *Sustainable Development* sub-page of PragmaGO website, which allows for transparency towards stakeholders.

Management boards and supervisory boards of the PragmaGO Group companies consist of persons with suitable qualifications, skills and experience. Members of management boards are required to act for the benefit of companies, while being responsible for their operations and strategic development and ensuring the efficiency and safety of their functioning. Members of supervisory boards are guided by independent judgements and actions, and their work is distinguished by debating culture and high quality analysis. Supervisory boards monitor the achievement of strategic objectives and financial performance of companies by supervising the activities of management boards. Regular meetings, audits and assessments of the work of members of governing bodies ensure effective control over the implementation of the Group's strategy.

Composition of the governing bodies

Polish Enterprise Funds SCA (parent company of the parent entity)

Management Board of PragmaGO S.A. (parent entity)

- **Tomasz Boduszek** — President of the Management Board, Chief Executive Officer
- **Jacek Obrocki** — Vice-President of the Management Board, Chief Financial Officer
- **Danuta Czapeczko** — Vice-President of the Management Board, Chief Growth Officer
- **Łukasz Ramczewski** — Vice-President of the Management Board, Chief Sales Officer

Management Board of PragmaGO.tech (subsidiary of PragmaGO S.A.)

- **Wojciech Bublik** — President of the Management Board, Chief Technology Officer

Management Board of Monevia sp. z o.o. (subsidiary of PragmaGO S.A.)

- **Maciej Drowanowski** — President of the Management Board, Chief Executive Officer
- **Marta Sankiewicz** — Member of the Management Board, Chief Operating Officer
- **Tomasz Gąsiorowski** — Member of the Management Board, Commercial Director

Management Board of Telecredit IFN (Omnicredit) (subsidiary of PragmaGO S.A.)

- **Elisa Rusu** — President of the Management Board, Chief Executive Officer

Management Board of Brutto sp. z o.o. (subsidiary of PragmaGO S.A.)

- **Jacek Obrocki** — Member of the Management Board, Chief Executive Officer

PragmaGO S.A. (parent entity)

The company's rules of operation, its objects, structure and division of capital and funds *are laid down in the Articles of Association*. Other regulations of the company's governing bodies – the Supervisory Board, the Management Board, the General Meeting and the Audit Committee – determine the rules of their operation, competences and decision-making, ensuring its smooth and lawful functioning. They govern both the internal management and supervision processes and the relations between the company's bodies and the shareholders. These documents are available on the website of the PragmaGO Group intended for investors:

01. *Regulations of the Supervisory Board*
02. *Regulations of the Management Board*
03. *Regulations of the General Meeting*
04. *Regulations of the Audit Committee*



Supervisory Board

Members of the Supervisory Board supervise the operations and results of the PragmaGO Capital Group. The Audit Committee operates within the Supervisory Board.

Dariusz Prończuk

Chairman of the Supervisory Board

He graduated from the Department of Foreign Trade at the Main School of Planning and Statistics (SGPIS) in Warsaw. He acts as the Managing Partner at Enterprise Investors Sp. z o.o. and a Member of the Management Board of that company. He is also a Member of the Supervisory Boards of companies from the Enterprise Investors portfolio. He has 35 years of experience in private equity and corporate finance in the Central European region. He has carried out more than several dozen investments in Enterprise Investors since 1993 – mainly in the financial services, IT, construction and FMCG sectors, including investments such as: Lukas, Comp Rzeszów (currently Asseco Poland), COMP, Magellan, Kruk, Netrisk and AVG.

Bartosz Chytła

Member of the Supervisory Board, Member of the Audit Committee

He graduated from the Faculty of Management and Marketing at the AGH University in Krakow. He holds the MBA diploma of École nationale des ponts et chaussées in Paris and the Bristol University. He began his career in 1996 at Pierwszy Polsko-Amerykański Bank S.A. He held the position of Vice-President of the Management Board of Fortis Bank S.A. since 2004. In the years 2008–2012, he was first a Member and later the President of the Management Board of Bank DnB NORD Polska S.A. He held the position of Vice-President of the Management Board of Getin Holding S.A. from 2012 to 2013. Between 2013 and 2015, he acted as the President of the Management Board of Meritum Bank ICB S.A. He worked as the First Vice-President of the Management Board of Nest Bank S.A. from 2015 to 2019.

Grzegorz Grabowicz

Member of the Supervisory Board, Chairman of the Audit Committee

He graduated from the University of Łódź in 1998 at the Faculty of Management and Marketing, specialising in accounting. In 2010, he completed a programme organised by the Nottingham Trent University and WSB at the University of Poznań, gaining the EMBA (Executive Master of Business Administration) title. He is also a certified statutory auditor. Since January 2019, he has been a ember of the Management Board and Chief Financial Officer at Mabion S.A. He gained knowledge and experience in management while working in the Audit Department at Deloitte from 1998 to 2003, as the financial controller at BFF Polska S.A. (formerly Magellan S.A.) in 2003, as the CFO at BFF Polska S.A. and Vice-President of the Management Board at BFF Polska S.A. between 2004 and 2017. In the years 2010 to 2013, he was the President of the Management Board of MEDFinance S.A. He acted as a Member of the Supervisory Board of Magellan Czech Republic and Magellan Slovakia from 2007 to 2017. Between 2013 and 2017, he was the Chairman of the Supervisory Board of MEDFinance S.A. He acted as a Member of the Supervisory Board of Skarbiec Holding S.A. from 2014 to October 2018. Between October 2017 and August 2020, he was a Member of the Supervisory Board of Develia S.A. (formerly LC Corp S.A.) and from June 2018 to May 2019 – a Member of the Supervisory Board of Medicalgorithmics S.A. He has been acting as a Member of the Supervisory Board of XTB Dom Maklerski S.A. since November 2018.

Agnieszka Kamola

Member of the Supervisory Board

She graduated from the Leon Kozminski Academy of Entrepreneurship and Management in Warsaw, majoring in Finance and Banking. She has over 21 years of sales experience, including over 20 years in the area of electronic payments in e-commerce. She was responsible for managing direct and indirect sales, while working in managerial positions for companies such as eCard, eService, PayU and Straal.

Michał Kolmasiak

Member of the Supervisory Board

He graduated from the Wrocław University in Wrocław, Faculty of Law and Administration (2001). He started his career in 2001 by taking up employment in Dom Obrotu Wierzytelnościami Cash Flow S.A. and Sofor Inkaso s.c. as a collection specialist. He served as a Member of the Management Board at Pragma Inkaso sp. z o.o. from April 2002, then at Pragma Inkaso S.A., from January 2008 to January 2015 – as Vice-President of the Management Board of Pragma Inkaso S.A., and in February 2021, he became the head of the company as the President of the Management Board of the company. In the years 2008–2017, he was a Member of the Management Board at Pragma collect sp. z o.o. (currently Pragma Faktor sp. z o.o.). Since 2006, he has been acting as the President of the Management Board of Guardian Investment sp. z o.o.

Jakub Kuberski

Member of the Supervisory Board, Member of the Audit Committee

He studied at the University of Warsaw in the fields of IT and econometrics, as well as law. He has 10 years of experience in private equity. Between 2010 and 2013, he worked as an Analyst and Associate at Kulczyk Investments. He has been associated with Enterprise Investors (EI) since October 2013. He started his career at EI as an Analyst, then he was promoted to Chief Investment Officer, and he assumed the position of Vice-President in July 2019. He was also a Member of Supervisory Boards of several companies from the Enterprise Investors portfolio from the area of modern technologies and financial services; and he is a Member of the Supervisory Board of Unilink S.A. with its registered office in Warsaw.

Piotr Lach

Member of the Supervisory Board

He graduated from the Warsaw School of Economics, majoring in finance and accounting. In the years 2014–2017, he cooperated with PwC Polska sp. z o.o. as an Associate. He began his career at EI in 2017 as an Analyst and then took up the position of Chief Investment Officer from January 2021.

Board of Directors of Telecredit IFN (Omnicredit)

Vjačeslav Lypko

Chairman of the Board of Directors

An experienced specialist in the fields of M&A and business partnerships. He graduated from the Faculty of Social Sciences at the Charles University in Prague.

From 2017 to 2023, he served as Chief Investment Officer and Country Director for the Czech Republic at Enterprise Investors, a private equity fund. He was responsible for investing activities on the Czech market, including the IPO of Novaturas and the acquisition of FinGO. He was also a Member of the Supervisory Board of FinGO, one of the leading financial intermediaries in the Czech Republic and Slovakia.

Earlier, he worked at EY for seven years, where he carried out transaction consultancy and financial restructuring projects in the CEE region, including one year in EY's London office. Currently, he acts as the PragmaGO expert responsible for the development of operations in international markets.

Jacek Obrocki

Member of the Board of Directors

An economist with over 20 years of experience gained, inter alia, as a Director of the Investment Banking Department at the BDM Brokerage House. He specialises in investment banking, financial and stock exchange analytics. He obtained the title of Chartered Financial Analyst (CFA), completed numerous training courses in LBO, MBO, M&A, accounting (PSR, IAS, US GAAP), law on public trading in securities, commercial law. He is an expert on financial market analysis and macroeconomics at PragmaGO.

Bilea-Arora Mihaela

Member of the Board of Directors

A Transformative Life Coach with more than 15 years of experience in the corporate environment. She started her career as an accounting officer for IAS reporting and then acted as regional director for large corporate customers in Romania's largest bank.

She holds the MBA diploma from the City University of Seattle and ACCA qualifications, which provide a solid basis for understanding the functioning of business and making sound strategic decisions. She develops coaching programmes to support career-oriented people.

Corporate governance activities carried out in 2024

Separation of the Compliance Department

In a dynamically changing legal environment, the key challenge for our organisation is to reconcile business development with increasing regulatory requirements. For this purpose, we established the Compliance Department in 2024.

The Compliance Team is responsible for the implementation, monitoring, supervision and issuing opinions on key processes in the organisation. These include, in particular, IT, integration with partners, new financial products, important agreements and audit of our activities.

The scope of activities of the Compliance Department includes, inter alia:

- GDPR – comprehensive protection of personal data,
- AML – anti-money laundering,
- ZSZBIiCD – implementation of the information security and business continuity management system,
- Corporate Governance – servicing corporate relations and corporate bodies,
- stock exchange relations – supervision over the issue of bonds and cooperation with the PFSA, WSE and KDPW,
- management of confidential information,
- ESG – supervision of environmental, social aspects and corporate governance,
- legal alerts – ongoing update of regulatory requirements and early warning system.

The separation of the Compliance Department allowed us to increase transparency, better control legal risk and ensure that development is carried out in full compliance with regulations. This also supports the organisation as a whole in its safe and accountable operation.

We have implemented a whistleblower protection system

In 2024, we implemented a whistleblower protection system, thus fulfilling our obligations under the whistleblower protection act of 24 June 2024. We have introduced an internal reporting procedure that allows for the safe and anonymous reporting of violations such as corruption, personal data leakage or AML violations, while ensuring that whistleblowers are protected against retaliation. Reports can be made, inter alia, through a special form available at pragmago.pl. The implementation of the procedure supports the building of n organisational culture based on transparency and trust, as well as improves the safety and operational compliance of PragmaGO's operations.

We monitored possible incidents related to corruption and bribery

PragmaGO executives apply the "Zero tolerance for corruption and bribery" principle. This area is an important element to be developed in line with the objectives of the EEG strategy for the years 2025–2027. The provisions of the anti-corruption policy apply to all employees of PragmaGO. It contains standards and rules of conduct to combat corruption and bribery and assist in identifying and minimising areas of possible corruption risk. Any employee who has the knowledge of the possibility of a corrupt situation is obliged to inform the President of the Management Board and the company's Legal Department thereof.

In 2024, we did not record any confirmed incidents related to corruption or bribery.





List of regulations, policies and procedures in PragmaGO S.A.

01. *Articles of Association*
02. *Regulations of the Supervisory Board*
03. *Regulations of the Management Board*
04. *Regulations of the General Meeting*
05. *Regulations of the Audit Committee*
06. **Security and Information System**
- Internal Audit Procedure
- Procedure for the Management of Access to IT Systems
- Physical and Environmental Security

07. **Employment Policy**
08. **Risk Management Procedure**
09. *Sustainable Development Policy*
10. *ESG Strategy for the years 2025–2027*
11. *Pillars of Cooperation with PragmaGO S.A.*
12. *Code of Ethics*, which is a set of rules of conduct applicable to all stakeholders of PragmaGO. It describes the vision and values we follow in our activities. This document forms a part of every agreement we conclude with our customers. The Code of Ethics is complemented by specific policies:

12.1 **Anti-Corruption Policy**
12.2 **Regulations for Conflict of Interest Management** – they set out the rules of procedure to minimise the risk when a conflict of interest arises and the procedures to be followed in the event of such a conflict.
13. **Work Regulations** – they contain a description of the rules of occupational health and safety, the use of non-salary benefits and work-life balance.
14. **Security Policy for the Protection and Processing of Personal Data**
15. **Internal AML/CFT Procedure**
16. **Regulations for Remote Performance of Work**
17. **Whistleblower Protection System and Internal Reporting Procedure**



ESG objectives for 2025

Pillar 1: Society

Pillar 2: Environment

Pillar 3: Corporate Governance

Pillar 1: Society

Between 2025 and 2027, we will implement internal and external initiatives that we currently identify as having significant social, corporate governance and environmental impacts. Their effectiveness will be evaluated on a quarterly basis and the range of activities will be adapted to the developments. A detailed description of the objectives and actions forms a part of the *ESG strategy of the PragmaGO Group for 2025–2027*.

Objective 1

Supporting the competitiveness of micro- and small companies by increasing the availability of funding and closing the financial gap in the segment.

Internal actions

Further simplification and automation of the process of acquiring financing.

Regular reviews and monitoring of the level of customer satisfaction.

Further development of the proprietary scoring engine through automated data capture, taking into account companies with seasonal or unusual profiles, supporting entities with short business history and adapting funding to the customer's real capabilities.

External actions

Offering simple and intuitive products in the partners' ecosystem that save customers' time, are cost-transparent, have uniform prices, do not require safeguards thanks to technology and allow for flexible repayments tailored to the nature of the business.

Improving the availability and inclusiveness of funding through low limits, an ultra-fast credit process, assistance programmes for excluded groups, development initiatives with partners and education in finance for SMEs and in online security for young people, parents and teachers.

Success metrics (KPIs) – by 2027

The share of credit decisions in loan products with the time from the application to the decision (**time to yes**) below 3 minutes will be maintained at 95%.

The average response time to a customer's complaint will be reduced from 2 days (the average response time in 2024) to 1 day in 2027.

The average time for resolving the complaint (the problem raised in the complaint) will be reduced to 7 days (the average time for resolving the problem in 2024 is 13 days).

Development of the Pragmatic Business Academy.

Carrying out at least 4 joint educational initiatives for micro-entrepreneurs with selected partners in a year.

Introducing lesson scenarios related to financial security in the web in 100 schools.



Pillar 1: Society

Objective 2

Further efforts to create a friendly, inclusive and attractive workplace.

Internal actions

Launching the Moodle training platform (akademia.pragmago.pl) for registering participants, surveying and monitoring training courses.

Development of employees – competence system, employee cards, training budget.

Educational programmes to support mental and physical health.

External actions

Joint organisation – together with our partners – of sports challenges promoting healthy lifestyle.

Success metrics (KPIs) – by 2027

The turnover rate will be maintained at 12%.

Maintaining employee involvement at 84% (measured by conducting an annual identical Gallup Q12 survey).

Maintaining the level of employee satisfaction (measured by conducting an annual identical Gallup Q12 survey). In 2024, 84.6% of employees would recommend working in the PragmaGO Group companies.

The average annual number of training hours per employee will be at least 8 h.

At least 80% of positive training reviews submitted by its participants.



Pillar 1: Society

Objective 3

Striving for full gender equality in all aspects and areas of the organisation and outside the organisation.

Internal actions

Gender equality in recruitment – process monitoring and support for women returning after maternity-related leave.

Job transparency – a file with a description of roles, competencies and training.

Career paths – clear promotion rules and equal opportunities.

Age structure analysis – reporting the breakdown of employees by age group.

External actions

Cooperation with organisations focused on encouraging women to become professionally active in the labour market.

Success metrics (KPIs) – by 2027

WEPs Gender Gap Analysis Tool.

The Gender Pay Gap (GPG) in 2024 was –6.7%. We want to reach – 5.0% by 2027.

Objective 4

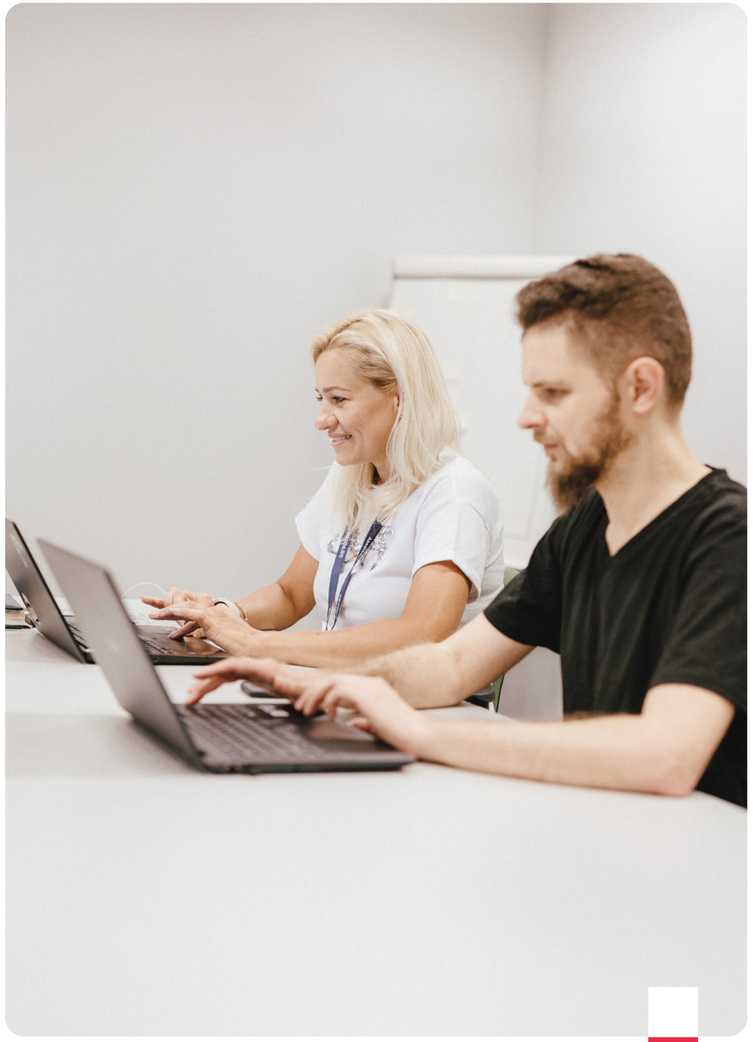
Counteracting mobbing and harassment. Building an organisational culture based on equal treatment, respecting personal dignity of employees and operating in accordance with the code of ethics.

Internal actions

Implementing and following the internal whistleblowing procedure.

Success metrics (KPIs) – by 2027

Training 100% of employees on workplace mobbing.



Pillar 2: Environment

Objective: SCOPE 1

Reduction of CO_2 emissions – direct emissions.

Internal actions

Maintaining the current fleet of hybrid cars.

Conducting training on eco-driving.

Success metrics (KPIs)

Maintaining current emissions until 2027 (emissions in 2024 were: 116.41 t CO_2).

Objective: SCOPE 2

Reduction of CO_2 emissions – indirect emissions.

Internal actions

Investments in green energy through the installation of solar panels on the company's building (ul. Brynowska 72, Katowice).

Optimisation of office energy consumption (automatic lighting, efficient HVAC systems).

External actions

Purchasing CERT certified energy (100% from RES).

Success metrics (KPIs)

We will reduce emissions by about 45% by 2027 (emissions in 2024 were: 37.21 t CO_2).

Objective: SCOPE 3

Reduction of emissions in the supply chain.

Internal actions

In 2025, developing the methodology for calculating emissions in the loan and factoring portfolio in cooperation with a consulting firm.

Creating a calculator enabling the correct collection of data (in 2025 and 2026).

External actions

Refusing to cooperate with companies operating in excluded sectors, defined in the *pillars of cooperation with PragmaGO S.A.*

Success metrics (KPIs)

Success metrics will be determined in 2025 following the materiality analysis, stakeholder mapping and determination of initial indicators.

Pillar 2: Environment

Objective 1

Enhancing commitment to environmental protection by supporting local ecosystems.

Internal actions

Establishing cooperation with organisations with expertise in pro-environmental solutions in order to implement joint actions.

Success metrics (KPIs)

Implementation of pro-environmental projects.

Objective 2

Identification of employees with the ESG strategy in place.

Internal actions

Presenting the ESG strategy, environmental impact of the organisation, planned actions to employees.

Training for employees on sustainable development, resource management and energy efficiency, ecology.

External actions

Organisation of webinars and events in cooperation with environmental organisations (e.g. forest cleaning).

Success metrics (KPIs)

At least 80% of positive training reviews submitted by its participants.

At least 2 initiatives per year, initiated by employees and aimed at reducing the negative environmental impact of the organisation and minimising CO_2 emissions.

Objective 3

Achieving the status of a *paperless* organisation.

Internal actions

Further digitisation of services.

Continuous optimisation and further elimination of the remaining paper-based processes.

Success metrics (KPIs)

Maintaining the ratio of agreements concluded exclusively in digital form, without the use of paper, at the level of 2024 – 99%.

Pillar 3: Corporate governance

Objective 1

Achieving the objectives of the ESG strategy.

Internal actions

Creating an ESG strategy, presenting it internally.

Implementing training courses on cybersecurity, privacy and data protection for all employees and selected stakeholder groups.

External actions

Public reporting of ESG results, accessible to all stakeholders.

Information campaigns on the importance of transparency and accountability in business.

Success metrics (KPIs) – by 2027

Annual ESG report for the PragmaGO Group in accordance with the designated KPIs.

Objective 2

ESG reporting and disclosures according to market standards and practices and validation of the ESG report in 2029.

Internal actions

Double materiality analysis and identification of key ESG issues in line with the ESRS.

Assessment of data availability and correction of information gaps.

Assignment of responsibility for the ESG scope within the organisational structure.

Development of the methodology for calculating CO_2 emissions in scope 3.

External actions

Cooperation with regulators to ensure compliance with applicable laws.

Cooperation with entities from the supply chain, primarily with customers, with regard to obtaining data necessary for disclosure in the ESRS report, including data on emissions to convert emissions financed in SCOPE 3.

Success metrics (KPIs) – by 2027

Implementing a system for monitoring legislation in the area of sustainable development.

Publication of the ESG report compliant with the requirements of the ESRS and the EU taxonomy, confirmed by obtaining the validation of the auditor of the ESG report prepared in accordance with the ESRS in 2029.

Objective 3

Involving stakeholders in the process of developing and monitoring the ESG strategy.

Internal actions

Obtaining feedback in order to analyse the degree of meeting the expectations of internal and external stakeholders with respect to ESG activities carried out and reported by the Group.

External actions

Promoting best management practices among partners and suppliers.

Identification of the needs of entities interested in the activities of PragmaGO.

Success metrics (KPIs) – by 2027

Conducting a survey at the end of each year to verify the activities against the plan.

Pillar 3: Corporate governance

Objective 4

Inclusion of ESG risks in the risk management system in PragmaGO.

Internal actions

Development of the ESG risk management structure.

Risk management – protection of data and privacy.

Strengthening internal control – development of compliance and compliance audits.

Determining the roles and responsibilities of the management board and the supervisory board with respect to ESG.

Success metrics (KPIs) – by 2027

Aligning IT for work at the availability level according to the SLA 99.9%.

Aligning IT with the cybersecurity standards required for European financial institutions.

Publishing selected external corporate policies on the corporate website.

Objective 5

Counteracting corruption – zero tolerance.

Internal actions

Implementing an anti-corruption policy and conducting training on counteracting corruption in business.

Success metrics (KPIs) – by 2027

Standardising anti-corruption provisions in all partnership agreements.

Objective 3

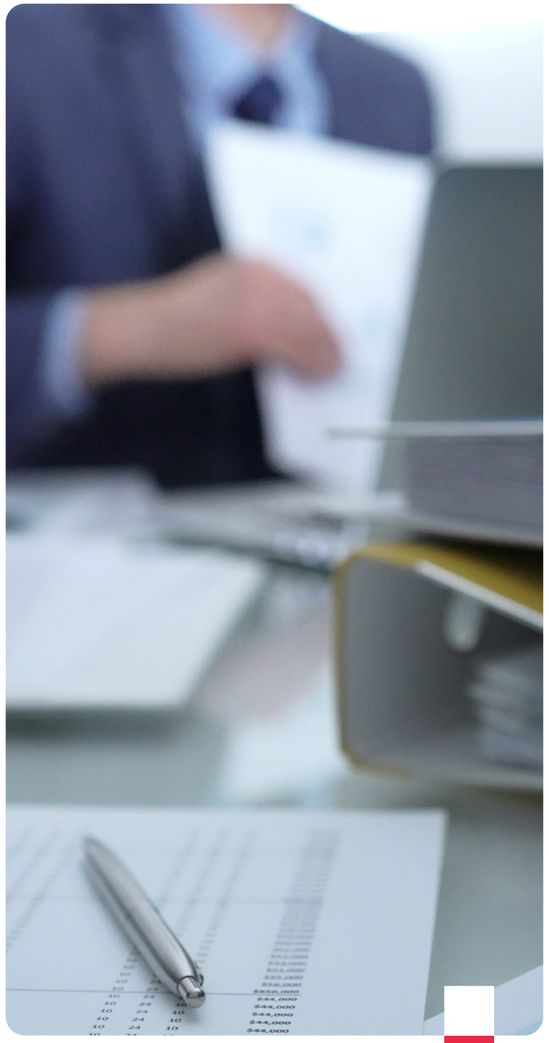
Supplier relationship management, including payment practices.

Internal actions

Quarterly reporting and ageing of financial and other liabilities.

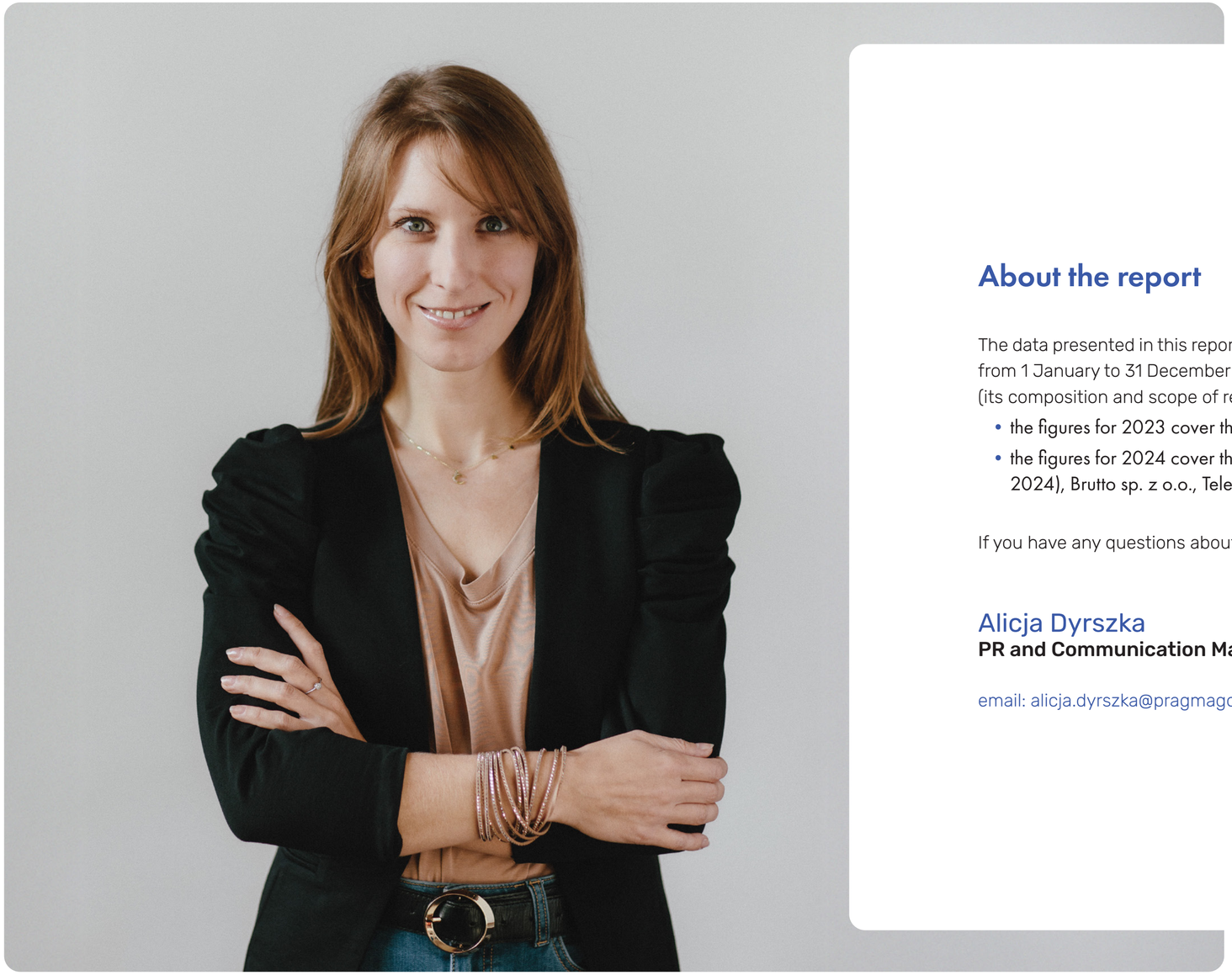
Success metrics (KPIs) – by 2027

Payment of all undisputed liabilities (cost invoices) in a timely manner.





About the report



About the report

The data presented in this report cover the period from 1 January to 31 December 2024 and comparative figures for the period from 1 January to 31 December 2023. The report is prepared on an annual basis and pertains to the PragmaGO Capital Group (its composition and scope of reported data are consistent with the consolidated financial statements):

- the figures for 2023 cover the following companies: PragmaGO SA, PragmaGO.tech.
- the figures for 2024 cover the following companies: PragmaGO SA, PragmaGO.tech, Monevia sp. z o.o. (since February 2024), Brutto sp. z o.o., Telecredit IFN (Omnicredit – for December 2024).

If you have any questions about this report or ESG and sustainability, please contact:

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