

STATEMENT ON NON-FINANCIAL INFORMATION OF THE COMPANY WORK SERVICE SA AND WORK SERVICE GROUP OF COMPANIES FOR THE YEAR 2018

The legal basis for this statement is the Act on Accounting, in particular Article 49b and Article 55. Apart from this statement, the company also publishes biannually the Responsible Business Report, which, in a comprehensive way, presents the effects on employee, social and environmental matters.

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1. BUSINESS MODEL OF THE ENTITY AND KEY NON-FINANCIAL RATIOS

The company Work Service SA is the largest employment agency in the region of Central and Eastern Europe, specializing in employment services, in modern HR solutions, providing services in the area of recruitment, provision of qualified employees to customers, consulting and human resources management. The Company with the seat in Wrocław is the parent entity within the Work Service Group of Companies, whose database includes over 3000 reliable employers, assisting 300 000 persons in finding a job each year in Poland and abroad.

The Group of Companies includes 44 subsidiaries, which run their operations through regional and representation offices. Apart from the Polish market, the Group of Companies runs operations in 12 European countries: Germany, Czech Republic, Slovakia, Romania, Hungary, Slovenia, Belgium, France, the Netherlands, Austria, Croatia, and Ukraine. In 2018, 50% of the Group of Companies' revenue came from international operations.

The subject matter of operations of Work Service SA and the companies from the Group of Companies is:

- temporary work – offering employment of temporary employees;
- cross-border exchange of employees;
- professional activation of the unemployed;
- employee recruitment, personnel consulting;
- HR and payroll services, archiving and digitization of HR and payroll documents;
- outsourcing.

A detailed description of the companies from Work Service Group of Companies and the subject matter of their operations can be found in item 1.3. Introduction to the consolidated financial statement of Work Service Group of Companies.

Sales breakdown of Work Service Group of Companies (in%)

Specification:	2018	Share [%]	2017	Share [%]
Temporary employment	1 922 965 126	92.2%	1 920 093 498	90.0%
Personnel consulting	27 386 244	1.3%	25 984 551	1.2%
Strategic HR consulting	643 325	0.03%	1 911 354	0.1%
Process outsourcing	133 758 176	6.4%	184 808 245	8.7%
TOTAL	2 084 752 871	100.0%	2 132 797 647	100.0%

The services of Work Service SA and Work Service Group of Companies are offered to:

- **Candidates** - persons looking for a job, by offering comprehensive care and support when finding temporary or permanent employment in Poland and abroad, best suited for their potential, disposition and requirements.
- **Clients** - companies looking for employees, by providing assistance at recruitment and employment of persons meeting best their expectations.

Employment at Work Service SA and Work Service Group of Companies is divided into the following categories:

- **Temporary employees** – are employees who are employed by the temporary employment agency, but perform temporary work for and under management of the employment agency's customer, the so-called employer user (as defined by the provisions of the Act of 9 July 2003 on hiring temporary employees (i.e. Journal of Laws from 2016 item 360).
- **Employees providing the services** – are employees who work for and under management of the employer, but outside the plant, within the given business line and at the place resulting from a particular commercial contract concluded by the employer.

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- **Support employees providing the services** – are employees other than temporary employees and employees providing the services; their role is to provide services for customers and develop temporary employees' careers and the employees directly providing the services to the clients.

Industries which Work Service SA and Work Service Group of Companies provide services for include automotive, industry, call center, financial and insurance services, FMCG, electronics, administration, sales and distribution and other services.

Revenue breakdown by industry (market) where the buyers of Work Service Group of Companies are located is presented in the Statement of the Management Board of Operations of Work Service Group of Companies.

Work Service SA and Work Service Group of Companies are the key partner for large companies such as among others: Orange, VW, TRW, Bosch, Continental, Allianz, KIA, PSA Group, Adient, Lear, or EDEKA.

Key performance indicators (estimates) related to the operations of Work Service SA and Work Service Group of Companies in 2018

	WORK SERVICE SA	WORK SERVICE GROUP OF COMPANIES
Number of hours	16 631 030	53 131 898
Number of Clients	462	2813

Consolidated statement of comprehensive income of the Group of Companies

for the year ended on 31 December 2018 and the comparable data for the year ended on 31 December 2017

CONTINUED OPERATIONS	Note	01.01.2018-31.12.2018	01.01.2017-31.12.2017
Revenues	30	2 084 752 870,61	2 132 797 647,27
Net revenues from sales of products		2 088 262 801,10	2 137 863 681.81
Variation in stocks of products		-3 509 930,48	-5 066 034.54
Manufacturing cost of products for entity's own purposes		0,00	0.00
Net income on sale of goods and materials		0,00	0.00
Operating costs	31	2 092 105 245,37	2 126 685 347,36
Depreciation		11 089 887,78	10 822 505.68
Consumption of materials and energy		5 155 599,65	5 905 667.66
Outside services		258 648 905,27	238 487 691.28
Taxes and charges		3 590 212,28	2 908 913.34
Remuneration		1 466 740 880,19	1 487 729 593.99
Social insurance and other benefits		323 910 474,35	356 352 945.71
Other generic expenses		22 969 285,85	24 478 029.69
Value of goods and materials sold		0,00	0.00
Profit (loss) on sales		-7 352 374,76	6 112 299.91
Other operating incomes	32	31 124 528,29	24 353 441.53
Other operating costs	33	89 235 071,79	26 188 408.09
Profit (loss) on operating activities		-65 462 918,26	4 277 333.35
Financial incomes	34	119 065 493,77	3 734 372.76
Financial costs	35	49 870 141,49	34 813 363.50
Gross profit (loss)		3 732 434,01	-26 801 657.39
Income tax	36	-6 623 328,91	6 427 369.01
Net profit (loss) from continued operations		10 355 762,93	-33 229 026.40
DISCONTINUED OPERATIONS			

CONTINUED OPERATIONS	Note	01.01.2018-31.12.2018	01.01.2017-31.12.2017
Net profit (loss) from discontinued operations		2 758 708,69	-52 952 395.00
Net profit (loss)		12 049 423,27	-86 181 421.39
Measurement of shares by the equity method		0,00	0.00
Minority shareholders profit (loss)		4 966 739,05	10 108 746.45
Net profit attributable to			
- Shareholders of the parent company		8 147 732,57	-96 290 167.84
- Non-controlling interests		0,00	10 108 746.45
Net profit		8 147 732,57	-86 181 421.39
Exchange differences on conversion of foreign entities		665 373,00	-10 508 106.54
Total revenue for the period		8 814 105,57	-96 689 527.93
- Including attributable to minority capital		3 613 783,28	1 372 442.16
- including attributable to shareholders of parent company		5 200 322,29	-98 061 970.09
Net profit		8 147 732,57	-86 181 421.39
Other comprehensive income			
Items not to be reclassified to the income statement in future periods:			
- none			
Items that may be reclassified to the income statement in future periods:			
- Foreign exchange differences from translation of foreign operation		665 373,00	-10 508 106.54
Other comprehensive income in total		8 814 105,57	-10 508 106.54
Comprehensive income for the period		8 814 105,57	-96 689 527.93
- of which attributable to minority interest in equity		3 613 783,28	1 372 442.16
- of which attributable to shareholders of the parent entity		5 200 322,29	-98 061 970.09
Profit per share from continuing and discontinued operations attributable to shareholders of the parent entity during the year (in PLN)			
From continuing operations:		10 355 762,93	
- basic		0,16	-0.67
- diluted		0,16	-0.66
From discontinued operations		2 758 708,69	
- basic		0,02	-0.81
- diluted		0,02	-0.80

2.RISK MANAGEMENT

In the risk management system of the Company and the Group of Companies, the following important risks are distinguished: the risk related to personal data protection, the risk related to liquidity, the risk related to integration of the entities being taken over, risk related to the socio-economic situation in Poland and Europe, risk related to the operations of competitors, the risk related to market variability, the risk related to changes in legal regulations. Owing to the specific nature of operations of the Company and the Group, all the above listed risks can have an adverse effect on social and employee matters. In the system of risks, no significant negative risks having a negative effect on environmental matters have been identified.

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Risk	Risk description	Risk management	Possible significant adverse effect on matters:				
			S	P	Ś	PCz	PK
Risk related to personal data protection	Due to the nature of the operations, the Company and the Group of Companies apply the necessary technical and organizational measures to ensure personal data protection, making it possible to mitigate or remove the risk at management of the held databases of personal data (of candidates, employees), the number of records in which exceeds hundreds of thousands. The collected personal data are processed only by the persons authorized to process them. There is a small risk that, as a result of theft, burglary, or other undesirable activities, access to the database will be obtained by unauthorized persons. In this situation, information which could be used against the interests of the Company and its clients, what would adversely affect the image and thus deteriorate its position on the market.	In order remove or reduce the risks, Work Service applies the following technical and organizational measures to ensure personal data protection: <ul style="list-style-type: none"> personal data processing areas are secured by means of access cards, any documents and information carriers are protected against unauthorized persons' access. Access to data in IT systems requires provision of a personal login and password, which is subject to periodic changes. The IT system is secured with a firewall, antivirus software, periodically updated UPS devices, periodic backup copies are made and means of cryptographic protection are used The Personal Data Protection Officer has been appointed, the Data Security Policy has been implemented, and the procedure of conduct on violation of personal data protection has been defined. 	X	X	-	X	-
Risk related to liquidity	The Company and the Group of Companies, offering services in the so-called flexible employment forms, offers complex training to prepare employees to performing a specified job. Then, these employees are referred to the enterprises that have reported the demand for this kind of services. By the time of receipt of the payment for the service, Work Service bears all costs resulting from the employment contract (remuneration, insurance etc.) of the persons starting the employment. Businesses hiring employees pay for the service on specific, contractual payment deadlines. This business model requires effective net operating capital management and is prone to the risk of periodically reduced financial liquidity the level of which is significant.	In order to minimize the risk of liquidity loss, on the current basis the Group forecasts and keeps track of the financial flows and manages cash within a broader group of entities based on internal "cash pooling" solutions. In addition, the Group has credit and factoring agreements making it possible to flexibly plan funds for paying current liabilities. Within the adopted trade policies, the Group of Companies concludes agreements with business partners so as to ensure that the demand for and the cost of foreign capital are optimized.	X	X	-	-	-

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<p>Risk related to integration of the entities being taken over</p>	<p>The development policy of the Group of Companies assumes an increased share in the Polish and international market by taking over entities with a similar operations profile, according to the implemented development strategy.</p> <p>Conduct of takeover transactions, changes performed on the level of managing persons, differences in organizational culture, can generate takeover costs, which accompany this kind of transactions – this risk of occurrence of any of the aforementioned costs is significant due to the number and value of this type of completed transactions.</p> <p>There is also a risk that the entities being taken over can be charged with liabilities, be a party to disputes and proceedings, or have other organizational, legal or financial problems, which will generate additional costs.</p>	<p>In order to minimize the risks associated with the takeover process, the Group of Companies takes over entities the integration with which may bring along the expected synergy effects. The primary reason behind the implemented takeovers is mutual synergy of the presently held companies and those being taken over, leading to their achieved complementarity.</p>	<p>X</p>	<p>X</p>	<p>-</p>	<p>-</p>	<p>X</p>
<p>Risk related with the socio-economic situation in Poland and Europe</p>	<p>The companies' operations related to offering services on the labor market depends on the socio-economic situation in Poland and abroad. The companies' financial performance is particularly affected by such macroeconomic factors as: business investment level, causing employment growth, GDP growth, wage level growth, interest rate level and inflation, and with the growing globalization of economies, also foreign direct investment. A factor having a significant effect on the development of the industry the Group operates in is the level of absorption of funds from the budget of the European Union. In the case of a downturn or deteriorated market conditions, there is a risk of reduced demand for the product offered by the Group</p>	<p>The Group's Management Board performs current analysis of the market situation and adapts the strategic decisions as appropriate.</p>	<p>X</p>	<p>X</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>Risk related with the operations of competitors</p>	<p>Recognized global brand on the personnel services market, such as Adecco, Manpower or Randstad treat the market of Central and Eastern European countries as a strategic market and have strongly competed with Work Service Group for years.</p>	<p>As a market leader in this part of Europe, Work Service SA has the greatest experience and a recognized brand, is able to react early enough to competitors' activities and flexibly respond to the needs of the labor market: both that of the candidate/employee and the employer/client. Consolidating the personnel services market, Work Service Group not only acquires new competences, diversifying revenue</p>	<p>X</p>	<p>X</p>	<p>-</p>	<p>-</p>	<p>X</p>

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		sources, but also extends its geographical presence.					
Risk related to market variability	Dynamic development of the temporary employment market can be noticed in recent years, along with the changing needs of this market. Entrepreneurs expect prepared employees from a Temporary Employment Agency, who are trained and require no additional investment in the form of various training programs and courses.	The Group of Companies has proper technical facilities, knowledge and many years of experience, monitors, is able to forecast and knows the market needs.	X	X	-	-	-
Risk related to changes in legal regulations	The country's macroeconomic situation can impose changes in the tax law, labor law, changes in ZUS (social security), or in the area of commercial operations. Any change in the regulations can increase the Group's operating costs, which, in turn, translates to financial performance and may result in difficulties in evaluating the effects of future events or decisions. Additionally, risk in this respect is strengthened by the fact of Work Service Group of Companies running operations on the territory of several countries, also in Ukraine.	The Group's Management Board is monitoring on an on-going basis any legislative changes on the markets where operations are being conducted and reacts in advance to ensure that the operations are conducted in accordance with valid regulations of the local law.	x	x	-	-	X

S-social, P-employee, Ś-environmental, PCz-human rights, PK-counteracting corruption

A detailed description of the risk management system in the Company and the Group of Companies is described in item 6 of the Statement of the Management Board on operations of Work Service Group of Companies.

3. POLICIES CONCERNING THE PROBLEMS OF COUNTERACTING CORRUPTION AND THEIR RESULTS

The operations of Work Service SA and the Group of Companies is governed by a number of domestic and EU guidelines e.g. in the context of counteracting corruption, conflict of interest. In addition, in 2018 works were in progress on preparation of the Ethics Code, the Compliance Policy and respective internal procedures containing e.g. guidelines for avoiding conflict of interest, counteracting corruptive situations, procedure in contacts with business partners (fair competition), keeping business secret and confidential information, management of reports about non-conformities under the procedure, Whistleblowing. In 2019 it is planned to implement the above specified internal regulations and establish the Compliance Department in the Company and the Group, and appoint the Compliance Officer, who will manage risks from the regulated areas.

Due to the planned changes in the Act on criminal liability of collective entities, Work Service Group of Companies plans to adopt a number of ethical regulations, including policies governing the matters concerning the problems of counteracting corruption, conflict of interest and notification of irregularities, which will be in force throughout the whole Group of Companies. Each company, being a member of the Group, will have the obligation to apply the regulations implemented in Work Service S.A. in order to maintain the highest standards of running the Group's business operations.

In 2018, both in the Company and the whole Group of Companies, no case of corruption or one indicating presence of a conflict of interest was observed.

4.POLICIES CONCERNING EMPLOYEE PROBLEMS AND THEIR RESULTS

Due to the nature of the operations, Work Service SA and Work Service Group of Companies put particular emphasis on ensuring highest employment standards to the employees.

As of 31.12.2018 a total of 5483 employees were employed in Work Service SA, including 197 support employees providing the services for customers (internal employees), and 5286 temporary employees and employees providing services, who work for the Company's clients.

Employment at Work Service SA (status as at 31.12.2018)

	Support employees providing services for customers (internal employees)	Temporary employees and employees providing services (external employees)
Number of employees	197	5 286
including		
woman	163	2 127
men	34	3 159

Employment of women and men according to the type of employment (balance as at 31.12.2018)

	Support employees providing services for customers (internal employees)	Temporary employees and employees providing services (external employees)
Contract of employment for indefinite time - women:	115	393
Contract of employment for indefinite time - men:	24	527
Other contracts (trial period, definite time including internships and substitutions) - women	48	1 732
Other contracts (trial period, definite time including internships and substitutions) - men	10	2 631

In the Company, basic employee matters determining internal order as well as the employees' and the employer's rights and obligations are determined by the "Work Regulations". Procedures are in place for employee matters concerning recruitment, induction, employment, reward, change in employment terms, training and termination of employment. In addition, procedures exist for conducting employee opinion surveys. The purpose of the surveys conducted is to learn opinions, impressions as well as expectations of employees in the different areas of the Company's operations and focus the actions taken within the Human Resource Policy on:

- Increase in employee satisfaction;
- Communication improvement;
- Good atmosphere and relations with associates;
- Improvement in effectiveness of the work processes and competitiveness on the market.

Work Service provides a number of benefits to the employees. These are among others:

- Multisport sport cards;
- PZU medical care;

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- Allianz life insurance;
- Cinema tickets.

Owing to the specific nature of operations, diversification of the operations and geographic scattering, Work Service Group of Companies has no one, group-wide policy governing employee matters. Each company being a member of the Group has the obligation to maintain the highest standards of running business operations, and consequently implements respective internal procedures. In the majority of the companies, the Work Regulations are binding, consistent with the legal requirements binding in the country where the company is registered.

5.POLICIES CONCERNING PROBLEMS OF RESPECT FOR HUMAN RIGHTS AND THEIR RESULTS

The operations of Work Service SA and the Group of Companies are governed by a number of domestic and EU guidelines e.g. in the context of respect for human rights. In 2018, works were in progress on preparation of the Ethics Code, the Compliance Policy and respective internal procedures, in which phenomena are described in detail that may possibly occur at the workplace, regarded by the whole Work Service Group as unethical and unacceptable. The aforementioned Ethics documents will be introduced within the Work Service Group of Companies in 2019.

In Work Service SA, the superior document governing the matters of respect for human rights is the Work Regulations, including, in particular Appendix no. 9 "Information about Equal Treatment " as well as Appendix no. 4 "Antimobbing Procedure".

Transparent principles of conduct are binding throughout the whole Work Service Group of Companies, being an integral element of the organizational culture. We require our employees and co-workers to act according to the adopted principles described in the internal documents regarding ethical principles. Each of the employees is informed as well as instructed by internal training about the internal regulations concerning the ethical principles. In 2018, no case of violating human rights was observed both in the Company and throughout the whole Group of Companies.

6.POLICIES REGARDING SOCIAL PROBLEMS AND THEIR RESULTS

Among social matters, two areas should be distinguished, key for the operations of the Company and the Group of Companies: area related to business partners and suppliers as well as the area concerning the society as a whole, including local communities.

With reference to the first area, due to the specific nature of operations of Work Service SA and Work Service Group of Companies, the primary suppliers for the Group are suppliers of the so-called common services and suppliers of office maintenance and operation materials. The portfolio of suppliers is diversified – the share of an individual entity does not exceed 10% in the revenue of the Group of Companies.

In social terms, Work Service SA makes every effort to run business with account taken of the needs of all stakeholders: customers, employees, social environment, or natural environment. In 2014, the Company adopted the official document "Responsible Business Strategy" marked out with the use of the international social responsibility standard ISO 26000.

Work Service SA's CSR strategy for the years 2014 – 2018



1. WE SUPPORT AND DEVELOP THE POTENTIAL OF BOTH CANDIDATES AND CLIENTS

2. WE TEACH AND INSPIRE

3. WE RELIABLY INFORM AND RUN DIALOG

4. WE ENSURE CONDITIONS FOR DEVELOPMENT AND INTERNAL COMMUNICATION

In terms of social involvement, the initiatives of Work Service and Work Service Group of Companies are divided into 4 categories:

- Professional activation of groups at risk of social exclusion;
- Acting as an expert sharing knowledge concerning the labor market situation and actively promoting good employment practice;
- Education of potential candidates;
- Support for local social initiatives and charity campaigns as an important member of the Lower Silesian community.

Work Service Foundation

Work Service Foundation has operated within Work Service SA since 2013. It was established to perform actions:

- For professional activation of the unemployed, disabled persons and those in a difficult life situation;
- Promoting hiring of 50+ aged persons;
- Supporting development of entrepreneurship among the young and finding their first job;
- Addressing the needs of persons from our nearest environment by charitable activities.

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The operations of Work Service Foundation are governed by the "Statute of Work Service Foundation". The Foundation pursues its objectives, among others, by scholarship programs, training, conferences and publications as well as financing of cultural and sport projects. The Foundation also supports the idea of employees' voluntary service among the employees of Work Service Group of Companies.

In 2018, the Foundation spent on the statutory goals PLN 34 000. Over the 6 years of its operations, it spent a total of PLN 1 283 500 on social goals.

With the help of Work Service employees, under employees' voluntary service, in 2018 it completed or participated in the following social projects:

- organization of a collection of Santa Claus gifts for children from the Wrocław Bone Marrow Transplant Clinic,
- raising 1% of tax for the benefit of children from "Catharina" Orphanage,
- participating in charity runs,
- participating in Wielkopolska Professional Picnic for Children from Orphanages.

Krajowe Centrum Pracy

Krajowe Centrum Pracy operates within the Work Service Group of Companies, specializing in professional activation of the unemployed and persons looking for new employment. The Company perform actions for professional activation of the unemployed to the order of Provincial Labor Offices and projects related to professional activation and social inclusion, financed from the European Social Fund. The task of KCP is to take necessary action in order to allow people to enter the labor market and facilitate social inclusion. The company-developed professional activation model assumes holistic, complex, in-depth and comprehensive support for the unemployed. The approach specified in the presented model consists in including all the factors that can make socio-professional reintegration difficult: the process of diagnosis, activation, taking up employment and maintaining employment by the chronically unemployed persons. As a result of using this method it is possible to offer the chronically unemployed persons individualized and personalized activation actions that are intended to introduce them to the labor market and support their employment for the minimum of 6 months.

Professional activation of the disabled

Work Service Group of Companies takes active actions to increase employment of candidates with disabilities. Within these activities, the companies from Group of Companies help persons with disabilities to find satisfactory employment and educate their employers in the benefits from their employment and in proper adaptation of the workplace.

Activities of Work Service Group of Companies for employment of persons with disabilities

For candidates and external employees	For employers
<ul style="list-style-type: none">- Access to the database of five hundred jobs that guarantee a friendly environment for the disabled,- Consulting in completing all legal formalities,- Flexible working hours,- Training and induction training.	<ul style="list-style-type: none">- Verification of workplace adaptation for the disabled,- Support in work post adaptation,- Support from the HR department in completing employment-related formalities,- Analysis of work regulations.

Owing to the specific nature of operations, diversification of the operations and geographic scattering, Work Service Group of Companies has no single, group-wide policy governing the matters concerning social matters.

Each company being a member of the Group has the obligation to maintain the highest standards of running business operations, and consequently implements respective internal procedures. In the majority of the companies, the code of practice is binding, which each new employee is obliged to become familiar with.

7.POLICIES CONCERNING ENVIRONMENTAL PROBLEMS AND THEIR RESULTS

Owing to the specific nature of operations, Work Service SA and Work Service Group of Companies affect the environment to a minimum degree, by consumption of materials and raw materials in current office work, this applies first of all to stationery (especially paper), fuel for company cars, water and electric and thermal energy. At Work Service SA, the Department of Administration and Purchasing continuously monitors the materials consumption level and implements optimization activities.

The following actions are taken in Work Service and Work Service Group to minimize environmental effects:

- limitation in plastic consumption;
- limiting the number of printed documents;
- optimization in distribution of marketing materials;
- effective management of the held resources;
- limitation in business trips.

Owing to the specific nature of operations, diversification of the operations and geographic scattering, Work Service Group of Companies has no one group-wide policy governing the environmental matters. Each company being a member of the Group has the obligation to maintain the highest standards of running business operations, also in terms minimizing the negative impact on the environment, and consequently implements respective internal procedures.

SIGNATURES:

- 1. Iwona Szmitkowska President of the Management Board
- 2. Jarosław Dymitruk Vice President of the Management Board
- 3. Paul Christodoulou Vice President of the Management Board

Wrocław, 30 April 2019