



Environmental. Social. Governance.
2024



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Introduction

HansaMatrix provides full-cycle electronics manufacturing services for data networks, the Internet of Things, industrial systems, and other high value-added market segments.

HansaMatrix is the Group's parent company, with its subsidiaries including HansaMatrix Ventspils and HansaMatrix Parogre. Most of the the Group's revenues are generated by providing manufacturing services in the electronics sector, including the industrialization of electronic products, assembly of components on electronic boards, assembly of end products, component supply chain management services, and plastic parts production. The Group also generates revenues from the production and assembly of high-precision metal, plastic, and various composite components, which complement its core business – electronics manufacturing services.

HansaMatrix is responsible for the Group's strategic and financial management, sales processes, as well as the coordination of customer, supplier, and legal relations. The Group's management office is in Marupe, while production is carried out in three manufacturing sites – two in Ventspils (electronics and plastic parts) and one in Ogre. High-precision products are also manufactured at the Marupe CNC workshop.

This structure ensures that ESG data is collected at the site level across all locations, enabling accurate consolidation and analysis at the Group level. It also allows for the identification of location-specific impacts and improvements related to environmental and social performance.

In 2024, significant efforts were made to strengthen the Group's ESG framework. A double materiality assessment was carried out, including stakeholder surveys to better understand expectations and priorities. Responsible employees were appointed for each of the three ESG pillars – environmental, social, and governance – ensuring clearer accountability and more structured progress going forward.

Some of the topics included in this report have been previously reported, but in 2024 they are presented from a different perspective or calculated using updated methodologies. Additionally, certain indicators were introduced for the first time in 2024, and data collection for them has just begun. As a result, not all data is comparable with previous years. Nevertheless, HansaMatrix has made every effort to ensure the report remains transparent, understandable, and aligned with the Group's commitment to continuous improvement in ESG performance. This report is reviewed and approved by the HansaMatrix Management Board on April 29, 2025 (meeting minutes No. HM/2025_4_007)

On February 24, 2021, HansaMatrix approved its Sustainability Policy and targets, aligning with its core business of providing electronic manufacturing services and reflecting the Group's values. The policy was updated on March 5, 2024. It outlines the fundamental sustainability principles and considerations that are integrated into HansaMatrix's long-term strategy and decision-making processes.



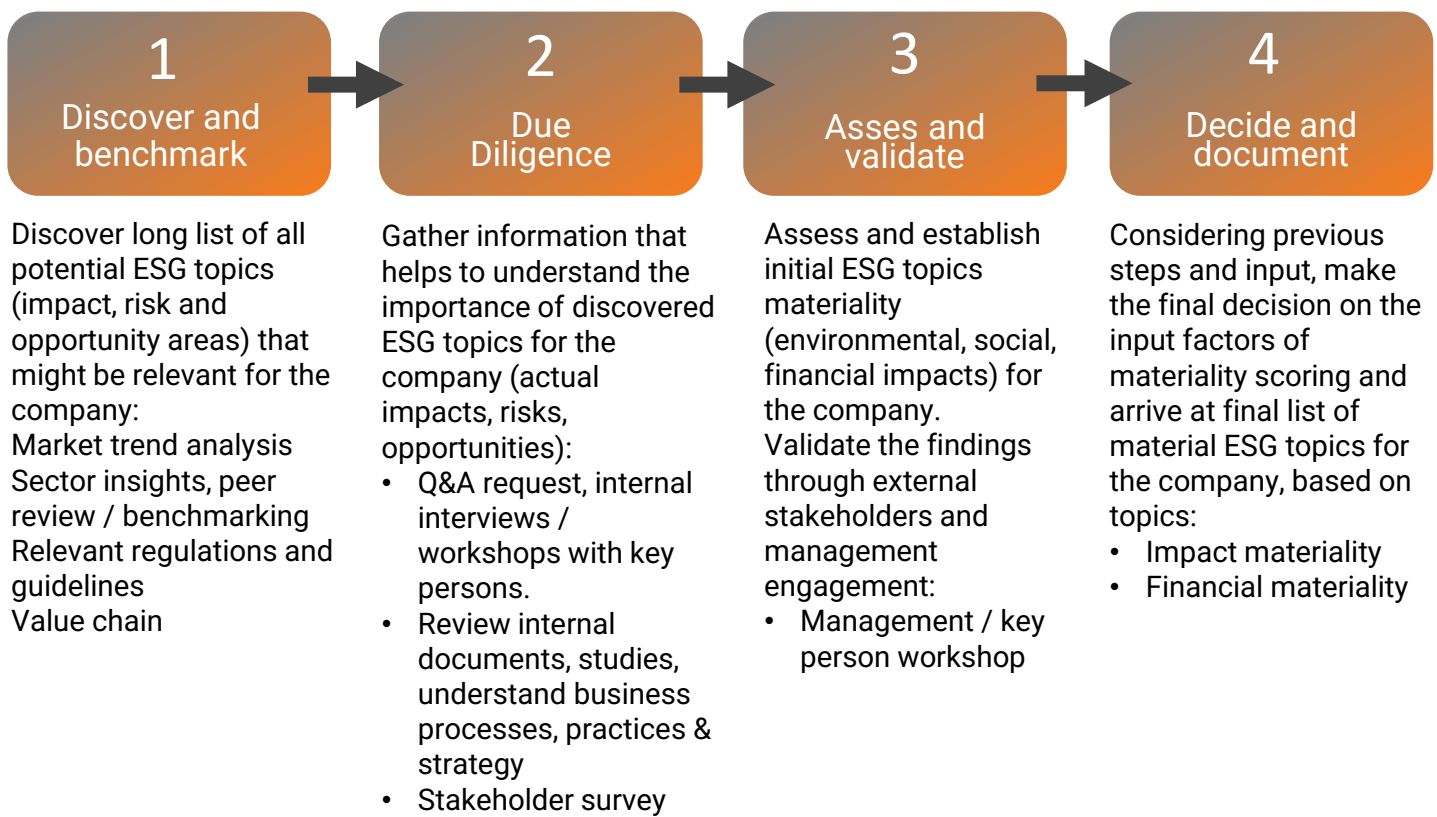
The Path Towards CSRD Compliance

HansaMatrix is actively preparing for the upcoming requirements of the **Corporate Sustainability Reporting Directive (CSRD)** and the associated **European Sustainability Reporting Standards (ESRS)**. HansaMatrix views this new regulatory framework not just as a compliance obligation, but as a valuable opportunity to further strengthen the sustainability governance, transparency, and long-term resilience.

Double Materiality Journey

At the core of the CSRD is the requirement to perform a Double Materiality Assessment (DMA) - a foundational step that examines both the company's impact on society and the environment and how ESG related risks and opportunities may affect financial performance. This dual lens enables companies to better manage non-financial risks while creating long-term value for stakeholders.

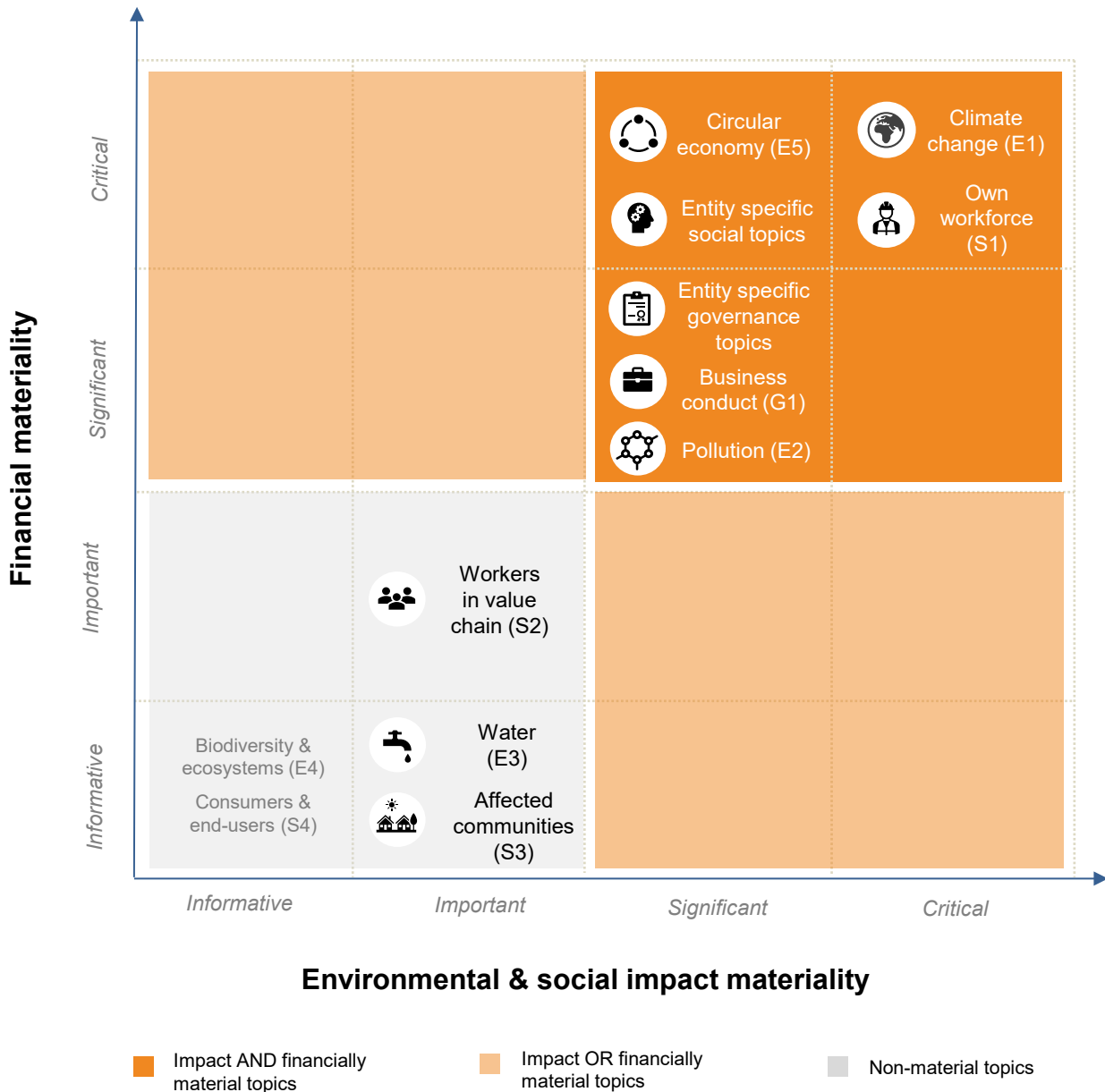
Double materiality assessment process



In 2024, HansaMatrix launched a comprehensive double materiality assessment in collaboration with *Impactly* and its partner *KPMG*. The process involved identifying and evaluating 53 relevant ESG impact-risk-opportunity (IRO) topics, reflecting both impact materiality and financial materiality dimensions. These were assessed based on their:

- Scale and scope of impact,
- Likelihood and ability to mitigate/remediate, and
- Potential financial relevance for the company.

Double Materiality Journey



Through this process, HansaMatrix identified its most material topics across the ESG spectrum. Key areas of significance include:

- Climate change mitigation, especially the reduction and management of greenhouse gas emissions;
- Resource use and circularity, particularly in the context of electronics manufacturing;
- Employee well-being and occupational safety;
- Supply chain sustainability and ethical business conduct;
- Digital transformation and cybersecurity.

The assessment provides a clear roadmap for aligning with the ESRS framework and will serve as the cornerstone of the future sustainability strategy and reporting.

Double Materiality Journey

On 10 January 2025, the HansaMatrix Management Board reviewed and approved the outcomes of the company's Double Materiality Assessment, conducted in line with the CSRD framework.

Following a thorough evaluation and discussion, the Management Board unanimously approved the list of material ESG topics to be included in future sustainability reporting and strategy. Additionally, the Management Board confirmed the exclusion of several ESG topics that were not found to have significant actual or potential impact on, or from, HansaMatrix operations. These included areas such as marine resources, biodiversity, consumer safety, political engagement, and others, based on the low relevance and absence of material risks or opportunities.

This decision reinforces HansaMatrix's commitment to aligning sustainability priorities with the company's operational realities and stakeholder expectations.

Next Steps

Preparing for full CSRD compliance is an ongoing process that requires continuous development across data management, internal controls, stakeholder engagement, and integration into the strategic decision-making.

Throughout 2024 and into 2025, the focus is on implementing the outcomes of the materiality assessment and strengthening the internal processes and tools required to meet ESRS disclosure requirements. Key steps in this journey include:

- **Enhancing ESG data collection and validation** processes to ensure accuracy, consistency, and audit readiness,
- **Integrating material ESG topics** into the company's risk management and corporate strategy processes,
- **Aligning internal policies, controls, and reporting tools** with the ESRS architecture,
- **Engaging with key stakeholders**, including suppliers, employees, and customers, to strengthen the quality and relevance of the sustainability reporting,
- **Piloting CSRD-aligned sustainability statements** in the 2024 annual report to front-load key structural elements and disclosures.



Environmental.

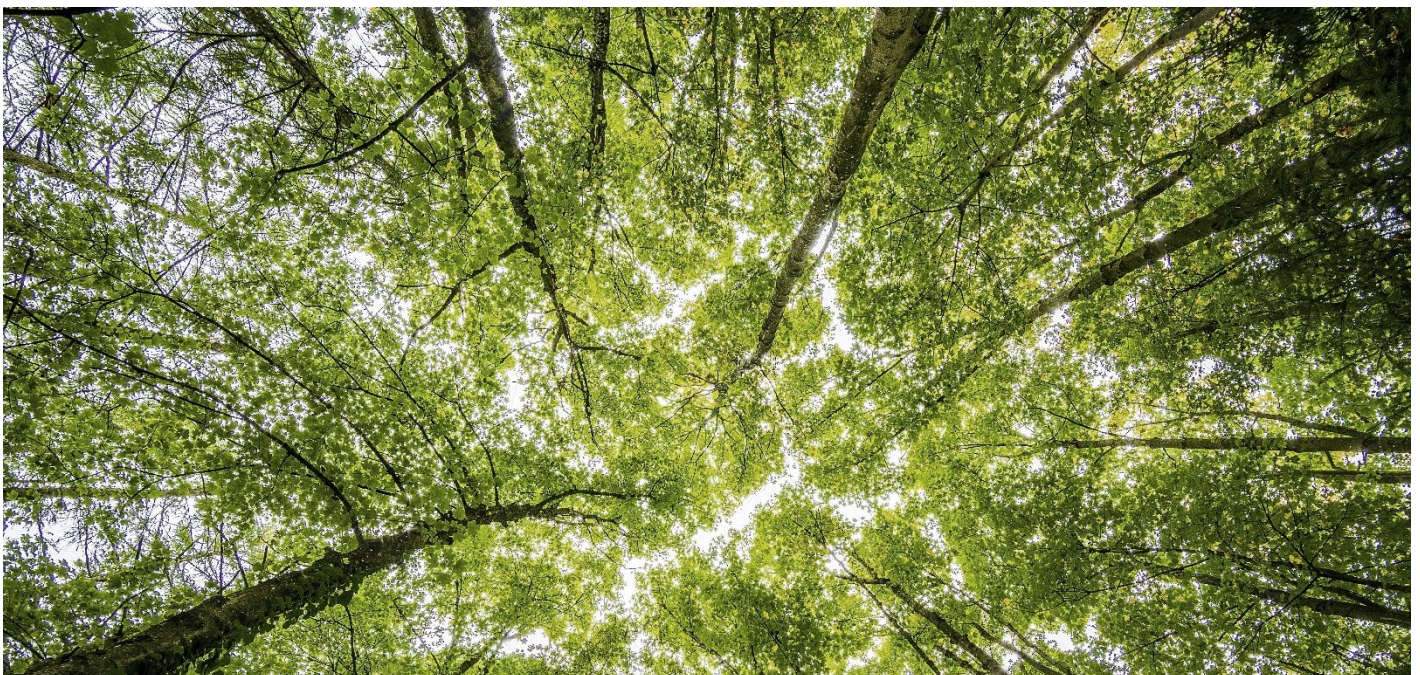


Environmental Management

HansaMatrix acknowledges the significant environmental impacts and opportunities associated with its operations and value chain. As part of the commitment to sustainability and responsible business practices, the company has assessed the materiality of key environmental topics to better understand the relevance and potential influence on the stakeholders and financial performance.

The most material topics identified include climate change mitigation, resource use and waste (circularity), energy, and pollution and substances of concern. These topics reflect both the actual and potential impacts of the business on the environment as well as the associated financial risks and opportunities.

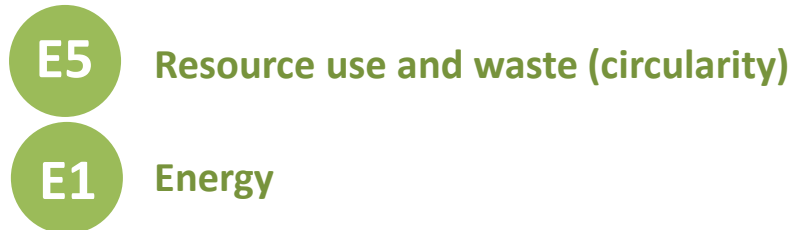
- **Climate Change Mitigation** represents a high-impact opportunity area, both environmentally and financially. Through the support for technologies that drive the transition to a low-carbon economy, HansaMatrix contributes positively to emission reduction efforts. At the same time, the company recognizes the greenhouse gas (GHG) emissions associated with the operations and supply chain, as well as potential financial risks related to regulatory compliance and supply chain complexity.
- **Resource Use and Waste (Circularity)** presents a direct and significant area of environmental impact. Challenges stem from raw material sourcing, waste generation, and end-of-life product management. As circular economy practices gain momentum and regulatory scrutiny increases, HansaMatrix sees strategic opportunities in sustainable lifecycle innovation, including design improvements, material efficiency, and greater recyclability.
- **Energy Consumption** is both a contributor to GHG emissions and a key area of operational cost. HansaMatrix is committed to improving energy efficiency and expanding the use of renewable energy sources, with the dual aim of reducing the carbon footprint and enhancing financial performance.
- **Pollution and Substances of Concern** remain a critical compliance area, particularly under regulations such as the RoHS Directive and REACH. While currently assessed as a potential rather than actual impact, the financial and reputational risks of non-compliance are significant. HansaMatrix addresses these through strict internal controls and close collaboration with suppliers and clients.



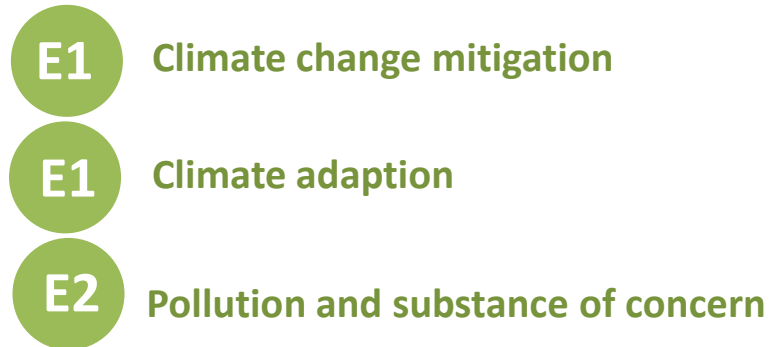
Environmental Management

HansaMatrix environmental performance is guided by a dual materiality approach, recognizing the interplay between environmental impact and financial outcomes. By addressing these topics proactively, HansaMatrix strives to enhance its resilience, meet stakeholder expectations, and contribute positively to global environmental goals.

Actual impact



Potential impact



The strategy focuses on minimizing resource consumption, reducing waste, and maximizing reuse and recycling through circular economy principles. HansaMatrix supports the transition to electric vehicles, mitigates the environmental and health impacts of pollutants while ensuring regulatory compliance and enhances resilience against climate-related hazards through strategic planning and risk management.

To support the environmental goals and align with regulatory expectations and industry best practices, HansaMatrix has set the following key performance indicators (KPIs):

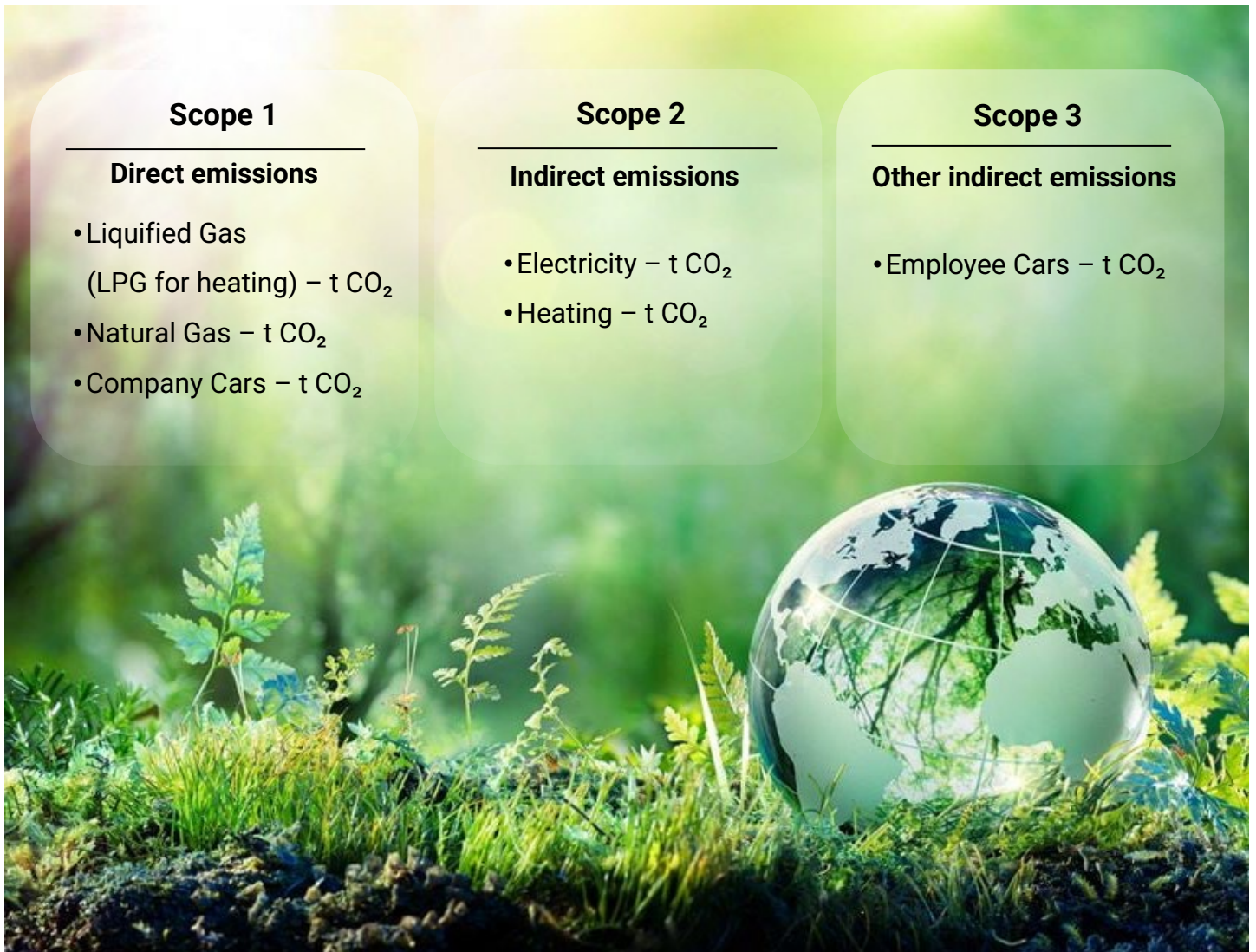
- Achieve a **3%** annual reduction in kgCO₂/Wh (working hour) intensity.
- Reduce waste generation by increasing the percentage of materials recycled or reused within the company by **3%** annually.
- Reduce energy consumption by **3%** Mwh/Wh annually.
- Meet regulatory and other environmental protection requirements; prevent pollution from company activities, aiming for «**0**» incidents.
- **Implement** a risk management system to identify and assess human rights and environmental issues in the value chain.

Environmental Management

Climate Change Mitigation

The climate change mitigation strategy aims to decrease CO₂ intensity per Wh by 3% annually through the integration of climate targets into strategic planning. Progress is monitored using key data, including achieved versus expected GHG emissions, measured tonnes of CO₂ equivalent, and separate disclosure of Scope 1, 2, and 3 emissions.

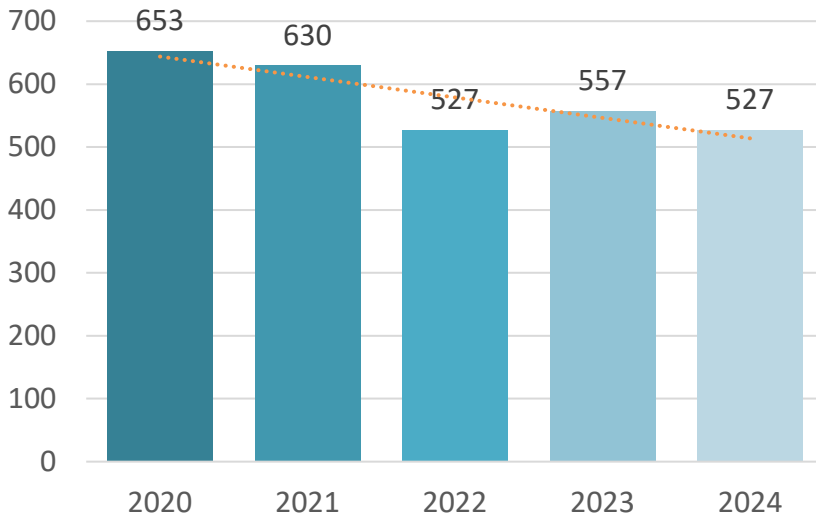
The HansaMatrix's GHG emissions arise from electricity consumption at its offices and production facilities, the use of district heating at the Ventspils plant, liquified gas for heating the Ogre plant, natural gas for heating the Management office, and Marupe metal plant, as well as fuel consumption for both employee vehicles used for business travel and company-owned cars.



Carbon dioxide emissions at HansaMatrix are calculated in accordance with the methodology of the Latvian Environment, Geology and Meteorology Centre, which is reviewed and updated annually, as well as in accordance with the common methodology for calculating the impact of measures and projects on climate change developed in Latvia specified in regulations of Minister Cabinet No. 42 "Methodology for Calculating Greenhouse Gas Emissions" issued on January 23, 2018.

Environmental Management

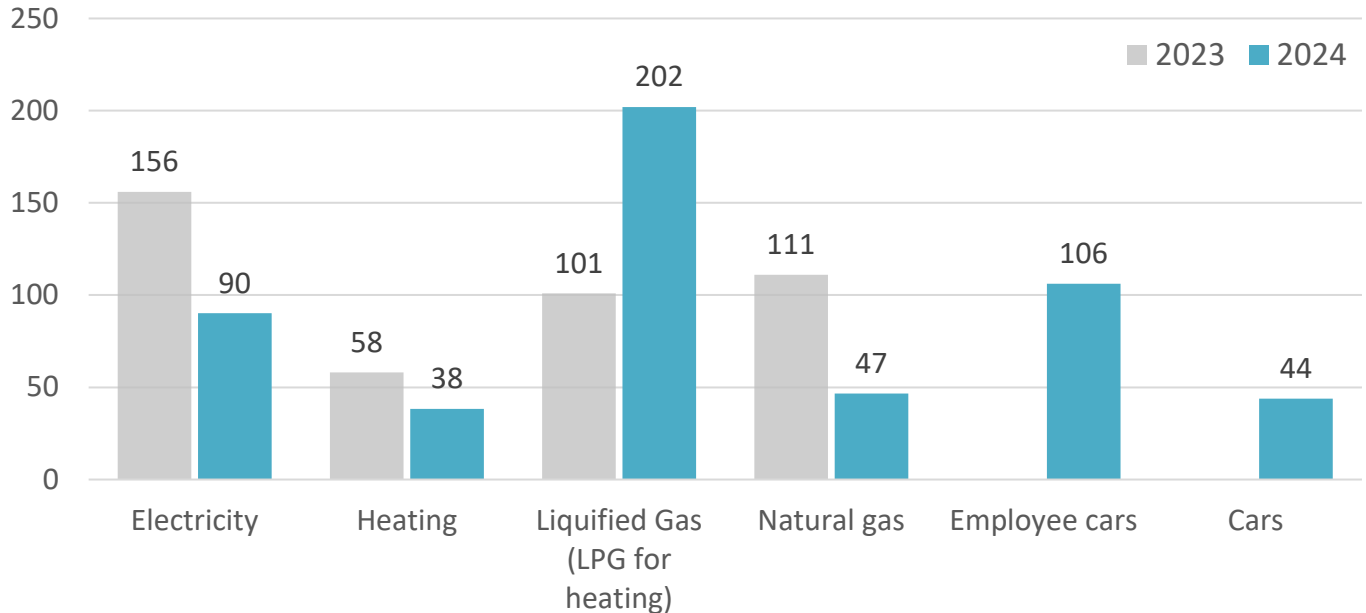
GhG Emissions t/CO2



The company's total greenhouse gas (GHG) emissions, measured in tonnes of CO₂ equivalent, show a downward trend over the past five years.

In 2024, total GHG emissions amounted to 527 tonnes. Compared to the 2020 baseline of 653 tonnes, this represents a reduction of approximately 19%. While there was a slight increase in 2023 due to higher production volumes, emissions returned to the lower level in 2024, reflecting continued energy efficiency efforts and process improvements.

GhG Emissions t/CO2

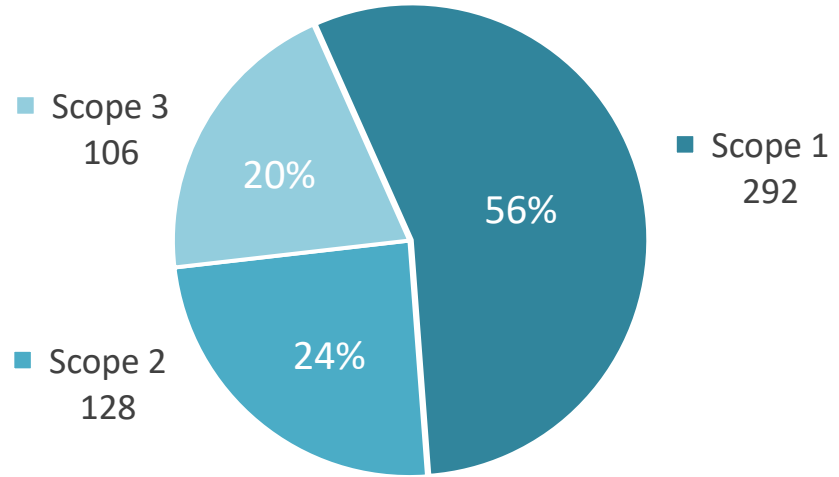


Starting from the reporting year 2024, emissions from employee cars and company - owned cars are reported separately, as they fall under different GHG scopes. Therefore, direct comparison with 2023 is not entirely accurate. However, when combined, emissions from both sources amounted to 150 t CO₂ in 2024, compared to 156 t CO₂ in 2023. The overall reduction can be attributed to the company's transition to electric vehicles, which began in the last quarter of 2023.

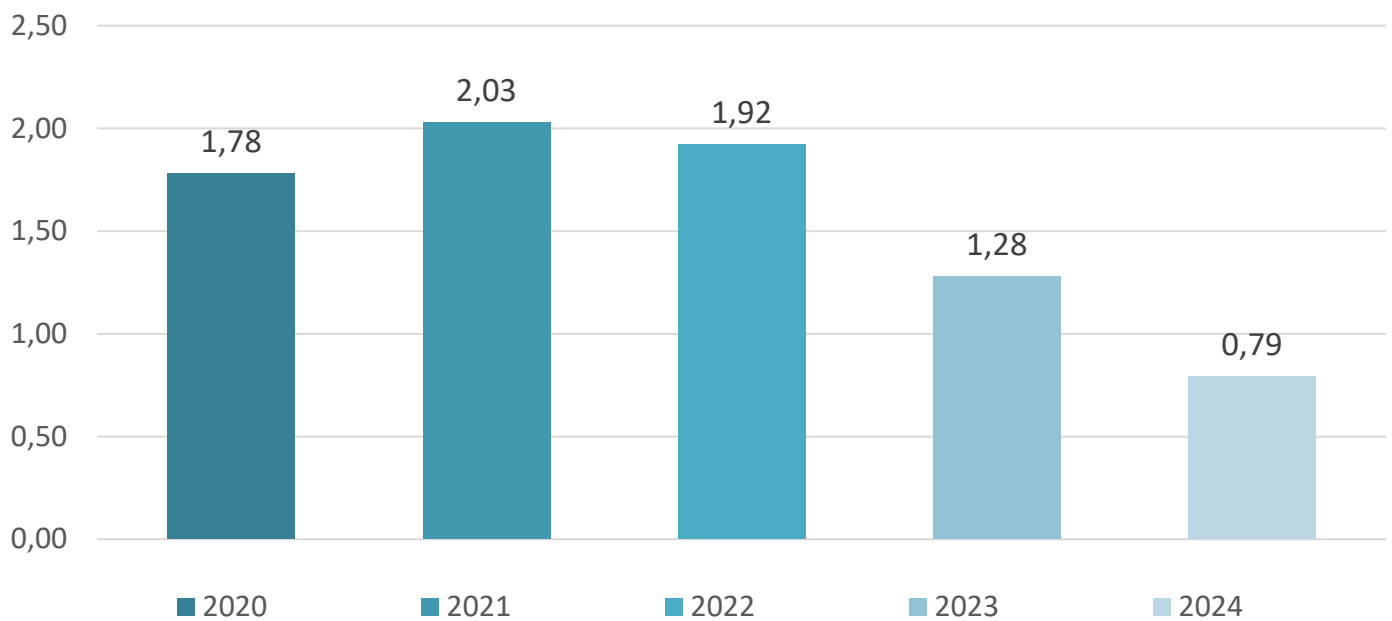
In 2024 Liquified Gas consumption compared to 2023 increased as Group company HansaMatrix Parogre substituted natural gas heating to liquified gas.

Environmental Management

GhG Emissions t/CO2 2024 by Scope



GhG Emission Intensity (kg/CO2) per Working Hour



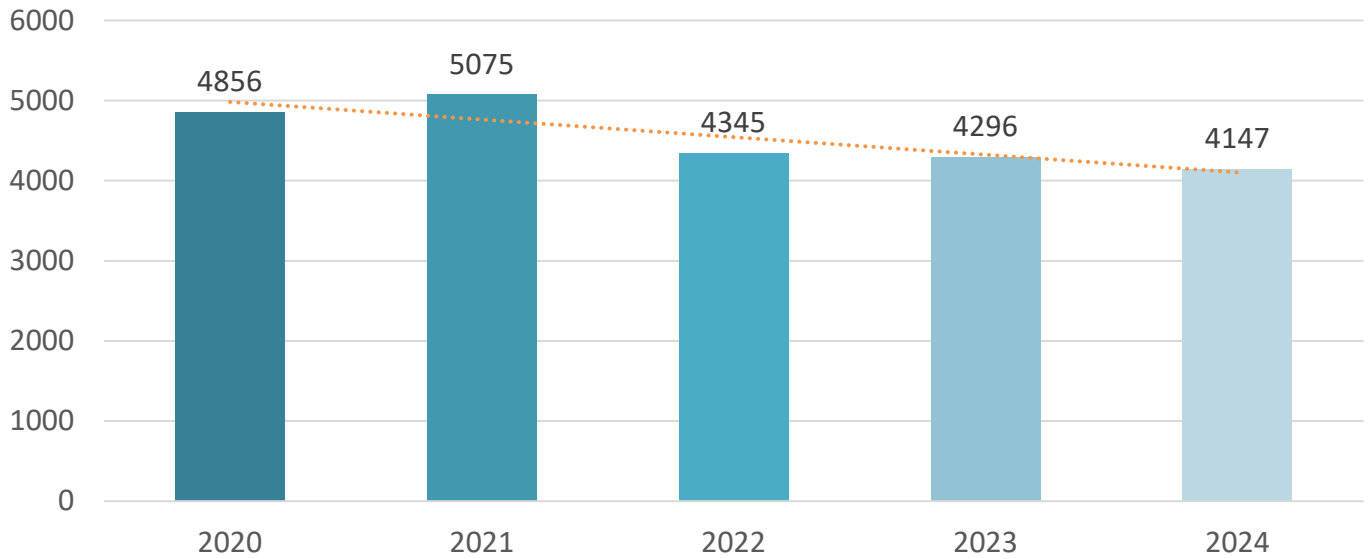
HansaMatrix reports greenhouse gas (GHG) emission intensity per working hour to better reflect the relationship between emissions and the time spent producing products.

The data shows a clear downward trend beginning in 2021. In 2024, GHG emission intensity per working hour was 0.79 kg CO₂, a 38% reduction compared to 1.28 kg CO₂ in 2023. This significant decrease was mainly driven by the optimization of the in-house workforce, supported by continued improvements in energy efficiency, process optimization, and a more stable production structure.

This indicator supports HansaMatrix’s long-term decarbonization goals by providing a more meaningful efficiency benchmark than total emissions alone.

Environmental Management

Energy Usage, MWh



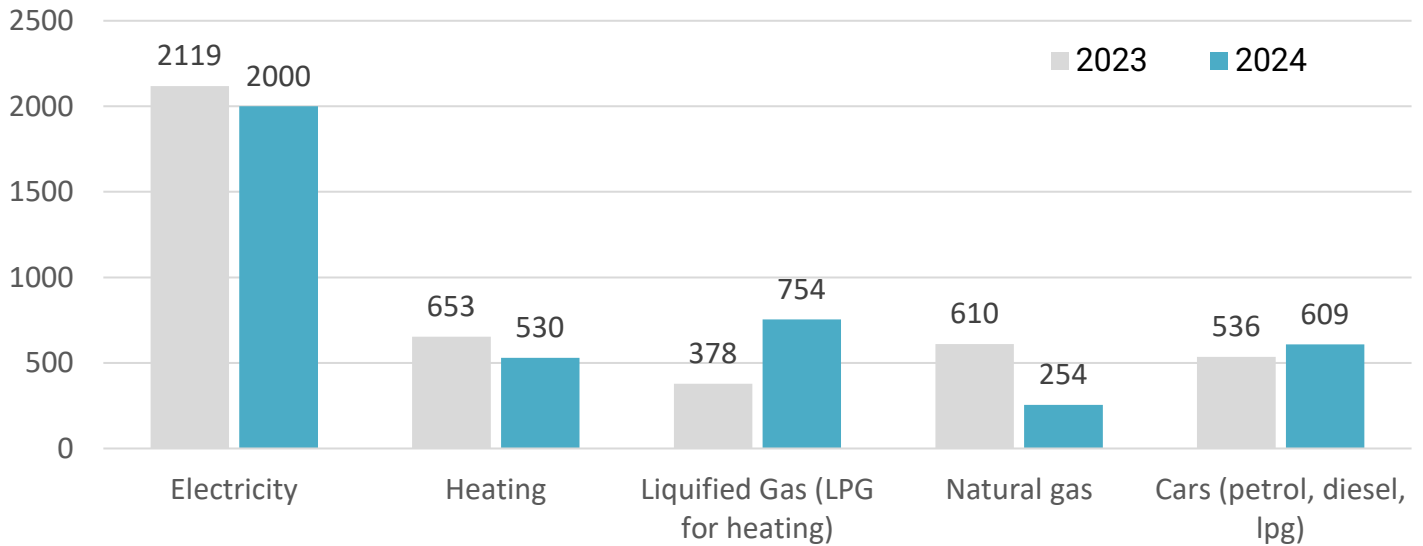
HansaMatrix continues to track and manage its total energy consumption to drive efficiency and reduce its carbon footprint. In 2024, total energy consumption showed a decrease of 3.5% compared to 2023. Over the past five years, the company has made steady progress in managing energy usage. Compared to the 2020 baseline, energy consumption has decreased by approximately 15%, highlighting the company’s ongoing commitment to sustainability and operational efficiency.

The goal is continued improvement in data collection and analysis capabilities, alongside a 3% annual reduction in energy consumption (MWh/Wh).



Environmental Management

Energy Usage, MWh



HansaMatrix’s energy consumption has been calculated based on meter readings and documentation of energy volumes purchased from suppliers.

Share of fossil sources in total energy consumption was 52% in year 2024 showing 1% growth in comparison with year 2023. The increase is attributable to the more intense commute between manufacturing sites.

In 2024, HansaMatrix reduced electricity consumption by 5.6% and heating by 18.8%. Natural gas usage saw the most significant reduction – 58.3% compared to 2023. Meanwhile, the use of liquified gas (LPG for heating) increased by 99.5% and energy consumption for transport (cars) rose by 13.6%. In 2024 Liquified Gas consumption compared to 2023 increased as Group company HansaMatrix Parogre substituted natural gas heating to liquified gas. Energy consumption for transport increased due to the multiple functions centralisation and thus increased requirement for commute between manufacturing sites.

Pollution and Substance Control

In 2024, HansaMatrix continued to support the transition to electric vehicles, with 14% of the fleet now consisting of electric or hybrid vehicles. This year the company has already begun replacing additional vehicles with electric models and will report on the progress of this transition in the next reporting period. HansaMatrix remains committed to minimizing pollutants and hazardous substances, ensuring compliance with regulations.

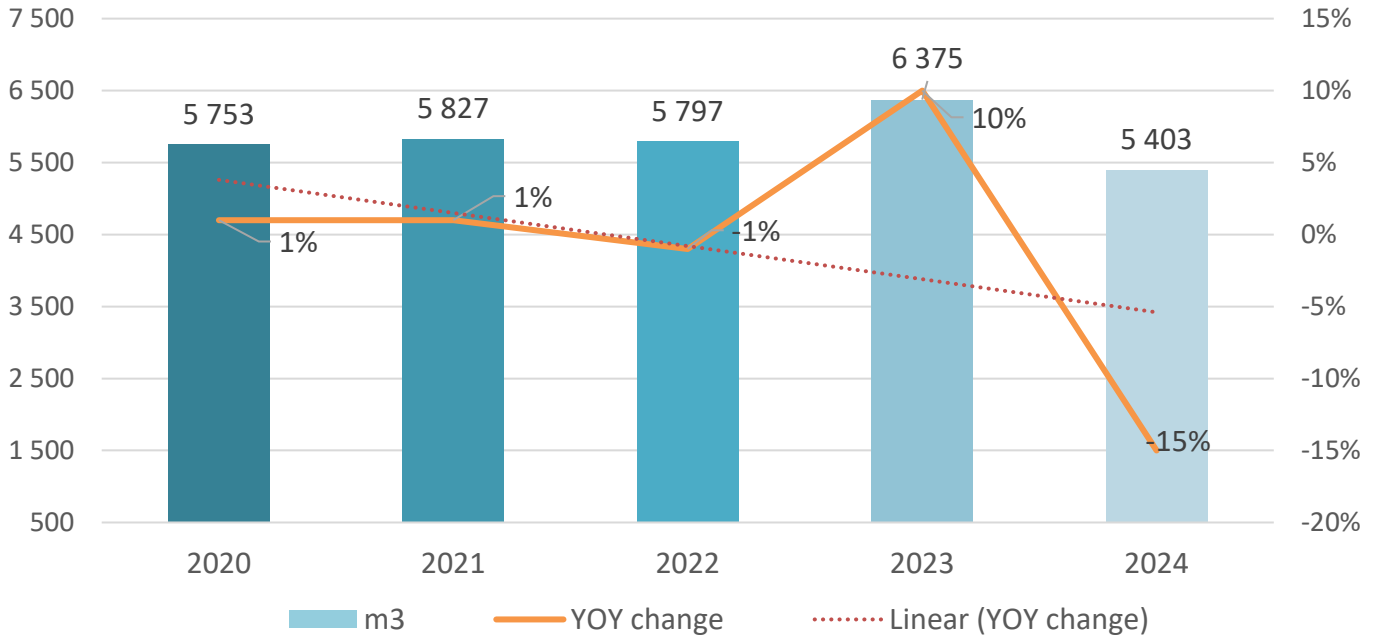
A total of 10.86 tonnes of hazardous waste were properly treated and disposed of, with zero incidents related to hazardous substances. Hazardous waste shows 14% growth compared to year 2023, when total amount was 9.50 tonnes. This growth is explained by changes in the product mix.

Additionally, HansaMatrix monitored the environmental footprint, with water consumption at 5,286 m³ showing 15% reduction compared to year 2023 and nitrogen usage at 1,024 tonnes showing 9% reduction compared to year 2023.

HansaMatrix has identified the goal of reducing waste generation by increasing the percentage of materials recycled or reused within the company by 3% annually. The company is starting this initiative in 2025, and will report on the results in the next reporting period.

Environmental Management

Water Usage, m3



In 2024, HansaMatrix water consumption totaled 5,403 m³, reflecting a 15% decrease compared to the previous year. Over the past five years, the company has consistently monitored and worked to optimize water usage, achieving a slight increase in 2021 and 2022, followed by a decrease in 2023 and 2024.

Supply Chain Due Diligence

HansaMatrix will implement a risk management system to identify and assess human rights and environmental issues in the value chain. This initiative has begun, and the company will report on the results in the next reporting period.



Social.



Social Development

As a technology-driven manufacturing company, HansaMatrix recognizes that people are at the core of the success. Manufacturing activities naturally involve potential risks related to working conditions, health, and safety – areas that remain top priorities for the stakeholders, as confirmed by the recent ESG materiality survey. Labor practices and workplace well-being are therefore central to the sustainability strategy.

A critical social issue with direct financial implications for HansaMatrix is talent attraction and development. Amid growing challenges in the technology sector – including a shortage of qualified professionals and the need for generational renewal – the company is committed to investing in the people, fostering long-term engagement, and building a resilient, future-ready workforce.

Potential impact



Working conditions, health and safety of employees



Entity specific
Talent attraction and development



Equal treatment and opportunities for all

The strategy ensures long-term employee stability, job safety, and compliance with labor laws. It continuously enhances employee skills and awareness while fostering an ethical, inclusive, and non-discriminatory work environment.

To support these commitments, HansaMatrix is focused on maintaining safe and inclusive working environment, enhancing employee qualifications, and ensuring fair treatment for all. The goals are guided by the following targets and performance indicators:

- Achieve a sustainable ENPS score of **over 50** by 2026.
- **Design** the intranet as a centralized platform to keep employees informed and engaged while providing easy access to essential resources by 2027.
- Ensure **zero penalties** for labor law infringement.
- Enhance employee qualifications by providing learning opportunities and skill-building initiatives to support professional growth. Increase training hours per employee by **5% annually**.
- Maintain employee turnover rate below **15%** while ensuring fair treatment and a non-discriminatory workplace.
- Foster a harassment-free environment where all employees are treated with respect and dignity. Target **zero complaints** related to equal treatment from whistleblowers.

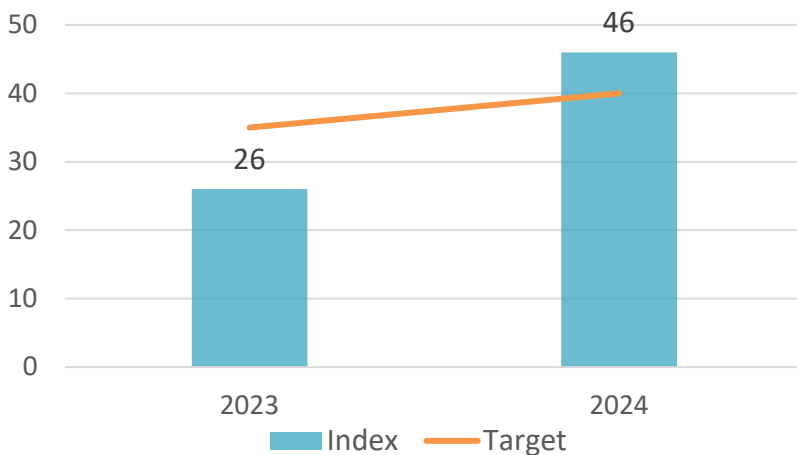
Social Development

(S1) Working Conditions, Health and Safety of Employees

ENPS Score

HansaMatrix regularly measure employee satisfaction through engagement surveys (ENPS). Existing employees highly value the additional benefits provided by the company, such as extra vacation days and financial support in various life situations. To support employee motivation, the company are implementing a fair and transparent system for bonuses and incentives. Significant improvements were made in 2024, which are already reflected in the ENPS results, and HansaMatrix is continuing to build on this progress in 2025.

ENPS Result 2023/2024



Since 2024, the company has transitioned from conducting quarterly surveys to a biannual schedule, which is planned to maintain going forward.

In 2023, the ENPS target was set at 35 points. For 2024, the target was increased to 40 points, which HansaMatrix successfully exceeded. Building on this positive momentum, the goal is to achieve a sustainable ENPS score of over 50 by 2026.

Intranet

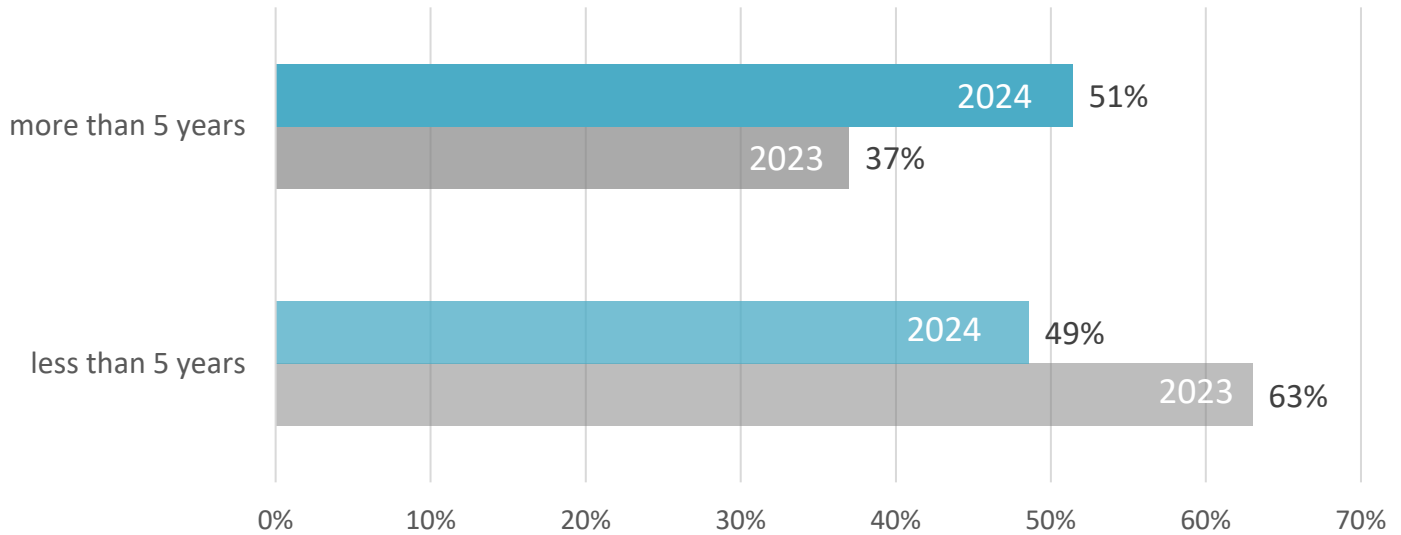
To improve internal communication and employee engagement, HansaMatrix aims to design and implement a centralized intranet platform by 2027. In 2024, the project entered the planning phase, during which a technical specification was developed defining the platform's scope, functionality, estimated implementation timeline, and potential integrations with existing systems.

In 2025, the project will continue with a supplier selection process through a price inquiry, and an external service provider will be chosen for implementation. The first development phase will focus on building sections for a contact directory and a document platform containing key information and materials relevant to all employees.

Following the implementation of the intranet, the company will track the percentage of active intranet users as part of internal communication and engagement metrics.

Social Development

Employees Length of Service

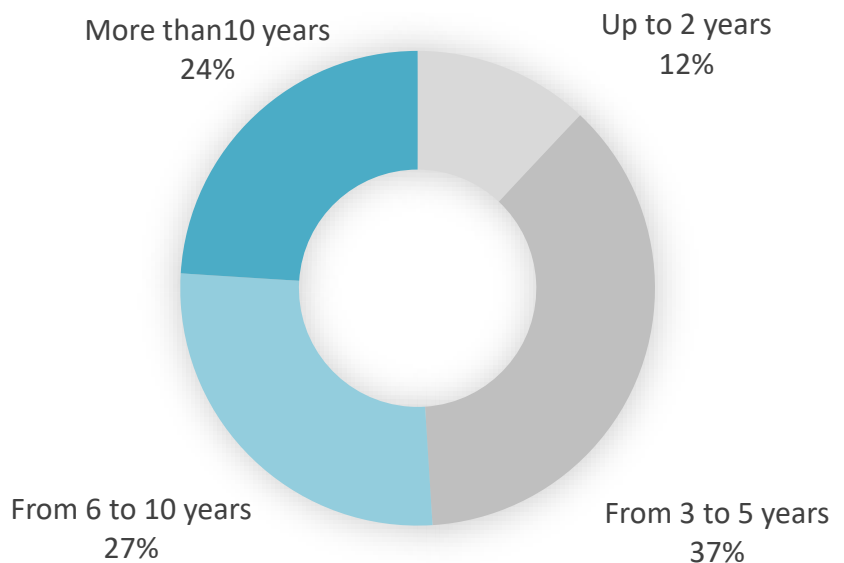


In 2024, 51% of HansaMatrix employees had been with the company for more than five years, compared to 37% in 2023. This shift indicates a growing trend toward long-term employment within HansaMatrix. Meanwhile, the share of employees with less than five years of service decreased from 63% in 2023 to 49% in 2024, further reinforcing HansaMatrix’s position as a stable and committed long-term employer.

Employees Length of Service, 2024

In 2024, the majority (88%) of employees in HansaMatrix have been with the company for more than 2 years: 37% of employees have worked from 3 to 5 years, 27% from 6 to 10 years, and 24% for more than 10 years. Only 12% of employees have been with the company for less than 2 years.

These figures reflect strong employee retention and long-term commitment within the company.



HansaMatrix has also recognized the rate of return to work after parental leave and incidents per year, including injury rates, as important metrics. The company will begin tracking them this year and include the results in the next ESG report.

Social Development

(S1) Talent Attraction and Development

To further strengthen the human capital management practices, HansaMatrix will begin tracking new key indicators. These include the average “time to hire” – measuring the time taken to fill a position from the moment a job is posted to the candidate’s acceptance of the offer – and the “quality of hire,” assessed by the retention rate of new employees over a defined period. These metrics will help the company better understand and improve the recruitment efficiency and long-term hiring outcomes. Data collection begins this year, with results to be reported in the next ESG disclosure.

Training

In line with the HansaMatrix’s goal to enhance employee qualifications through learning opportunities and skill-building initiatives, training data has been recorded and reported for the first time in 2024.

A total of 5,185 training hours were provided, of which 2,892 hours were completed by female employees and 2,293 hours by male employees. This marks the beginning of a structured approach to tracking professional development across the organization. On average, each employee received 15 hours of training, with a training investment of €354 per employee.

HansaMatrix is committed to improving employee qualifications by providing ongoing learning opportunities and skill-building initiatives that support individual and professional growth. To reinforce this commitment, the company aims to increase average training hours per employee by 5% annually, fostering a culture of continuous development and long-term engagement.

(S1) Equal Treatment and Opportunities for All

Gender Diversity in Management

As part of the Hansamatrix’s commitment to promoting diversity, equity, and inclusion, data on the percentage of women in management positions will be collected for the first time starting in 2025. The company plans to include this indicator in its next ESG report, reflecting its dedication to transparency and progress in gender equality. HansaMatrix recognizes the importance of advancing gender parity as a core element of sustainable and responsible business practices.

Incidents of Discrimination or Harassment

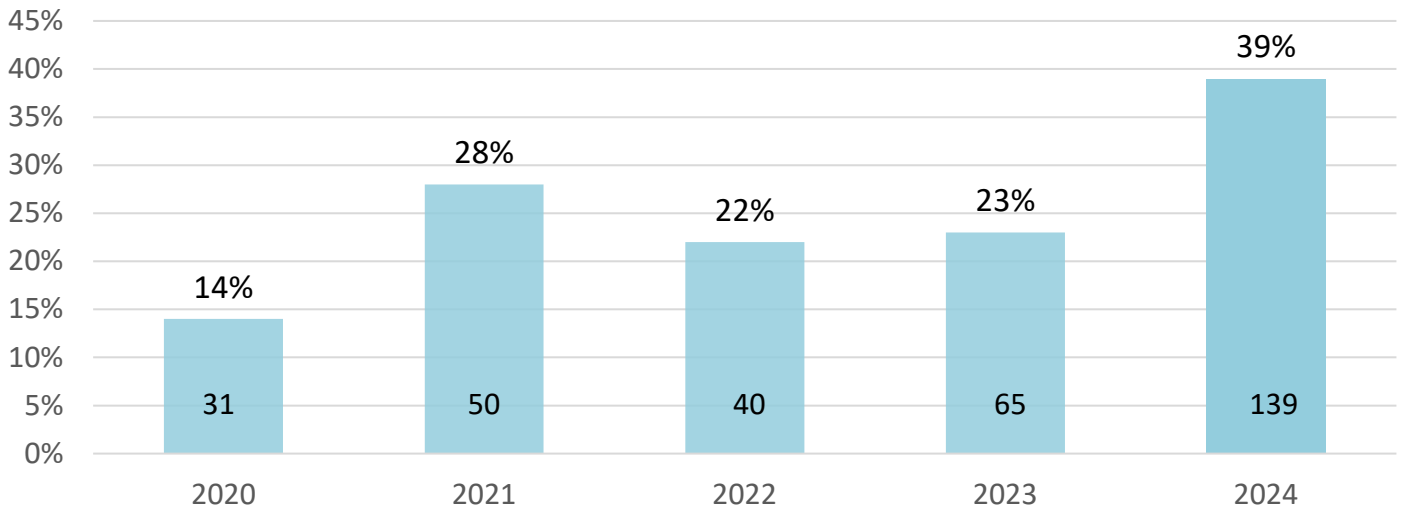
In 2024, HansaMatrix did not record any incidents of discrimination or harassment in the workplace. The company remains committed to fostering an inclusive, respectful, and safe working environment for all employees, supported by clear policies and internal reporting mechanisms.

Employee Age Group Distribution

HansaMatrix has identified the distribution of employees by age group (under 30 years old; 30–50 years old; over 50 years old) as a relevant indicator for understanding workforce demographics and planning long-term human capital strategies. Data collection on this indicator will begin in 2025, with the first reporting to take place in the next ESG report. Monitoring age diversity will help support workforce planning, inclusion efforts, and the development of age-appropriate engagement and retention strategies.

Social Development

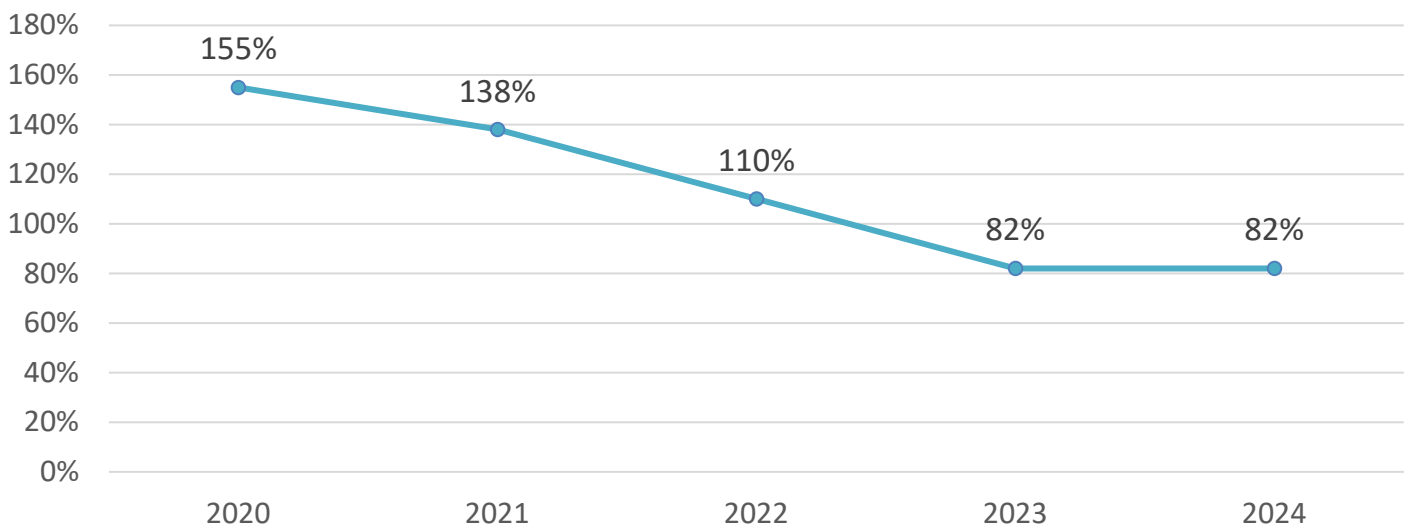
Employees Turnover, Number and Rate %



Starting from 2024, HansaMatrix will report employee turnover using an updated calculation method. Previously, the number of employees who left during the reporting period was compared to the total number of employees at the end of the period. Going forward, turnover will be calculated based on the average number of employees during the reporting period, providing a more accurate and standardized metric. To ensure data comparability, historical turnover figures for the years 2020–2023 have been recalculated using this new methodology.

In 2024, the employee turnover rate was significantly high due to multiple rounds of layoffs in the production department. These layoffs were driven by a notable decline in production volumes throughout the year.

Male/Female Employee Proportion, %



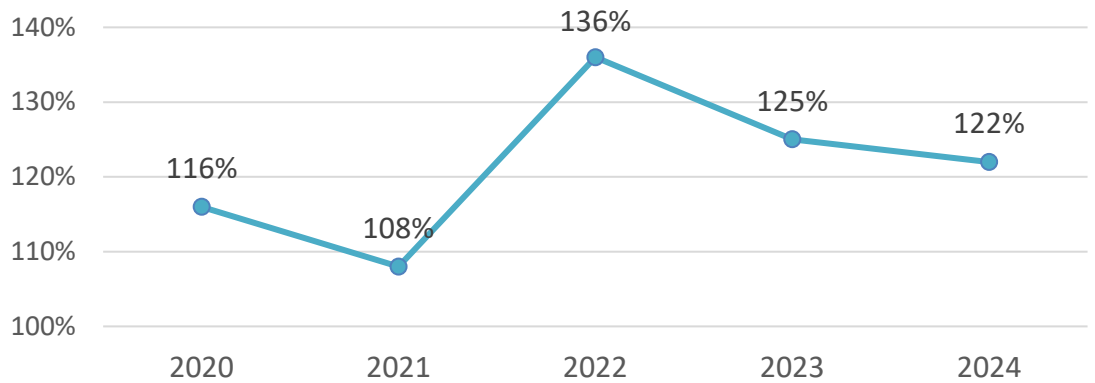
The male-to-female employee ratio has fluctuated over the years, with a noticeable shift in 2023, reaching 82%. This level remained steady in 2024, meaning there were approximately 82 men for every 100 women - reflecting the influence of HansaMatrix business specifics, where production roles are more commonly filled by women.

Social Development

HansaMatrix complies with all laws and regulations in force in the Republic of Latvia applicable to employment. In addition to their monthly salary, employees receive bonuses and social guarantees. Employees are granted fully paid health insurance and life insurance with a value of 1 net annual salary. The company provides material help to employees in a variety of life situations.

Remuneration of Employee's Ratio (manufacturing)

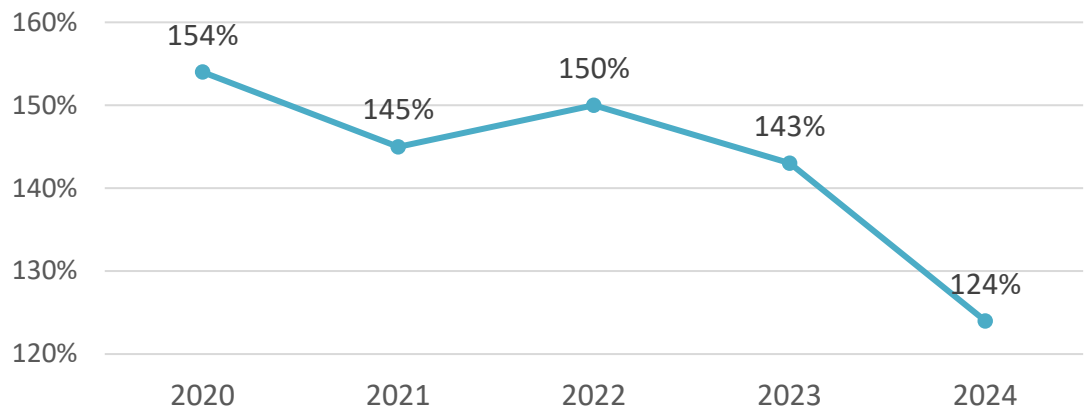
Gender pay ratio, full time engineers and manufacturing personnel



The gender pay ratio for full-time engineers and manufacturing personnel has fluctuated over the past five years, ranging from 108% to 136%. In 2024, the ratio stood at 122%, indicating that on average, male employees in these roles earned 22% more than their female counterparts. While this variation does not reflect unequal pay for equal work, it is influenced by the higher concentration of men in more senior or specialized positions within these categories.

Remuneration of Employee's Ratio (management)

Gender pay ratio, full time management



The gender pay ratio for full-time management employees has shown a consistent downward trend over the past five years – from 154% in 2020 to 124% in 2024. This indicates a significant reduction in the average pay gap between male and female managers. The ratio of 124% in 2024 means that, on average, male managers earned 24% more than female managers, compared to a 54% gap in 2020. While this disparity is still present, the overall trend reflects progress toward a more balanced and equitable pay structure at the management level.

HansaMatrix remains committed to ensuring fair and transparent remuneration practices and will continue monitoring and addressing structural pay disparities.



Governance.



Corporate Governance

To remain competitive in the market, HansaMatrix is committed to upholding high standards of corporate governance, with an emphasis on ethical, transparent, and responsible business conduct. Strong governance practices are essential for maintaining stakeholder trust, mitigating risks, and ensuring long-term business sustainability.

For HansaMatrix, governance also includes entity-specific focus areas such as risk management, quality control, and advancement in digitalization, automation, and cybersecurity. These areas are considered strategically important, as they may have a significant impact - both positive and negative - on the company's financial performance as well as its environmental and social footprint.

HansaMatrix integrates these governance priorities into its daily operations and long-term strategy to ensure resilience, accountability, and value creation for all stakeholders.

- Potential impact**
- G1

Entity specific

Digitalization, automation & cybersecurity
 - G1

Entity specific

Risk management & quality control systems
 - G1

**Management of relationships with suppliers
(Sustainability of suppliers)**
 - G1

Corporate culture
 - G1

**Ethical, responsible & transparent business
conduct (Anti-corruption and bribery)**
 - G1

Entity specific

Regulatory compliance



Corporate Governance

HansaMatrix upholds strong governance through a robust cybersecurity and data privacy program, a transparent risk management framework, and strict compliance with legal and regulatory requirements. It enforces guidelines that include expected behaviors, actions, and responsibilities for employees, as well as a Supplier Code of Conduct that covers labor, safety, environmental, and ethical standards. By integrating ethical business practices and promoting a strong corporate culture, the company ensures accountability, sustainability, and operational excellence.

To strengthen governance outcomes and support sustainable development, HansaMatrix has set the following key targets:

- **Protect personal data** from unauthorized access, ensure compliance with legal obligations regarding data protection, and achieve **NIS2** compliance by **2026**.
- **Conduct annual materiality risk assessments** in cooperation with key stakeholders.
- **Revise the Supplier Code of Conduct** to incorporate ESG principles and ensure that the **top 20 suppliers** complete a **self-assessment and due diligence questionnaire** by the end of **2025**.
- Ensure that **100% of employees receive training** on company values, ethical behavior, and guidelines outlining expected behaviors, actions, and responsibilities.
- Maintain a policy of **zero tolerance for bribery, corruption, and irregularities**, and promote **fair, transparent, and sustainable business practices**.
- Achieve a **Customer Net Promoter Score (C-NPS)** of **80**.
- Ensure **full compliance with all applicable laws and regulations**.

These objectives reflect a commitment to sound governance, ethical leadership, and value creation for all stakeholders.

Corporate Governance

Cybersecurity and Data Protection

The company has implemented a cybersecurity and data privacy program that is designed to be adaptive to evolving cyber threats and responsive to regulatory changes.

HansaMatrix key commitments in this area include:

- **Protecting personal data** against unauthorized access and misuse;
- **Ensuring compliance** with all applicable legal and regulatory requirements related to data protection;
- **Achieving full compliance with the EU NIS2 Directive by 2026**, thereby strengthening the resilience to cybersecurity risks and enhancing the overall security of the digital infrastructure.

Risk Management and Quality Control

The company is committed to establishing a robust and transparent risk management framework and quality control system to meet ESG governance standards, minimize risks, and ensure operational excellence.

Key actions include:

- Conducting **systematic and regular risk materiality assessments** involving key stakeholders;
- Embedding **ESG risk factors and quality control processes** into the company's existing governance and operational frameworks;
- Ensuring that risk management and quality systems are **regularly reviewed and adapted** to address evolving risks and compliance requirements.

HansaMatrix has an approved Risk Management Policy (approved by the Supervisory Council on July 29, 2021), which outlines the fundamental principles for effective risk identification, assessment, and mitigation. The company conducts an annual review of all risks, including the assessment of significant risks and the development of corresponding mitigation plans. Risk management is integrated into both strategic planning and day-to-day operations.

Responsible Supply Chain

In 2024, HansaMatrix recognized the importance of integrating ESG principles into supply chain management. As a result, in 2025, the company plans to adopt a Supplier Code of Conduct that covers key areas such as labor rights, health and safety, environmental impact, ethics, and management systems. The Code will be revised to explicitly incorporate ESG-related topics.

HansaMatrix has already begun engaging with the top suppliers in 2024 to complete a self-assessment, with 85% of them having completed it, along with the ESG due diligence questionnaire. The outcomes of this initiative will be reported in the next ESG disclosure.

Corporate Governance

Corporate Culture and Ethics

HansaMatrix recognizes the importance of strong corporate culture and governance as key enablers of long-term success. The company has an established code of conduct and ethics that are applicable to all employees, outlining clear expectations for ethical and responsible behavior.

Starting in 2025, HansaMatrix aims to ensure that 100% of employees receive training on company values, the code of conduct and ethical behavior. As part of this initiative, the company will conduct a Corporate Culture of Compliance Survey and reinforce core values through onboarding processes, internal training programs, and leadership engagement.

To track progress, the company will monitor employee engagement and participation in the Corporate Culture of Compliance Survey; achieve at least 95% employee understanding of their roles and responsibilities within the ethical framework.

Results and progress on these initiatives will be reported starting from the next ESG report.

Ethical, Responsible & Transparent Business Conduct

The company is committed to upholding the highest standards of ethical, responsible, and transparent business conduct by embedding these values into the overall strategy and daily operations. The company believes that sustainable growth is intrinsically linked to integrity, legal compliance, and respectful relationships with customers, employees, partners, and society at large. The approach is grounded in a strict zero-tolerance policy towards bribery, corruption, and any form of misconduct.

HansaMatrix actively implements and maintains a clear Code of Ethics that outlines expected behavior for all employees and business partners, while promoting fair, transparent, and sustainable business practices. Ethics training completion across the organization is a key performance indicator, alongside systematic monitoring and reporting of any anti-competitive behavior or corruption. In 2024, there were no reported cases of bribery or corruption within the company, reaffirming the commitment to responsible and lawful business operations.

Customer satisfaction C-NPS index

In 2024, HansaMatrix also introduced a new Customer Satisfaction (C-NPS) procedure unified across the entire Group. C-NPS is measured based on the key question: *Would you recommend HansaMatrix as a potential partner to other businesses?* using an evaluation scale from 0 to 10. Neutral respondents are not considered according to the C-NPS procedure.

HansaMatrix has set a target to achieve a Customer Net Promoter Score of 80 by the year 2026. In 2024, the recorded C-NPS was 71. In accordance with the company's internal procedures, this target level is subject to annual review to ensure continued alignment with business goals and customer expectations.

Corporate Governance

Regulatory Compliance

The company's strategy is firmly rooted in full compliance with all applicable legal and regulatory requirements. HansaMatrix is committed to operating with integrity, transparency, and accountability, ensuring that the activities consistently meet the standards set by national and international legislation. As part of this commitment, the company ensures continuous compliance with the Corporate Governance Code approved by the Ministry of Justice, maintain an up-to-date corporate strategy, and implement a structured risk management policy. The company maintains and regularly reviews a Risk Register, which is overseen by the Supervisory Board.

To ensure regulatory alignment, HansaMatrix has adopted a comprehensive set of internal policies, including the Ethics and Anti-Corruption Code, the Sustainability Policy, the Accounting Policy, and other corporate governance documents. An independently conducted external audit further reinforces the transparency and accuracy of the financial and operational reporting. HansaMatrix has also published the 2023 ESG Report in English, demonstrating its commitment to transparent sustainability reporting.

Starting from this year, the company will begin measuring and reporting on two key compliance indicators: the percentage of internal policies reviewed and updated, and the total value of fines or penalties paid due to non-compliance, with a target value of zero. These metrics will be included in the ESG report for the year 2025.

Management Board and Supervisory Council

As of 2024, the composition of the Supervisory Council remains unchanged in recent years, consisting of four members, including one woman (25% female representation). It's independence is ensured with two independent and two shareholder representatives, maintaining a 50% independence ratio and supporting transparent governance.

The composition of the Management Board has remained unchanged in recent years. As of 2024, the Board consists of four male members.



Conclusion

In 2024, HansaMatrix continued to advance its environmental, social, and governance (ESG) priorities, laying a strong foundation for full alignment with the Corporate Sustainability Reporting Directive (CSRD). The company completed a comprehensive double materiality assessment and defined a clear set of material ESG topics, which now guide strategic decision-making and risk management.

Significant progress was made in reducing greenhouse gas emissions, improving energy and water efficiency, and initiating the transition to electric vehicles. Socially, HansaMatrix strengthened employee engagement, expanded training initiatives, and introduced new indicators to support diversity, equity, and inclusion. Governance efforts focused on reinforcing ethical conduct, cybersecurity resilience, and sustainable supply chain practices.

Looking ahead, the company is committed to continuous improvement in data quality, transparency, and stakeholder engagement. The outcomes of several newly introduced initiatives will be reflected in the next ESG reporting cycle, as HansaMatrix moves steadily toward its sustainability targets.