



2023

SUSTAINABILITY
REPORT

TOGETHER INTO THE GREEN FUTURE 2.0



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Foreword

Dear Readers,

we are pleased to present you our latest Sustainability Report, the result of months of work and analysis. Our aim was not only to summarise the achievements of the past year, but above all to inspire further action on sustainability. With the challenges facing the world today – from climate change and social issues to dynamic economic change – we believe that every step towards sustainability is of paramount importance.

In this report, we present our activities, initiatives and projects that aim not only to minimise our environmental impact, but also to support local communities and promote ethical business practices. We want our activities to be transparent and measurable, so the report includes detailed data and indicators to assess our progress.

Sustainability is not only a responsibility for us, but also an opportunity for innovation and development. We believe that an integrated approach to environmental, social and economic issues allows us to build a green and sustainable future. We work with a variety of stakeholders to jointly achieve our sustainability goals, including our employees, customers, suppliers and partners.

We would like to thank everyone who has contributed to this report and to our strategic actions arising from our guiding philosophy of GO GREEN. We hope that you will find this report a valuable source of information and inspiration for further action.

Together into the green future.

With kind regards,

Ryszard Florek

President of the FAKRO Management Board



By building social capital, making responsible decisions and pursuing sustainable development strategies, we can achieve economic, business and social success.

Ryszard Florek

President of the FAKRO Management Board



01

About us

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We are a Polish brand that is among the most innovative companies in the construction industry. We specialise in the manufacture and sale of roof windows, loft ladders and other products that provide comfortable living throughout the world.

FAKRO was established in 1991 as a private company based entirely on Polish capital.

The co-founder and president of FAKRO is Ryszard Florek.

We place particular emphasis on development, quality and product safety in our operations. We focus on environmentally friendly solutions and on increasing customer trust and satisfaction. We also care about the continuous development of our employees and the organisation.

We have our own state-of-the-art research and development centre. More than **200 engineers** are working on product development. The company has **more than 240 patent applications**. We export not only products, but also the solutions and creative ideas of Polish engineers to many countries around the world.

In this way, FAKRO Poland has set new development directions for the roof window industry in the world.



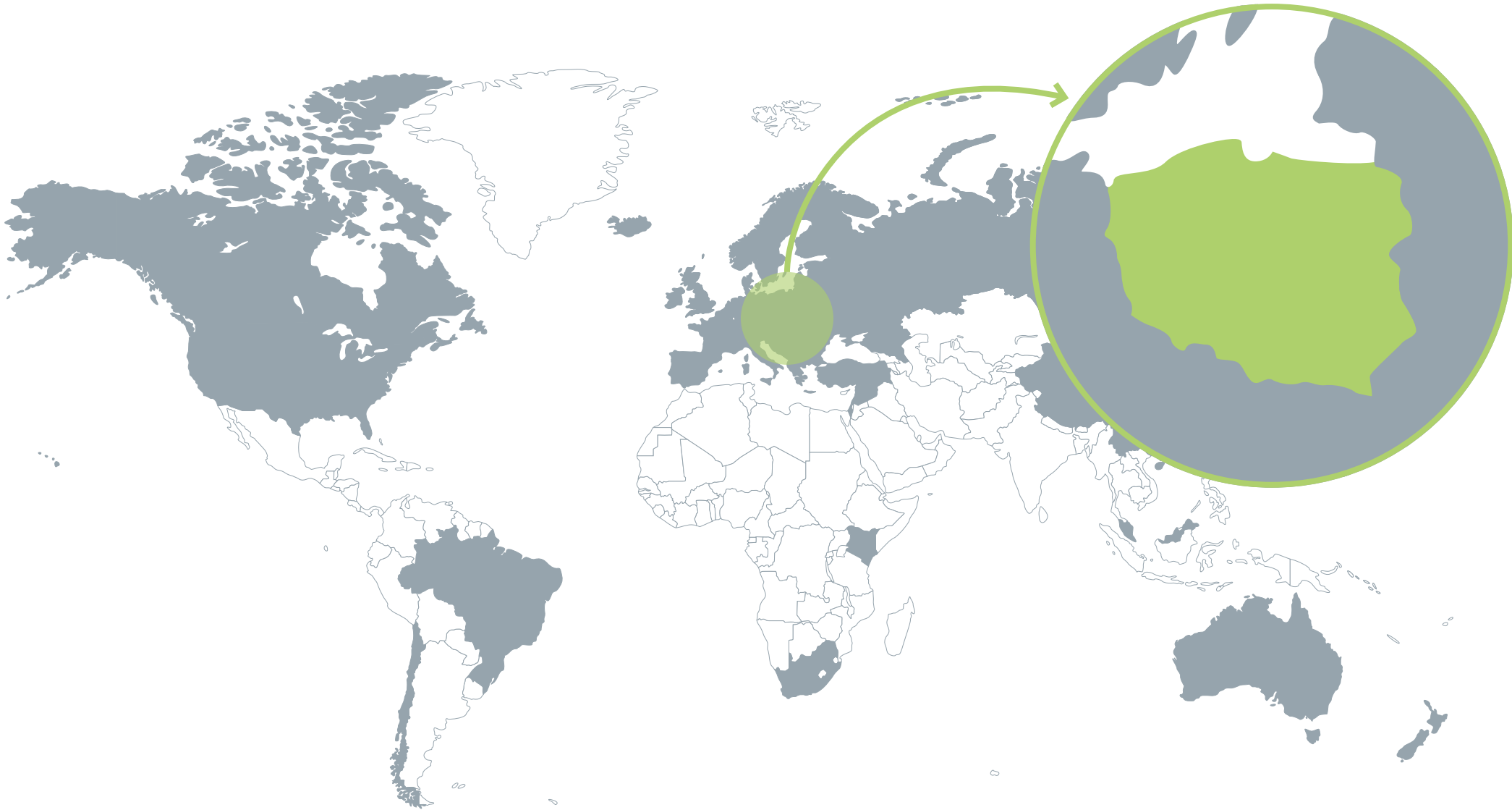
Today, Poland is a world leader in the production of roof windows. One in three windows installed worldwide is manufactured in Poland.

SBM-1

Employing around 4,000 people, the FAKRO Group comprises 11 manufacturing companies and 17 distribution companies.

FAKRO's product range includes roof windows, loft ladders, external and internal window accessories and **INNOVIEW** vertical joinery. Thanks to our many years of experience, we ensure the high quality and innovation of our products, meeting the needs of customers from different market segments. An example of this is the **GREENVIEW** range of new-generation roof windows which combines state-of-the-art technological solutions with ecological materials, offering improved thermal and acoustic insulation.

FAKRO products can be found **in more than 60 countries around the world** – wherever there is a demand for this type of products. **Export sales account for 70% of total sales.**



SPÓŁKI PRODUKCYJNE

FAKRO PP Sp. z o.o.	Poland
FAKRO GP Sp. z o.o.	Poland
FAKRO WDF Sp. z o.o.	Poland
STOLART Sp. z o.o.	Poland
FLORAD Sp. z o.o.	Poland
FAKRO ORBITA	Ukraine
FAKRO – TL	Ukraine

SPÓŁKI DYSTRYBUCYJNE

FAKRO Sp. z o.o.	Poland
KRONMAT Sp. z o.o.	Poland
FAKRO DACHFENSTER GMBH	Germany
KRONMAT GMBH	Germany
FAKRO FRANCE	France
FAKRO ITALIA S.L	Italy
FAKRO SPAIN SLU	Spain
FAKRO DACHFLACHENFESNTER GMBH	Austria
FAKRO CZECH S.R.O	Czech Republic
FAKRO MAGYARORSZAG KFT	Hungary

SPÓŁKI DYSTRYBUCYJNE

FAKRO GB LIMITED	United Kingdom
FAKRO DANMARK A/S	Denmark
DACHMAT S.R.O.	Slovakia
SIA KRONMAT BALTIC	Latvia
FAKRO AMERICA L.L.C	USA

SPÓŁKI PRODUKCYJNO-DYSTRYBUCYJNE

FAKRO Lwów	Ukraine
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SPÓŁKI USŁUGOWE

Przedsiębiorstwo Energetyczne Sp. z o.o.	Poland
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INNE PODMIOTY

Fundacja Pomyśl o przyszłości	Poland
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GOV-1

ROLE OF THE MANAGEMENT BOARD

The Management Board plays a key role in the company’s management structure, dealing with administrative, management and supervisory functions. Its main task is to define the strategic direction of the company and make decisions that affect its development and the achievement of its goals. The Management Board represents the company to external stakeholders such as investors, customers, suppliers and business partners.

The members of the Management Board are responsible for various areas of the company’s business in Poland and abroad. The most important decisions are made through joint discussions and consultations. The Management Board is involved in key operational decisions concerning the day-to-day business of the company. This includes decisions on finance, production, sales, supplies, investments and human resources management.

MANAGEMENT STRUCTURE

THE SHAREHOLDERS OF FAKRO PP SP. Z O.O. ARE NATURAL PERSONS:

- Ryszard Florek
- Krystyna Florek
- Krystyna Kronenberger
- Krzysztof Kronenberger

THE SHAREHOLDERS OF FAKRO SP. Z O.O. ARE:

- Ryszard Florek
- Krystyna Florek
- Krystyna Kronenberger
- Krzysztof Kronenberger

When making decisions, the Members of the Management Board must consider a variety of factors such as risk, profitability, operational efficiency and long-term strategy. The Management Board also participates in the process of developing, approving and updating the organisation’s purpose, statements of values, mission, strategies, policies and goals related to economic, environmental and social impact of the company’s activity.

DIVISION OF COMPETENCES OF THE MEMBERS
OF THE MANAGEMENT BOARD



Ryszard
Florek

President of the Management Board

Area of
responsibility

Determining and implementing
the FAKRO's strategy

Supervision of
divisions/departments

- » Refurbishment and investment
department
- » Asset management



Paweł
Dziekoński

Vice-President of the Management Board

Supervision of the operation of all areas of the
company

- » Human resources management
- » Organisation and Administration Division
- » Legal Office



Piotr
Bieniek

Board Member
for Sales

Area of
responsibility

Development of FAKRO sales
and supervision of the activities
of distribution companies



Wojciech
Klimek

Board Member
for Production

Management and development
of production at FAKRO and
supervision of production
companies at FAKRO



Janusz
Komurkiewicz

Board Member
for Marketing

Development and implementa-
tion of a marketing strategy at
FAKRO



Agnieszka
Kronenberger

Board Member
for Finance

Supervision of company finan-
ces at FAKRO



Krzysztof
Krzysztoń

Board Member for IT
and Logistics

- » IT management
- » Commercial goods logistics
management at FAKRO
- » Personal data protection
- » Business process
management



Sebastian
Talarczyk

Board Member for Development
and Product Management

Product life cycle management
at FAKRO

KEY ROLES OF THE MANAGEMENT BOARD

President and Vice-President of the Management Board – The Presidents are the most important members of the Management Board. They are responsible for the overall direction of the company’s activity.

- » They manage day-to-day operations, make strategic decisions and represent the company externally.
- » Liaise with other board members and company bodies..

Members of the Management Board – Other Board Members:

- » Each Board Member is assigned a specific role, e.g. Board Member for Finance, Operations, Legal Office etc.
- » Together they make decisions on the day-to-day operations of the company.

The Management Board is responsible for overseeing the company, looking after its interests and compliance with the law.

It monitors financial performance, development strategy and risks. It prepares reports for shareholders and supervisory bodies. The Management Board represents the company in its dealings with customers, suppliers, investors and government authorities. Signs contracts and takes action on behalf of the company.

FAKRO’s management structure is made up of Directors and Senior Managers (department heads), who are assigned responsibility for specific thematic areas of the company’s operations.

GOV-2

The organisation is divided into functional departments (e.g. finance, marketing, production). Each department has a manager, and staff specialising in their areas are managers of smaller teams.

One such team is the **Sustainability Team**. It was established in response to the need to prepare for new EU requirements related to non-financial ESG reporting.





We have been preparing for the new non-financial reporting obligations since 2021. Already then we have implemented the project **FAKRO Green Transformation**, giving it a strategic status, which underlines how important this topic is for us.

The ESG team was established at the launch of the **FAKRO Green Transformation** project. Since then, we have all been following one **GO GREEN** philosophy in all our day-to-day activities.



Following the launch of the project and the creation of the Sustainability Team, we began, on a regular basis, to define and implement sustainability goals.

In 2023, a number of meetings and consultations with executive management took place, during which the Management Board was involved in relevant topics such as:

-  development of the **Climate Policy**
-  development of the **Supplier Code of Conduct**
-  Development of a system to assess suppliers against ESG requirements
-  updating the **Environmental Programme** for the period 2024-2030

At the end of each meeting, there was a validation of the work done and a direction for further action. In addition to meetings with the Management Board, working group meetings were conducted. These were operational meetings, allowing for daily work on the implementation of the principles of sustainable development at FAKRO.

GOV-3

Creating the Sustainability Team and assigning responsibility for sustainability implementation issues to a Project Manager was the first step to systematise ESG work in the company. Sustainability-related performance is currently included as a bonus for the implementation of the project.

Environmental, social and corporate governance issues were implemented in our business areas well in advance of the EU regulations requiring us to do so. The first ESG report was published in 2022. The “Together into the Green Future 2.0” report for 2023 is its follow-up. The document is based on the latest ESRS reporting guidelines, which, together with the EU CSRD, will apply to us from 2026.

GOV-4

We are in the process of implementing sustainability due diligence processes. We are working to make progress in this area, which will be reflected in the publication of relevant policies and the implementation of procedures in accordance with the Corporate Sustainability Due Diligence (CSDD) Directive passed in March 2024.



IRO-1

We are committed to improving the quality of our processes, aligning our activities with the expectations of our stakeholders, as well as providing fair and transparent disclosure of sustainability-related information. In order to define the content of the report, we carried out a process of identifying potential impacts, risks and opportunities, and topics relevant to the environment, society and corporate governance were identified through a process of materiality analysis, organisational self-assessment, stakeholder consultation and consultation with senior management, including the executive management.

In the following report, we do not present the materiality matrix from the double materiality analysis performed due to the change in legislation and the need to include financial factors in the analysis of material topics. We want to approach the topic properly, so we will present a detailed examination of double materiality as required by the EU CSDD Directive (date) in our next non-financial report.

We will redefine potential impacts, risks and opportunities, expand the list of topics necessary to assess the impact of these issues as well as the associated potential financial impacts.

In the year under review, we took particular steps to integrate due diligence into our management process, strategy and business model.

- » A management structure has been established, including the responsibilities and duties of the teams, including in the areas of the environment and human rights.
- » Regular reviews of processes and procedures are conducted to ensure compliance with legal regulations and standards..
- » Employees undergo training in business and anti-corruption ethics.
- » An analysis of the market and industry trends is conducted in order to adapt the strategy and its objectives to the changing business environment.

It is planned to develop and implement sustainability due diligence processes across the FAKRO Group.



Cooperation with stakeholders influenced by the entity at all key stages of the due diligence process. We are in constant dialogue with the various

stakeholder groups, such as employees, suppliers, customers, the local community, NGOs, government institutions, to whom we target our activities. We are open to relationship-based collaboration and meet the expectations of our stakeholders.

GOV-5

Responsibility for the control of sustainability reporting risks rests with the FAKRO Green Transformation Project Manager, who is supported at every stage of the project by members of the Project Steering Committee.

SBM-3



Material impacts, risks and opportunities and their interaction with strategy and business model are discussed under E1 SBM-3, E4 SBM-3, S1 SBM-3, S2 SBM-3, S3 SBM-3, S4 SBM-3 requirements.

In 2023, we started the process of identifying and assessing material impacts, risks and opportunities in accordance with the ESRS standards methodology, and in line with the requirements set out in ESRS 1 and 2 standards. During this process, we identified our stakeholder groups, key areas of the company, and defined the parameters of materiality of impact. We are continuing this process.

IRO-2

The ESRS disclosure requirements covered by the company's sustainability statements can be found in Chapter **6.3 Reporting indicators** (page 93). Disclosure requirements under ESRS covered by the entity's sustainability statement.

1.1 GO GREEN philosophy

Everything we do at FAKRO revolves around the needs of our customers and their families.

We are the manufacturer of a generation of roof windows that combines the highest functional and aesthetic standards, with adaptation to a changing climate, high energy efficiency and solutions to ensure safety in the face of violent weather events. We believe that our actions today have an impact on many aspects important for a better future for our children.

From the very beginning, we have acted with respect for ecology and the good of the climate. Offering quality, long-lasting products is in our company's DNA.

At FAKRO, we design, plan and manufacture with care for the environment, and in line with one guiding idea – the **GO GREEN** philosophy.

The green colour has accompanied us from the very beginning of the company's establishment, and the ecology associated with it is the aspect which permeates every area of our business. Offering environmentally friendly and energy-efficient products is embedded in our company's DNA. We ensure that every process, every action and every decision we make is always accompanied by concern for the comfort and healthy life of future generations.



1.2 What makes us different

SBM-1

WE HAVE A MISSION

Our mission is not only to provide top-quality products, but at the same time to care for the environment.

For more than 30 years, we have been producing innovative joinery with respect for the environment, creating unique solutions for the home, constantly staying true to our mission.

We build comfort of living all over the world. Our roof windows and other products are safe, energy-efficient and environmentally friendly.

The realisation of this mission is supported by our actions based on a strong foundation of company values. These values define our relationship with customers, contractors and employees, as well as our approach to work, the environment and interpersonal relations.

WE HAVE VALUES

Our business is guided by key values that shape our company and determine our actions. **Development, innovation, responsibility** and **reliability** are the foundation of our strategy and everyday decisions. We continually strive to improve our products and processes, introducing modern solutions that benefit both our customers and the environment. Every aspect of our business reflects our commitment to the highest standards of quality, sustainability and transparency. With these values, we build trust and lasting relationships with our partners and customers.



SBM-1

COMPANY VALUES

DEVELOPMENT



Continuous growth ensures that we have a strong and sustainable position among the global leaders in the construction industry.

Products: We are constantly improving our products in line with trends and market expectations.

Partners: We build solid and effective business relationships and provide our partners with extensive access to our product knowledge.

Staff: We develop the professional competence of our employees. Highly qualified and committed employees are the strength of our company.

INNOVATION



We are one of the most innovative companies in Poland.

Products: We have authored more than 240 patents and patent applications, and our products go to more than 60 countries. In this way, the company has set new directions for the roof window industry in the world, and Poland has become a world leader in their production.

Partners: We streamline our customer collaboration, ensuring it is of the highest standard, by continually modelling sales and marketing strategies.

Staff: We encourage employees to come up with ideas, and their innovative thinking is the basis of the company's development and relationship with the environment, and influences the products created.

RESPONSIBILITY



We care about our employees, customers, business partners and the environment.

Products: Our products are safe, environmentally friendly, energy-efficient and guarantee living comfort.

Partners: We create responsible business relationships based on transparent business conditions, ethical values and company values.

Staff: We provide stable jobs and initiate and engage in activities to support employees and their families.

RELIABILITY



We are a reliable company that meets its obligations.

Products: The high quality of our products is confirmed by numerous national and international certificates, which builds the prestige of the Polish brand worldwide.

Partners: Since our inception, we have been working with business partners all over the world and we are consistently increasing their number.

Staff: We are trusted by more than 4,000 employees. We are one of the largest employers in the region.



DEVELOPMENT
INNOVATION
RESPONSIBILITY
RELIABILITY



FAKRO AWARDS IN THE ESG AREA

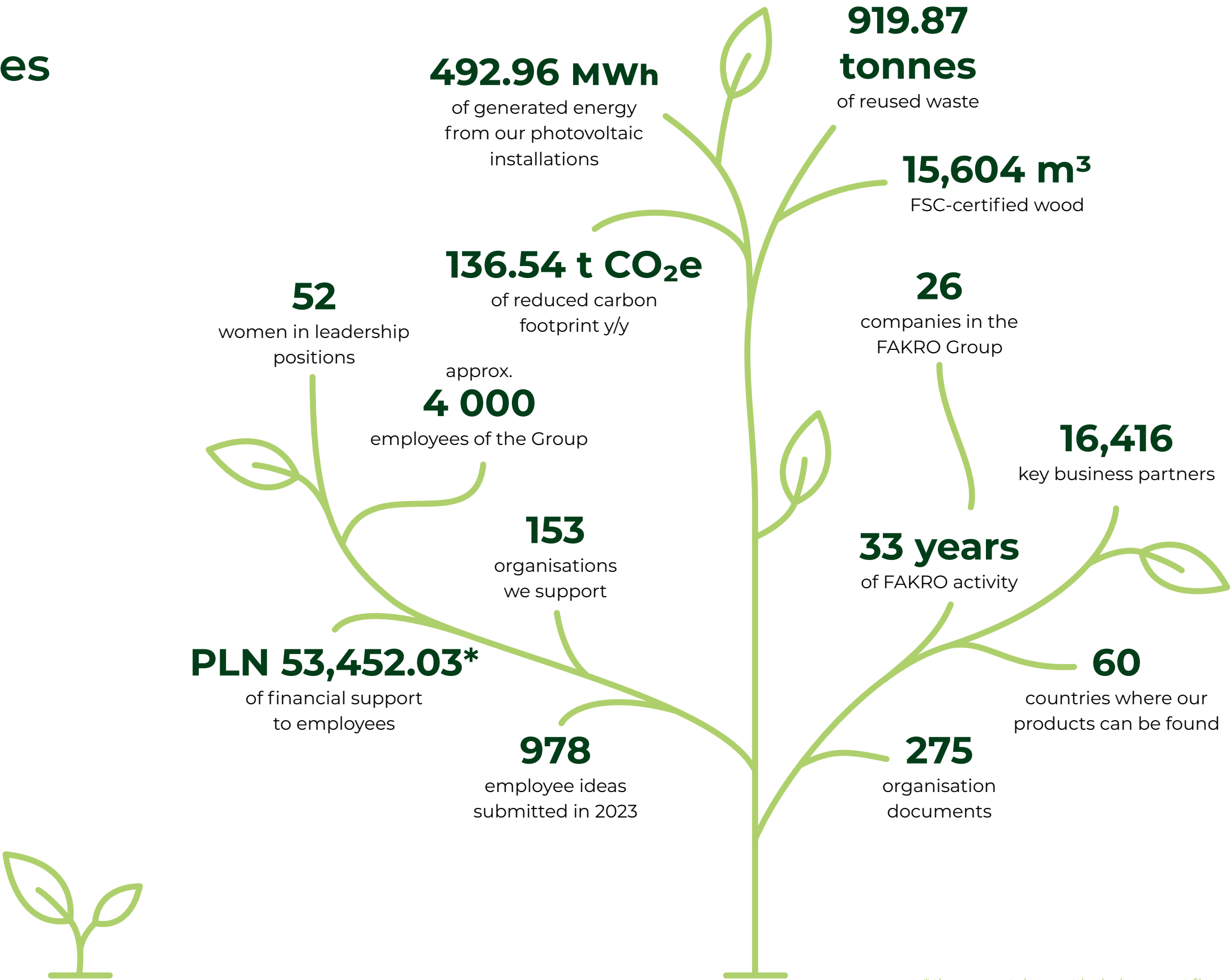
- » FAKRO GREENVIEW roof window – “**ECO-PRODUCT 2023**”
- » FAKRO the Best Polish Employer 2023 according to FORBES
- » FAKRO the leader of the construction industry in the WPROST Ranking of the Best Polish Employers
- » FAKRO Business Champion 2023
- » FAKRO **Best Employer** of the Construction Industry 2023
- » Ryszard Florek and Janusz Komurkiewicz Manager of the Year of the Małopolska Region 2022
- » Construction Brand of the Year 2023
- » FAKRO the winner of the GOZ Business competition – **Leader of Małopolska 2023**
- » FAKRO honoured with Windoor Foreign Investment Award title
- » FAKRO awarded “**PAIH Export Leaders**”
- » FAKRO Sustainability Report one of the best in Poland!
- » ARZ Komfort roller shutter awarded in GOOD DESIGN competition
- » FAKRO becomes the only “**ESG Leader**” in the Trustworthy Employer competition
- » Award for the best circular economy solution in the Polish Agency for Enterprise Development competition
- » FAKRO with double award in the “Employer of Tomorrow” competition



1.3 FAKRO in figures

Thanks to its teamwork and consistency in Sustainability, FAKRO continues to grow in these three key areas for responsible business conduct:

- E – environmental
- S – social
- G – governance



* the amount does not include support financed from the Company Social Benefits Fund

1.4 Timetable

For us, FAKRO products are not just windows, but a vision open to a green future, and we are keen to share with you our progress on the road to sustainable development.



2007 Obtaining the first FSC certification – we source raw materials from sustainably grown crops .	2012 Expansion of the product range to include intelligent solar awnings. Thanks to intelligent solar panels that act as a sun sensor, the awnings automatically cover the window to protect the room from overheating.	2015 Establishment of an energy willow plantation – our first step towards renewable energy.	2018 The development of the first EPD declaration for our timber windows – for us, this is the beginning of the road to a sustainable product.	2021 Installation of the first photovoltaic installation – we are starting FAKRO's energy transformation in cooperation with Columbus Energy. Introduction of the FAKRO smartHome solution to the range. A project that allows the intelligent management of the home, which significantly contributes to energy savings.	2022 Implementation of an Environmental Management System in accordance with EN ISO 14001. Calculating the carbon footprint of our business. Establishment of green partnerships: establishment of cooperation with Columbus Energy and Carbon Footprint Foundation , membership of UN GLOBAL COMPACT.
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Our vision for the future is based on sustainability and continuous improvement. We strive to create innovative, ecological and functional solutions that contribute to a better quality of life and environment.

We want to continue this journey with you.

TOGETHER INTO THE GREEN FUTURE.



2023

Introduction of single-material packaging for the **GREENVIEW** line – **100% of recycled, recyclable material**.

February

Introduction of the **GREENVIEW** line to the product offer – energy-efficient, environmentally friendly products.

March

FAKRO GREENVIEW roof window – “ECO PRODUCT 2023”.

Winning an award for a product that reflects our GO GREEN philosophy in practice.

June

Development of the **supply chain management system. [Supplier Code of Conduct, ESG screening and scoring of suppliers]**.

August

ESG Report 2022 – Together into the green future is our next step in achieving higher standards of social and environmental responsibility.

The report has gained recognition from our stakeholders, winning a special award given by internet users in the Best ESG Report competition organised by the Responsible Business Forum.

October

Our GREENVIEW-certified windows. **Carbon Footprint Approved** is an international, registered trademark for products and services based on the carbon footprint criterion. It gives credibility to our efforts to reduce the carbon footprint of the products we manufacture, thereby confirming our commitment to the Sustainable Development Goals and attesting to our pursuit of a circular economy.

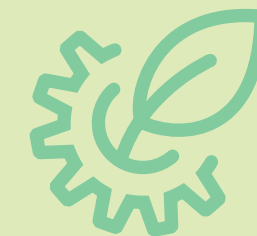
November

“ESG LEADER”. FAKRO – the “ESG Leader” in the “Trustworthy Employer” competition. We were recognised for our activities and projects in the areas of sustainability strategy implementation programmes and corporate culture change.

November

GOZ – Award for the best circular economy solution in the Polish Agency for Enterprise Development competition.

We were among the awardees in the “Implemented circular economy model” category. We won with the “Utilising 100% of waste of PVC profiles in the recycling process and reusing them” project.



02

We create sustainable products

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In the face of climate change and increasing environmental degradation, we are taking decisions carefully. We know that our current actions have a real impact on the future of the planet. That is why when we create our products, we make every effort to ensure that they serve our customers for many years and that the materials they are made from are sustainably sourced and recycled. **This is confirmed by the environmental declarations obtained for our products.**

A Type III **Environmental Product Declaration** (EPD) is a document **determining the degree of environmental impact of a product during its entire life cycle**, from the sourcing of raw materials, through production, transport, assembly, use, to disposal and recycling.

For the majority of its products, FAKRO has developed EPD environmental declarations in accordance with ISO 14025 and PN-EN 15804+A2. With these, we identified the environmental impact of each product, including the size of the carbon footprint. Declarations have been prepared for timber and plastic roof windows as well as windows for flat roofs.

Having an environmental declaration sends out a signal to our partners that, as a socially and environmentally responsible company, we act sustainably, are mindful of limiting CO2 emissions, take care to optimise the consumption of raw materials during production and make rational use of resources such as energy and water.

Choosing products with EPD environmental declarations allows investors and developers to gain additional points when applying for sustainable building certification, such as BREEAM, LEED or DGNB, and allows investors and developers to make informed consumer decisions leading to reducing the environmental impact of the entire building.



2.1 From modern design to sustainable products

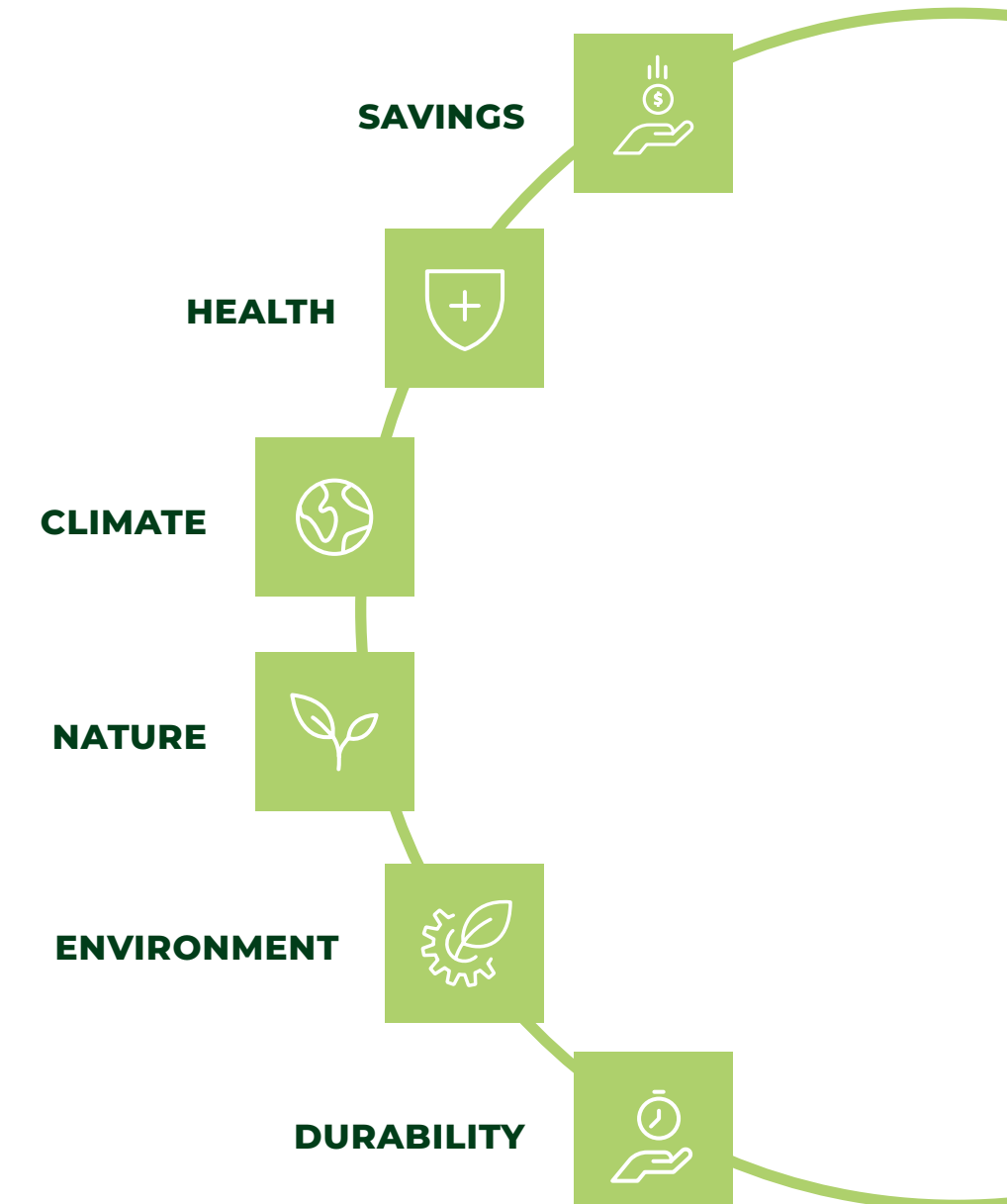
Issues of social and environmental responsibility, as well as modern design are playing an increasingly important role these days.

Customers are increasingly paying attention not only to the aesthetics of products, but also to the way they are produced and their impact on the environment.

In response to these expectations, we set ourselves the goal of creating sustainable products that combine modern design with minimal impact on the planet.

The majority of FAKRO products have a Type III Environmental Product Declaration in accordance with ISO 14025 and PN-EN 15804+A2. Declarations are testimony to the environmental impact of a product during its entire life cycle, starting with the extraction of raw materials, through production, assembly and use until it is disposed of and recycled. Through the development of the environmental declaration, we obtained for each product its carbon footprint. Declarations have been developed for timber and plastic roof windows and windows for flat roofs.

FAKRO WINDOWS ARE MADE WITH THE ... IN MIND



GREENVIEW windows created with the... in mind



savings

Our windows are constructed with care for the environment.

Innovative design, super energy-efficient glazing packages and thermoPro technology help to protect heat loss and reduce energy consumption.

The energy-efficient design of GREENVIEW windows means lower attic heating costs.



health

We produce environmentally friendly roof windows that provide vital light for our overall well-being.

The new automatic ventilator constantly supplies the room with the optimum amount of fresh air, which has a positive effect on our health and mood. In the course of production, we use water-based varnishes.

We care about your health and the health of your family.



climate

Our windows are created with the climate in mind, as evidenced by the environmental declarations and certificates we hold, which are recognised internationally.

Our windows represent the highest standard of safety with a lifetime guarantee against hailstorms.



nature

Our wooden windows are manufactured from FSC-certified pine wood. This means sustainable harvesting of forest resources, without exceeding a level that will permanently prevent their regeneration.

We take care of nature by countering deforestation.



environment

In the course of production, we use recycled raw materials, which retain the same properties and strength parameters as primary raw materials.

GREENVIEW product packaging is recycled and 100% recyclable.

We operate according to the principle of a circular economy.



durability

We guarantee a 30-year lifespan for our products.

We extend the life cycle of our products by providing maintenance services and repair capabilities.

We prevent consumerism and reduce the amount of waste created.

Our products are made sustainably, with special care for the environment.

We choose raw materials from sustainably grown crops. Our wooden windows are manufactured from **FSC-certified** pine wood. This means sustainable harvesting of forest resources, without exceeding a level that will permanently prevent their regeneration. **Logistics processes and the raw material supply chain are verified by us to meet ESG criteria. We use recycled materials in our production.** A concrete indication of this is the use of a PVC profile in the aluminium-plastic roof windows we offer, which we obtain from our waste materials.

In the production process, we use sustainable raw materials and energy from renewable sources. **Our photovoltaic installation is one of the largest rooftop installations in Poland.**

Our product packaging is mainly recycled cardboard, which is 100% recyclable. We ensure that our products are durable, repairable and, once disassembled, recyclable. All this contributes to reducing the environmental impact and carbon footprint of the product.



240 patent applications



25 product certifications



10,352 products covered by environmental declarations



100% of GREENVIEW window packaging is recyclable



2.2 Product safety and quality

S4-4

At FAKRO, we strive to create products that combine modern design with a sustainable approach placing particular emphasis on development, product safety and quality, eco-friendly solutions and increasing customer trust and satisfaction.

QUALITY OF FAKRO PRODUCTS

Our overriding aim is to achieve and maintain a high level of quality of the products offered. The quality management system we have implemented focuses on integrating all production processes to ensure the highest quality products in line with our customers' expectations, the requirements of the relevant harmonised standards and with the requirements of ISO 9001. The use of state-of-the-art technology, efficient production management methods, uniform procedures, continuous improvement and employee training provide a solid basis for maintaining the high quality of the products offered.

A confirmation of the quality of our products is the possession of 25 product certificates, with external control audits taking place regularly.

CERTIFICATION



SAFETY

We verify the chemical substances used in the production process, such as paints or varnishes, for compliance with the **REACH** regulation. The substances used are tested by accredited testing laboratories. Ultimately, the most hazardous substances are replaced by safer alternatives. All finished products produced, together with their packaging, comply with the standards of the relevant sales market.



IN ORDER TO CONTINUOUSLY IMPROVE OUR PRODUCTS, WE ARE TAKING THE FOLLOWING MEASURES:

- 

Innovation and research: We invest in research and development to create innovative, sustainable products. This measure includes the development of new technologies that reduce the environmental impact of our products.
- 

Product Life Cycle Assessment (LCA): We carry out a life cycle analysis of our products to study their environmental impact from the acquisition of raw materials, through production and use to recycling or disposal.
- 

Optimisation of production processes: We are continuously improving our production processes to be more energy efficient, generate less waste and minimise emissions of harmful substances.
- 

Sustainable sources of raw materials: We aim to use raw materials from sustainable sources and seek to minimise the use of non-renewable materials.

- 

Cooperation with the supplier: We survey and audit our suppliers to ensure that they also adhere to sustainability principles.
- 

Education and training: We provide regular training for our employees on sustainability to raise awareness and commitment to this work.
- 


Monitoring and reporting: We monitor and report on our sustainability progress so that we can continuously improve.

2.3 Respect for customer rights

The documents governing the rights of customers at FAKRO are:

- » Human Rights Policy
- » UN Guiding Principles on Business and Human Rights
- » Principles of ethical business conduct
- » OECD Guidelines for Multinational Enterprises
- » Respect for privacy and data protection
- » EU Green Claims Directive

RESPECT FOR HUMAN RIGHTS IN CUSTOMER RELATIONS


 We apply the highest standards of respect for human rights in our dealings with customers, with a particular emphasis on ensuring privacy. We build relationships with our customers on the basis of equal treatment, and the products and services we offer are non-discriminatory. We consider the regulations on respect for human rights and human dignity to be a fundamental value of modern society.

SBM-2

At FAKRO, we actively gather the opinions, interests and expectations of our customers and other stakeholders to better tailor our products and services to their needs. We carry out regular

customer satisfaction surveys and the information received is analysed by a dedicated customer service team. The results are used to make specific improvements, such as enhancements to product design and improvements to after-sales services. We have described the principles of contact and service in the company's official documents, setting out the principles of full and professional service from FAKRO.

EXTERNAL STAKEHOLDER SERVICE RULES

 In the **External Stakeholder Service Rules**, we have defined the groups of external stakeholders and described the rules for handling them so that every employee knows how to behave in telephone or e-mail contact with a person or organisation from outside our company's environment. The document describes the policy for employees when dealing with external stakeholders by telephone and e-mail.

We are aware that the final quality of stakeholder service is influenced by all employees of the company. Therefore, every employee is obliged to perform their assigned tasks to the best of their ability, prepare and communicate accurate information on their activities and build positive relations with other employees of the company.



CUSTOMER SERVICE RULES

The main role in building a positive image of our company and the FAKRO brand and creating lasting, positive relationships with customers is played by employees who have direct contact with them. The **Customer Service Rules** document describes the ways in which all available forms of customer contact can be undertaken and carried out by frontline staff, as well as staff who maintain ongoing contact with customers.

The quality of customer service is the responsibility of all FAKRO Group employees – both those in direct contact with the customer and the rest of the employees who provide the service teams with all kinds of support, e.g.: technical, production, logistics, information, marketing, etc.

Particular customer service responsibilities are incumbent on employees involved in direct contact with customers who represent our company, not just their department. Their attitude and actions influence the image of our company outside and build the prestige of the FAKRO brand.

From the direct service staff, our customers receive immediate advice and assistance, as well as information on how to deal with their issues if they are beyond the knowledge and competence of the person taking the call. These employees try to deal with as many issues as possible at first contact.

CUSTOMER SERVICE STANDARDS

Our company's core customer service standards include:

- » **Speed of service** – we provide service in real time, i.e. “here and now”, when the customer really needs it
- » **We adapt to the individual needs of the customer** both in terms of the products and the way we communicate
- » **We ensure that the customer feels connected to the company** – it means both taking an individual approach to the customer and their problem and ensuring that the customer's preferred channel of contact is available.

Customer service at our company is performed in accordance with the established and affirmed standards described in the **Company's Customer Service Standards** document.

The customer service standards apply to all employees in the FAKRO Group, and in particular to employees in the organisational units dealing with direct customer service.

Ethical, reliable and honest customer service begins at the stage of advertising and marketing communication and general forms of customer communication with the company.

In practice, this means for us:

- » **Ethical and truthful advertising** of our products and company.
- » **Efficient and cultured customer service** via telephone and the Internet, attentive to the customer's needs and providing top-quality service.

Customer service begins even before customers cross the doorstep of the FAKRO company or make contact with us, for example, by phone or e-mail, and continues long after they have purchased our products.



S4-1

S4-2


WE CARE ABOUT OUR CUSTOMERS

We care about our customers by responding to any reported irregularities.

All problems reported by customers are analysed by us, and the conclusions of the complaint analysis and customer suggestions are taken into account when improving our products and services.

We have put in place clear and transparent policies for consumers and end-users, which include, among other things, a privacy policy, an advertising policy and a responsible marketing policy. These policies are regularly updated to comply with the latest legislation and industry standards.

S4-3



We have also implemented comprehensive procedures for managing negative impacts and channels for reporting problems. Customers can report problems via a helpline, online forms, dedicated e-mail addresses and through our customer service offices. We have also set up an internal request monitoring system that allows us to track and analyse customer requests in real time.

S4-4

S4-5

We take a number of measures to manage the significant impacts on consumers and minimise the risks associated with them. Our aim at FAKRO is not only to minimise negative impacts, but also to maximise the positive effects of our activities. We have set specific goals to improve customer satisfaction and build long-term customer relationships. We regularly mo-

nitor progress towards these objectives and adapt our activities to best respond to changing market conditions and the needs of our stakeholders.

In 2023, no human rights violations were reported in the context of consumers and end-users.

RESPECT FOR PRIVACY AND DATA PROTECTION

We also care for our customers' right to privacy by complying with applicable laws and the guidelines and recommendations of supervisory authorities in this area. Our activities are fully compliant with EU Regulation 2016/679, known as the GDPR, and with national data protection law.

In the interests of information transparency, we publish a privacy policy and a cookie policy, which contain a set of information about the processing of personal data.

We have created and implemented comprehensive solutions and documentation to ensure maximum data security for our employees and customers.

We regularly update and monitor our procedures to meet the highest safety standards. We have put in place a number of documents and policies that govern how we handle personal data. These include:

- » Data Security Policy, which sets out the general principles of data protection in our company
- » Data breach reporting procedures to ensure a quick response to any security incident

An aerial photograph of a large, modern building with a flat roof. The word 'FAKRO' is prominently displayed on the roof in large, white, three-dimensional letters. The surrounding area includes some greenery and a paved area.

- » Image security policies that protect the privacy of our employees and customers
- » Monitoring regulations and rules for the release of monitoring recordings, which ensure that all monitoring activities are consistent with the law and respect the privacy of those being monitored.

We are committed to ensuring that our data protection practices are transparent and effective, nurturing the trust of our employees, customers and stakeholders.

No customer privacy breaches were identified during the reporting period (2023).

FAKRO | 28

2.4 Responsible marketing communication

For us, respecting customers' rights also means responsible marketing communication.

We make sure that our products and services are accessible to all customers. We protect customer data, provide accurate information about our products and adhere to best practice in our marketing communications.

In our communication activities, we ensure transparency, clear and comprehensible messages, simple language and the provision of comprehensive information about the product or service.

Our marketing communications comply with the **EU directive on environmental claims** known as **Green Claims**. The directive is intended to counteract greenwashing, protect consumers and prohibit practices that mislead them.

Our responsible marketing communication practices are:

Transparency of information

- » Our marketing materials, such as brochures, websites and advertisements, contain accurate information about the products, their properties and their benefits for users and the environment.
- » We regularly update our marketing content to ensure it complies with the latest standards and regulations.

Sustainable products

- » We emphasise the ecological aspects of our products, such as energy efficiency, the use of renewable materials and innovative environmentally friendly technologies.
- » We organise information campaigns on the benefits of choosing our sustainable solutions.

Education and customer relations

- » We run educational programmes and workshops for customers to raise awareness of sustainable development and responsible consumption.
- » We work together with our customers to jointly realise sustainability goals.

Responsible advertising campaigns

- » We create advertising campaigns that promote not only our products, but also the values of social and environmental responsibility.
- » We avoid using aggressive marketing techniques that may mislead or put undue pressure on customers.



At FAKRO, we believe that responsible marketing communication is the key to building long-term relationships with our customers and business partners. We focus on honesty, transparency and integrity in all our marketing messages. Our aim is not only to promote the highest quality products, but also to educate and support our customers in making informed, sustainable decisions. With this approach, we can jointly contribute to protecting the environment and promote responsible consumption practices.

Sławomir Gawlik

FAKRO Group Marketing Director



RESPONSIBLE CLIMATE COMMUNICATION IS A REAL ACTION FOR US

At FAKRO, we ensure that our communications comply with the requirements of the **Green Claims** Directive. Environmental messages are clear, reliably justified and based on the company’s actual actions.

At FAKRO, we are committed to avoiding greenwashing by:

Reliability of information

- » We carefully verify all information on the environmental aspects of our products before making them public.
- » Our sustainability claims are based on solid data and certifications that support our actions (EPD Declarations).

Transparency of actions

- » We provide detailed reports and analyses on the environmental impact of our products.
- » We inform customers about our production processes and natural resource management practices. We produce an annual report on these activities (ESG Report).

Certification and standards

- » We use recognised environmental certifications such as Carbon Footprint Approved to confirm our commitment to sustainability. GREENVIEW windows have been awarded the Carbon Footprint Approved certificate from the Carbon Footprint Foundation, which demonstrates the low carbon footprint produces in the manufacture of the window. To obtain the certificate, our product was tested on five aspects: energy, transport, waste processing, sustainable development and social activities. The exact conditions for obtaining this certificate can be found [here](#).
- » We work with independent organisations that audit our operations and ensure that we meet the highest environmental standards (ITB, Łukasiewicz).

Consumer education

- » We educate our customers about greenwashing and teach them how to recognise honest and reliable product information.
- » We run information campaigns to help customers make informed choices.



Through honest, transparent and responsible marketing practices, we build lasting relationships with our customers and business partners, while contributing to promoting sustainability and social responsibility.

Janusz Komurkiewicz
Board Member for Marketing





03







We reduce environmental impact

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WE CONSISTENTLY REDUCE OUR ENVIRONMENTAL IMPACT

We know that every action we take has an impact on our planet. We are also aware that the climate and the changes that we can see with the naked eye will have an increasing impact on our operations. As part of our commitment to environmental and climate protection, we are taking concrete action:

- we tackle climate change by reducing CO₂ emissions
- we reduce pollution into the environment
- we reduce water consumption
- we develop a circular economy



The actions we take in the area of climate change are central to FAKRO’s sustainable and responsible operations. We are continuing to work towards our stated goals of reducing greenhouse gas emissions and adapting to changing climate conditions, with a view to protecting the environment for future generations.

Paulina Tarczyńska

Head of the Sustainability and Administration Team

Regulatory compliance is a priority for us, but we go well beyond the minimum. Our initiatives include not only waste management or efficient use of resources, but also the implementation of innovations and technologies that reduce carbon emissions and energy consumption. Acting in line with the objectives of the European Green Deal, we are committed to renewable energy sources, investing in projects that promote energy efficiency and sustainable transport. We regularly review FAKRO procedures, policies and other documents making updates so that we are up to date with legislative changes.



3.1 We tackle climate change

E1-1

E1-2





Climate changes are currently one of the biggest challenges we face. They require immediate action and a concerted effort to counteract the negative effects they may have on our environment and the future of the planet. Introducing sustainable practices and promoting development in the environmental field are becoming essential for maintaining climate stability and preventing environmental disasters. That is why we are actively involved in mitigating climate change and reducing the negative impact of our operations on the environment. As part of these measures, we have adopted the **Environmental Policy** and, in 2023, we developed the **Climate Policy** in line with the Paris Agreement.

At FAKRO, we operate according to the **Environmental Management System in accordance with the EN ISO 14001 standard**. The main objective of implementing the Environmental Management System was to monitor the impact of our operations on the climate and the environment, while fulfilling our regulatory compliance obligations.

CLIMATE POLICY

The purpose of the internally developed Climate Policy is to improve the process of managing climate risks and opportunities and adapting to climate change, aimed primarily at introducing solutions to reduce the risk of adverse climate impacts.

As part of our adopted climate policy, we commit to:

- Analysing the emissions at FAKRO
- Updating the decarbonisation plan
- Implementing the measures leading to a reduction in negative climate impacts through:
 - » increase in energy efficiency
 - » use of sustainable raw materials and materials
 - » developing climate-neutral mobility
 - » climate education
 - » working with partners to protect the climate and the environment
 - » monitoring and reporting of environmental indicators
- Continuous improvement.



ENVIRONMENTAL POLICY

Being aware of the impact of our activities on the environment, we take measures to prevent negative effects on the surroundings.

E1-4

Our commitments set out in the Environmental Policy include:

- » reduction of waste generation and water and energy consumption
- » reduction of pollutant emissions to air and water from technological processes and transport
- » compliance with environmental and other company regulations and requirements
- » carrying out ongoing activities resulting from identified environmental aspects
- » promoting environmental awareness among employees
- » continuous improvement



The FAKRO Environmental Policy is made available to all stakeholders at www.fakro.pl.

Taking into account the relevant environmental and climate aspects, we have also developed the Environmental Programme. It will include tasks and indicators that aim to seek to reduce environmental impacts and mitigate climate change by:

- » reduction of waste
- » reduction of water consumption
- » reduction of exhaust emissions
- » reduction of emissions of harmful substances and dust into the air
- » reduction of VOC emissions
- » reduction of the negative impact on the ozone layer
- » reduction of energy consumption from non-renewable sources
- » reduction of environmental impacts in the supply chain
- » reduction of CO₂ emissions

We strive to continuously improve our environmental performance and tackle climate change. We regularly implement solutions to reduce greenhouse gas emissions, such as the modernisation of production facilities, the installation of photovoltaic installations or the acquisition of energy from renewable sources. We constantly monitor our energy and water consumption and calculate our Scope 1 and 2 carbon footprint.

We are aware that climate change is inevitable, so this plan is an important part of the company's strategy and financial planning.


E1 SBM-3

We have not yet assessed the business in terms of climate risks, so we do not have a thorough analysis of climate resilience and climate scenarios. Managing climate change risks will be our priority in the years to come. We also intend to identify and assess the risks affecting our operations and develop a climate change adaptation plan. We will precede the process of preparing and adapting the company to the coming changes by conducting a climate scenario analysis and examining the resilience of the business model in the context of these scenarios. The results of the analyses will form the basis for refining our business strategy. We also know that, as a company, we have a significant impact on climate change by generating greenhouse gas emissions from our direct operations. We also take a number of measures to reduce our climate and environmental impacts, which are described in this chapter. As part of our commitment to the environment, we are committed to continually reduce our environmental impact, regularly conduct environmental analyses and identify and minimise the significant impacts, risks and opportunities associated with our operations.

E1-5

ENERGY CONSUMPTION

Energy is the foundation of business operations and without it, it is impossible to do anything. Energy consumption plays a key role in terms of both CO₂ emissions and operating costs.



In 2023, we used 39,719.137 MWh of energy including electricity, heat and fuel consumption of which 13,428.5 MWh came from renewable sources, i.e. 33.81%.

Compared to the previous year, energy consumption decreased by

3.31%

ENERGY CONSUMPTION AND MIX	UNIT	AMOUNT
Consumption of fuel from coal and coal products	MWh	543.96
Consumption of fuel from crude oil and petroleum products	MWh	17,118.55
Natural gas fuel consumption	MWh	167.24
Other fossil sources fuel consumption	MWh	0
Consumption of purchased or procured electricity, heat, steam and cooling from fossil sources	MWh	8,460.93
Total fossil energy consumption	MWh	26,290.68
Share of fossil sources in total energy consumption	%	66.19
Nuclear source energy consumption	MWh	0
Share of energy from nuclear sources in total energy consumption	%	0
Consumption of fuel from renewable sources, including biomass (also including industrial and municipal bio-waste, biogas, renewable hydrogen, etc.)	MWh	8,406.65
Consumption of purchased or procured electricity, heat, steam and cooling from renewable sources	MWh	4,528.848
Consumption of renewable energy produced without fuel	MWh	492.96
Total renewable energy consumption	MWh	13,428.454
Share of renewable sources in total energy consumption	%	33.81
Total energy consumption	MWh	39,719.137



Energy intensity per net revenue MWh/PLN 1 million

30.97

*data of FAKRO PP Sp. z o.o. and FAKRO Sp. z o.o.



We regularly monitor the energy consumption of our production processes and the daily operation of the company, taking numerous measures to optimise consumption:

- » replacement of light sources with less energy-intensive LED-type lighting
- » thermo-modernisation of buildings

We are planning the following measures to reduce energy consumption in the coming years:

- » purchase of energy storage
- » conclusion of an energy supply contract taking into account the lowest emission factor
- » conclusion of a contract for standby power reduction – DSR
- » use of dust extraction filters within the production facility
- » increasing the share of biomass in heat production
- » reducing the share of hard coal in thermal energy production
- » implementation of a monitoring system for open doors to halls during the heating season

- » switching to low-temperature hall heating
- » monitoring heating temperatures in office buildings and production halls
- » use of heat recovery from compressors
- » recuperation in wood dryers
- » training on the rational use of electricity and the use of air conditioning.

Areas insulated in 2023

8,200 m²



E1-6

FAKRO’S CARBON FOOTPRINT

At FAKRO, we have been monitoring greenhouse gas emissions since 2022. For the second time, we calculated the carbon footprint in Scope 1 and 2. With this information, we are able to monitor our progress in reducing emissions and take effective action to reduce the carbon footprint of our operations. We calculated the carbon footprint on the basis of methodologies and calculation tools approved by the Greenhouse Gas Protocol. In 2023, there is a change in the calculation of emissions from energy [Scope 2 carbon footprint]. In the report published for 2022, emissions for market-based were not calculated because the structure of energy suppliers was unknown.

SCOPE 1 – We calculated Scope 1 emissions from the company’s own sources, or those directly controlled by the company, by using emission intensity indicators for individual fuels from the DEFRA (2023) database. In our case, these include fuels used to generate thermal energy for the plant, fuels burned by the fleet and unintentional releases of refrigerants.

SCOPE 2 – We calculated the Scope 2 indirect emissions associated with the consumption of purchased electricity and heat using two market-based and location-based methods. The market-based method is more detailed. This method is based on market data obtained from energy distributors. We calculated Scope 2 emissions using emission intensity indicators obtained from our energy suppliers (fuel structure). The generalised (location-based) method is based on average data using country-specific emission intensity indicators for electricity generation.

To calculate the Scope 2 carbon footprint for companies located in Poland, we used an indicator provided by the National Balancing and Emissions Management Centre (KOBIZE).

SCOPE 3 – Scope 3 emissions are all indirect emissions throughout the supply chain. Among them, fifteen categories were distinguished, which were divided into supplier-related (upstream) and recipient/customer-related (downstream) emissions. In 2023, we started work on calculating the Scope 3 carbon footprint.



GREENHOUSE GAS EMISSIONS

	UNIT	AMOUNT 2022	AMOUNT 2023
Scope 1 gross greenhouse gas emissions	Mg CO ₂ e	4,641.005	4,900.61
Scope 2 gross greenhouse gas emissions by location-based method	Mg CO ₂ e	14,802.95	11,609.26
Scope 2 gross greenhouse gas emissions by market-based method	Mg CO ₂ e	0	9,958.89

*Carbon footprint calculated for FAKRO PP Sp. z o.o., FAKRO Sp. z o.o., FAKRO GP, FAKRO WDF, Stolart, Florad, Kronmat sp. z o.o. Przedsiębiorstwo Energetyczne

GREENHOUSE GAS EMISSION INTENSITY INDICATORS

	UNIT	2022	2023
Total GHG emissions 1+2 (location-based) +3 per net revenue	Mg CO ₂ e / 1 mln PLN	12.3	10.4
Total GHG emissions 1+2 (market-based) +3 per net revenue	Mg CO ₂ e / 1 mln PLN	-	9.4
Total GHG emissions 1+2 (location-based) per own employee	Mg CO ₂ e / person	6.3	5.4
Total GHG emissions 1+2 (market-based) per own employee	Mg CO ₂ e / person	-	4.8

*Emission intensity calculated for FAKRO PP Sp. z o.o., FAKRO Sp. z o.o., FAKRO GP, FAKRO WDF, Stolart, Florad, Kronmat sp. z o.o. Przedsiębiorstwo Energetyczne.

E1-3

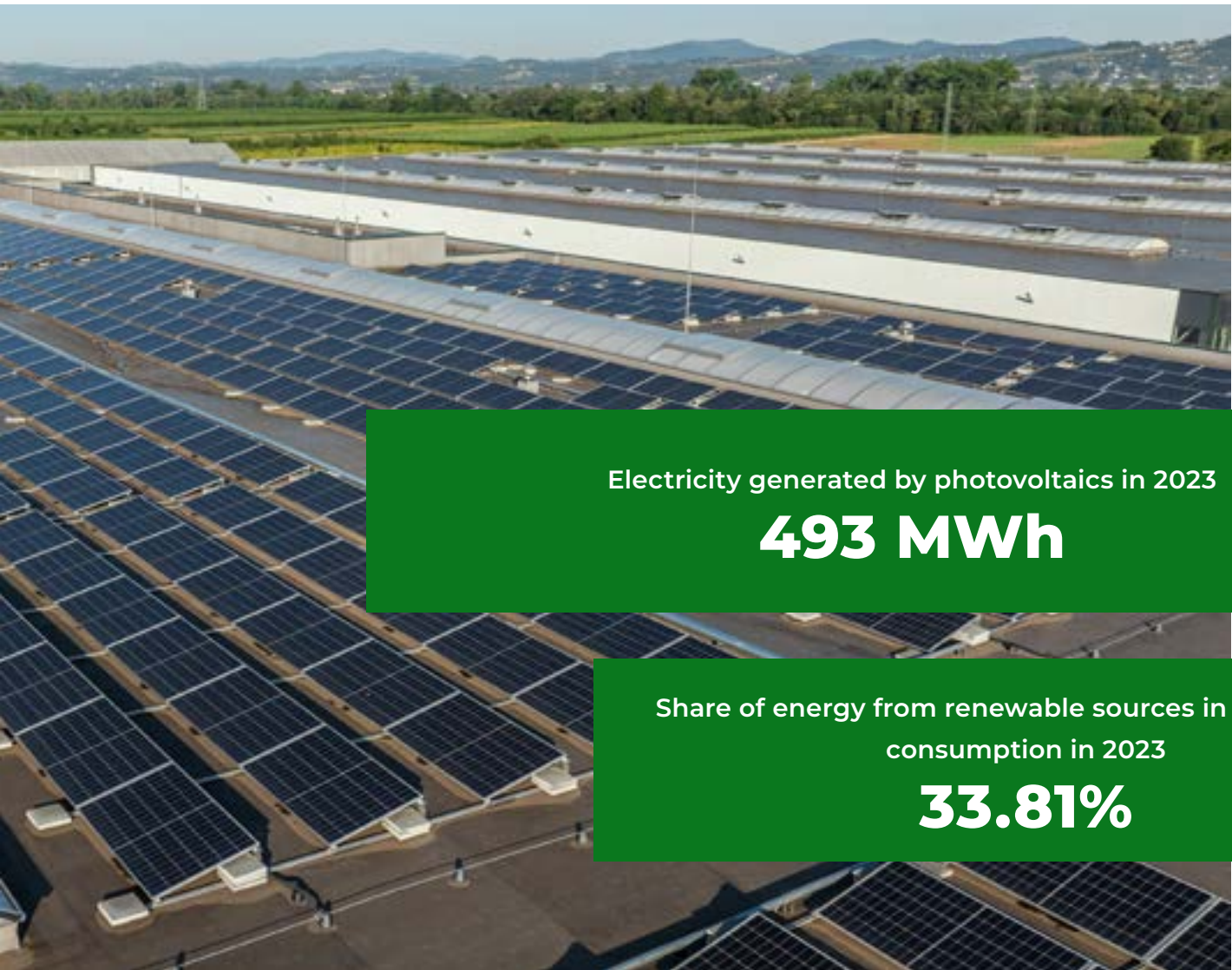
DECARBONISATION

Decarbonisation is the process by which carbon dioxide emissions into the atmosphere are systematically reduced, with the ultimate aim of ceasing to emit carbon dioxide altogether. As part of the decarbonisation of FAKRO’s operations, we have set short- and long-term targets to reduce emissions of chemicals that contribute to the greenhouse effect. These measures make it possible to implement solutions that increase energy efficiency and invest in renewable technologies. At FAKRO, we are working on a detailed plan to reduce greenhouse gas emissions. This plan includes specific steps, deadlines and persons responsible for their implementation.

E1-3

ELECTRICITY – PHOTOVOLTAICS

In 2023, in cooperation with our partner company **Columbus Energy**, we completed a further phase of investment, in which we extended 3 and installed 5 new photovoltaic installations with a capacity of **1,605 kWp**. They are installed on the roofs of production halls, so we can develop our green areas in a different way, for example, by sowing flower meadows. Thanks to the energy produced by the installations installed to date with the capacity of **2,105 kWp, we will save around 2,685 tonnes of CO2 emissions by 2030.**



THERMAL ENERGY – ENERGY WILLOW

We have been using biomass in the form of energy willow to heat our buildings for years now. In 2015, we established a willow plantation close to the company's headquarters in Nowy Sącz, which today occupies **more than 35 ha**. The fast growth of this biofuel and its ability to regrow make it easy to grow, making it an excellent source of energy for us. We manage our energy willow plantation in a sustainable manner with respect for the protection of biodiversity.



TRANSPORT



Managing our vehicle fleet is a key part of our decarbonisation efforts. Analysing our Scope 1 carbon footprint, we know that road transport is a major emitter of carbon dioxide, and transport is the most carbon-intensive area. Actions to reduce the carbon footprint, which we are continuously implementing:

- » replacement of the vehicle fleet with a higher emission class of at least EURO 6
- » replacement of the materials handling fleet with electric vehicles
- » planning delegations in a way that reduces emissions
- » optimisation of loading
- » budgeting for the purchase of low-emission vehicles

We plan to continue our decarbonisation efforts by carrying out an analysis of the risks and opportunities associated with climate change to better manage our environmental impact.

Through consistent action and a strategic approach to environmental management, we strive to make our operations as low-impact to nature as possible and our company has become an example to others in the industry, demonstrating that sustainability is possible. We are convinced that joint efforts bring tangible benefits, not only for our company, but also for the local community and future generations.



3.2 We reduce pollution

E2-1

E2-2


E2-3

Air, water and soil pollution is one of the most serious challenges. Harmful substances emitted into the environment can lead to a variety of problems such as increased morbidity, ecosystem degradation or even climate change. At FAKRO, we place great importance on environmental issues, so we aim to minimise emissions. Pollutants in the form of nitrogen oxides, sulphur oxides, dust, VOCs and other pollutants are emitted in processes related to the company's operations. We regularly monitor the levels of these emissions by cooperating with accredited laboratories, and the results reported so far, each time confirm compliance with environmental standards and limits set by administrative decisions.

We comply with the Environmental Management System and the Climate and Environmental Policies, which include guidelines related to pollution reduction. On the basis of these documents, we are committed to reducing pollutant emissions to air and water from technological processes and transport.

In 2023, we developed a **Chemical Substance Management** procedure, which focuses on the safe use and storage of chemicals and reducing the potential for them to enter water, soil

and air. We require both ourselves and our business partners to reduce pollution. We have published our expectations of suppliers in the area of minimising their environmental impact in the Supplier Code of Conduct.

 Following the documents implemented internally and the applicable legal requirements, we monitor all processes and activities that produce harmful emissions for pollution.

These are:





- » gaseous and particulate emissions from combustion of raw materials for energy purposes
- » emissions from the combustion of fuels by cars, machinery and equipment
- » emissions of gaseous and particulate pollutants from our production processes
- » refrigerant emissions



Our installations do not require an integrated permit, as we do not exceed the limit amounts of pollutants emitted into the air.

The facilities we own also do not require the application of Best Available Techniques (BAT) requirements, but we nevertheless try to reduce the pollution we generate from the facilities as much as possible.

Although there are no specific pollution targets, we minimise the amount of pollution we generate by:

- use of highly efficient filters
- maintenance of equipment and fleet
- upgrading the machines and equipment
- constantly looking for technology that is less carbon intensive

FAKRO's environmental protection employees participate in training courses on environmental protection and sustainable development and benefit from collections of up-to-date information on environmental law. By improving our competence and systematically keeping up to date with changes in legislation, we keep abreast of legal requirements relating to environmental protection.



As part of the government's Clean Air Programme, our company supports and recommends a project to replace old roof windows, vertical windows, garage doors and entrance doors that do not meet modern standards with modern and energy-efficient products. Replacement can take place as part of a comprehensive thermal modernisation of the building or can only be part of the replacement of the joinery. Through these measures, we indirectly reduce the amount of pollutants emitted into the environment.

E2-4

At FAKRO, emissions of pollutants are generated from sources such as:

- » stationary combustion
- » mobile combustion
- » technological processes.

The location of our plants means that we do not emit pollutants into the water or soil. Therefore, we did not analyse water emissions in the context of areas at risk of water pollution, high water tension and high water stress.



EMISSIONS OF POLLUTANTS FROM STATIONARY COMBUSTION

TYPE OF POLLUTION	UNIT	Amount of emissions to AIR	Amount of emissions to WATER	Amount of emissions to SOIL
CO	kg	37,384.40	–	–
NO ₂	kg	3,226.32	–	–
SO ₂	kg	748.51	–	–
Total dust	kg	800.64	–	–
Bap	kg	0.24	–	–

EMISSIONS OF POLLUTANTS FROM MOBILE COMBUSTION

TYPE OF POLLUTION	UNIT	Amount of emissions to AIR	Amount of emissions to WATER	Amount of emissions to SOIL
CO	kg	4,973.88	–	–
NO _x	kg	902.86	–	–
HC	kg	99.51	–	–
Dust	kg	49.65	–	–

EMISSIONS OF POLLUTANTS FROM TECHNOLOGICAL PROCESSES

TYPE OF POLLUTION	UNIT	Amount of emissions to AIR	Amount of emissions to WATER	Amount of emissions to SOIL
VOC	kg	25,135.58	–	–
Dust	kg	1,149.03	–	–

At FAKRO, we calculate air emissions based on the amount of fuel consumed and substances used during production. Commonly available indicators such as studies made available by KOBIZE and specifications from available safety data sheets for the substances used are used to calculate emissions.

In the course of production, we use chemicals which we check for compliance with the REACH regulation, acting in accordance with the generally applicable rules for chemical substances. We maintain a chemical database with up-to-date Material Safety Data Sheets for chemicals at all Polish FAKRO branches. Hazardous substances are sought to be replaced by safer alternatives. The purchase of each new substance is consulted with regard to the safety of its use and its impact on environmental footprint, in accordance with an internal document – **Chemical Substance Management**.



We have not recorded any chemical spills into the environment in 2023 or any previous year.

Spill prevention is an important part of responsible business management.

E2-5

All goods supplied to FAKRO, including raw materials for production and packaging, comply with European and national laws, regulations, directives and guidelines in force at the time of delivery. Consequently, we do not emit or introduce additional significant pollutants into the environment.

At FAKRO, due to the nature of our business, microplastics are not produced and therefore we do not monitor their emissions.



3.3 We reduce water consumption

As a company that operates with respect for the environment, we attach great importance to the rational management of water resources. Knowing how precious and limited access to water is, we make responsible decisions to protect this resource. We understand that climate change can cause difficulties in accessing water, so we are taking every measure to manage this resource efficiently.



E3-1

We do not have a developed policy on water management; however, reducing water consumption is one of the tasks of the Environmental Programme, which is an annex to the Environmental Policy we apply.

As part of this, we commit to continuously monitoring water consumption, identifying areas with the highest water demand and introducing efficient solutions to reduce water consumption.


E3-2

In 2023, we have implemented measures to reduce water use such as:

-  water consumption monitoring system, providing the possibility for ongoing analysis and rapid intervention in the event of faults being detected
-  immediate elimination of faulty equipment.

E3-4

WATER CONSUMPTION

 **In 2023, we used 17,230 m³ of water.** Water consumption data was read from electronic water meters and calculated from water consumption invoice data. We draw our water mainly from municipal companies, which does not cause significant interference with water resources. We use water in production processes and for social and domestic purposes. The volume of wastewater generated is less than the volume of water we take in. Wastewater is discharged into sewerage systems. Compared to the previous year, water consumption increased by 2.3%.



WATER CONSUMPTION AT FAKRO


		UNIT	AMOUNT 2023
Water consumption	Total water consumption	m ³	17,230
	Total water consumption in areas exposed to water-related risks, including areas with significant water scarcity	m ³	0
	Total amount of water recycled and reused	m ³	0
	Total amount of stored water	m ³	0
	Total water consumption per 1 million revenue	m ³ /1 mln PLN	13.44
Water consumption intensity	Total water intake	m ³	17,230
Water intake and discharge	Total water discharge	m ³	17,005

*data from FAKRO PP Sp. z o.o. and FAKRO Sp. z o.o.


E3-3

We have set an overall goal of aiming to reduce water consumption and reuse. As water resources are an important topic, we monitor water consumption and analyse the results. We are implementing solutions to reduce its consumption.

WE OPTIMISE WATER CONSUMPTION AT OUR PRODUCTION SITES



We analyse production processes which allows us to identify areas where a large amount of water is used. By improving manufacturing technology, we are reducing its consumption. We use a recirculation system to reuse water in production processes.



At one company, we redesigned the process water circulation network. According to the measurements taken, water savings reached 40 m3/month. The associated demand for treatment chemicals has also decreased by approximately 95 l/month. We invest in modern technologies such as economical sanitary and water installations. We plan to implement rainwater recovery systems.



3.4 We study our impact on biodiversity and ecosystems



E4-1



Biodiversity plays a key role in maintaining the balance of ecosystems. With production based on wood processing, we know that it is the harvesting of this raw material that has a huge impact on biodiversity. Our products are made of pine, which has been known for generations for its value as an ecological and health-safe building material. We source this raw material from regions where the forest is managed responsibly, and the wood from these sources is FSC-certified for origin control along the timber supply chain.

BY SOURCING RAW MATERIAL FROM SUSTAINABLE CROPS, WE COUNTER DEFORESTATION

Deforestation contributes negatively to climate change. It prevents air purification, CO2 reduction, but also adversely affects the entire ecosystem and biodiversity by degrading the quality of habitats for various animal species.

E4-5

As our branches are located in highly urbanised areas where direct impacts on natural ecosystems are minimal, the biodiversity aspect is not a relevant topic with regard to ESG reporting. Nie posiadamy wdrożonych polityk związanych z różnorodnością biologiczną i ekosystemami.

E4-1

We do not have policies in place related to biodiversity and ecosystems.

E4-2

We have not planned biodiversity and ecosystem transformation activities; we do not include biodiversity and ecosystems in our business strategy and business model.

E4 SBM-3

To date, we have not carried out detailed analyses of the biodiversity issue. On the other hand, we know that the impact we have on biodiversity is the extraction of raw material in the form of pine wood. We also indirectly affect this area by amplifying climate change through the greenhouse gases emitted by our activities. We have not developed a Biodiversity Transformation Plan, nor do we have specific policies relating to this issue.

We have not yet assessed the potential financial impact of significant physical and transitional risks and potential opportunities related to biodiversity and ecosystems.

E4-3



We comply with regulatory requirements in all aspects including impact on biodiversity. We are also committed to carrying out regular reviews and analyses to make sure that our activities do not threaten local species and habitats.

We strive for harmony between our production activities and the surrounding environment. We ensure that our products are created in line with the principles of sustainable development and strive to reduce our impact on ecosystems. We know that by taking conscious action to protect biodiversity, we can take care of the common good that is the environment.

In 2023, we celebrated the World Tree Day, with our employees planting trees on both private properties and on company premises. With this symbolic action under the slogan “The future is green”, we wanted to show that the company and its employees are aware and responsible people. Through these plantings we have increased the biodiversity in our surroundings.



3.5 We operate in line with a circular economy



The circular economy is a system that aims to minimise the waste of resources, reduce the negative impact of human activities on the environment, but also create new opportunities for economic development and innovation.

By operating according to this concept, raw materials are used, recycled and then reused, thus reducing the consumption of raw materials from primary sources and significantly reducing the waste generated.

At FAKRO, the principles of waste management are set out in the **Waste Management procedure in the FAKRO Group**. This document was developed in line with the principles of Sustainable Development.

These assumptions include:

- » reduction of the amount of waste generated
- » maximum use of recovered raw materials
- » proper management of hazardous waste
- » employee environmental education and awareness

The Waste Management Procedure describes the principles for handling waste, defines standards for how and where waste is stored, and specifies how waste is handled during transport and disposal.

When dealing with waste, we first try to look for circular solutions, i.e. solutions within the scope of circular economy (CE), and if this is not possible, where legally permissible, to resell it or hand it over to employees in order to extend its life cycle. Only as a last resort, when waste is not suitable for reprocessing or use, is the waste destined for disposal.



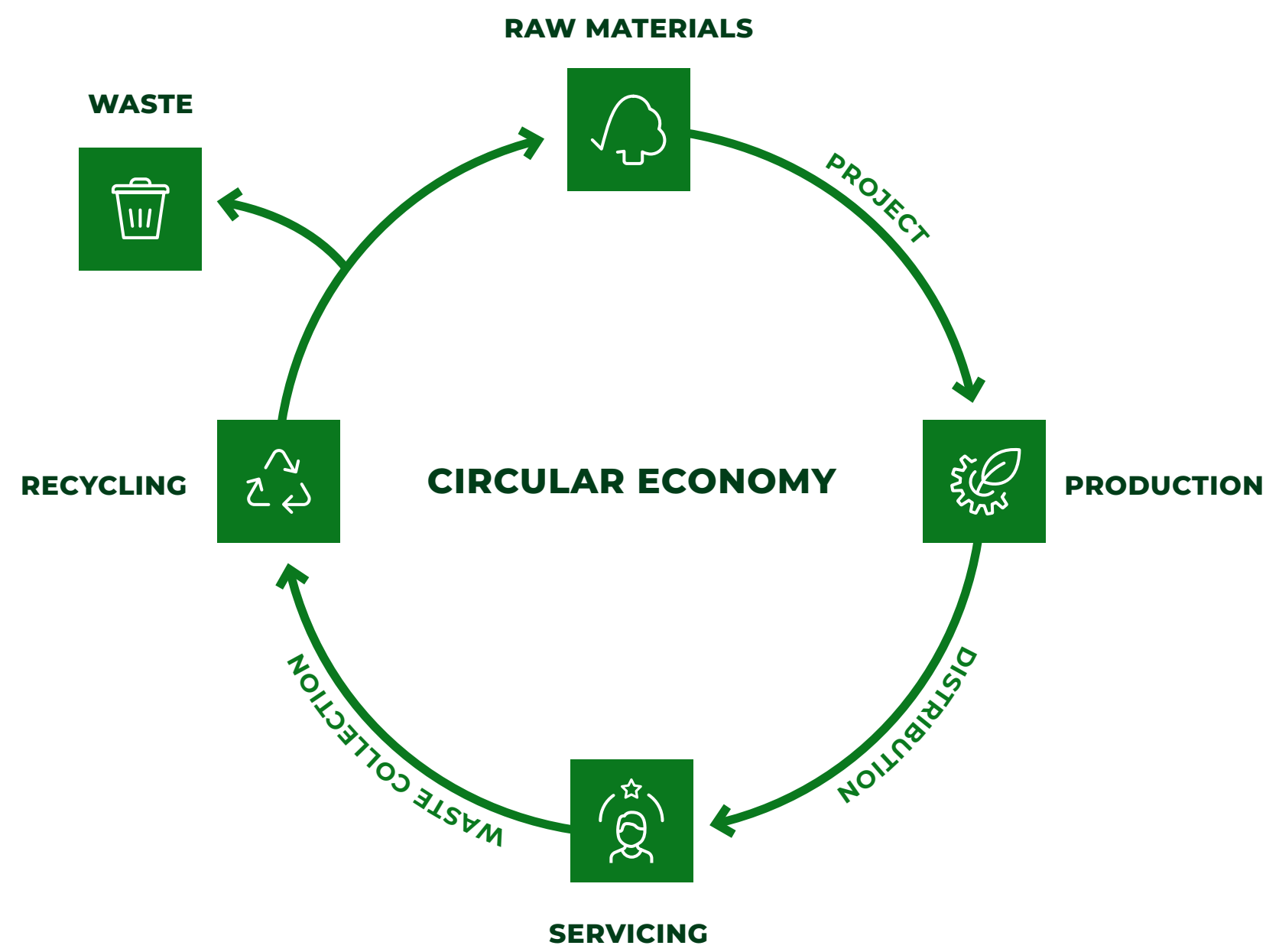
In keeping with our concern for the environment, we aim to ensure that our products are made as far as possible from recycled materials, are manufactured in a sustainable manner and can be reused at the final stage.

Iwona Majoch

Head of FAKRO Organisation Development Department



CIRCULARITY OF FAKRO PRODUCTS



E5-1

We do not have a separate circularity policy. Circular economy (CE) issues are included in the FAKRO Group's Environmental and Climate Policy and in the internal document. **Waste management in the FAKRO Group**. We plan to develop our circular economy activities.



CE AT FAKRO

For us, CE is all about intelligent production, the economical use of raw materials and energy, extending product life cycles, not just recycling or minimising the waste generated in the production process.

At FAKRO, the implementation of the development of a circular economy is carried out through the following activities:

- » use of secondary raw materials in production
- » implementation of the principles for designing products so that they are repairable
- » providing customers with the option of repairing FAKRO products to extend their life cycle
- » ensuring access to suitable spare parts
- » carrying out maintenance services (FAKRO service)
- » use of packaging manufactured from recycled raw materials and being recyclable.

IMPLEMENTATION OF CIRCULAR SOLUTIONS

In implementing circular economy solutions, the key is to reduce waste generation and rational use of resources, not least by treating the waste generated as future secondary raw materials.

In line with this principle, we have already successively implemented at least a few circular solutions.

One of these is the CE model of selling the waste generated during the production process of plastic windows in the form of PVC profiles to a company that manufactures plastic profiles. FAKRO waste becomes a high-quality raw material for our partner, which is then recycled. The final product is a recycled PVC profile, which we buy back and use to manufacture the window frame.

Another circular solution implemented at FAKRO is the resale of the stretch rolls to a company that re-rolls the film onto them and then resells them to its customers, including us.

We have also closed the internal circulation of undersized pallets.

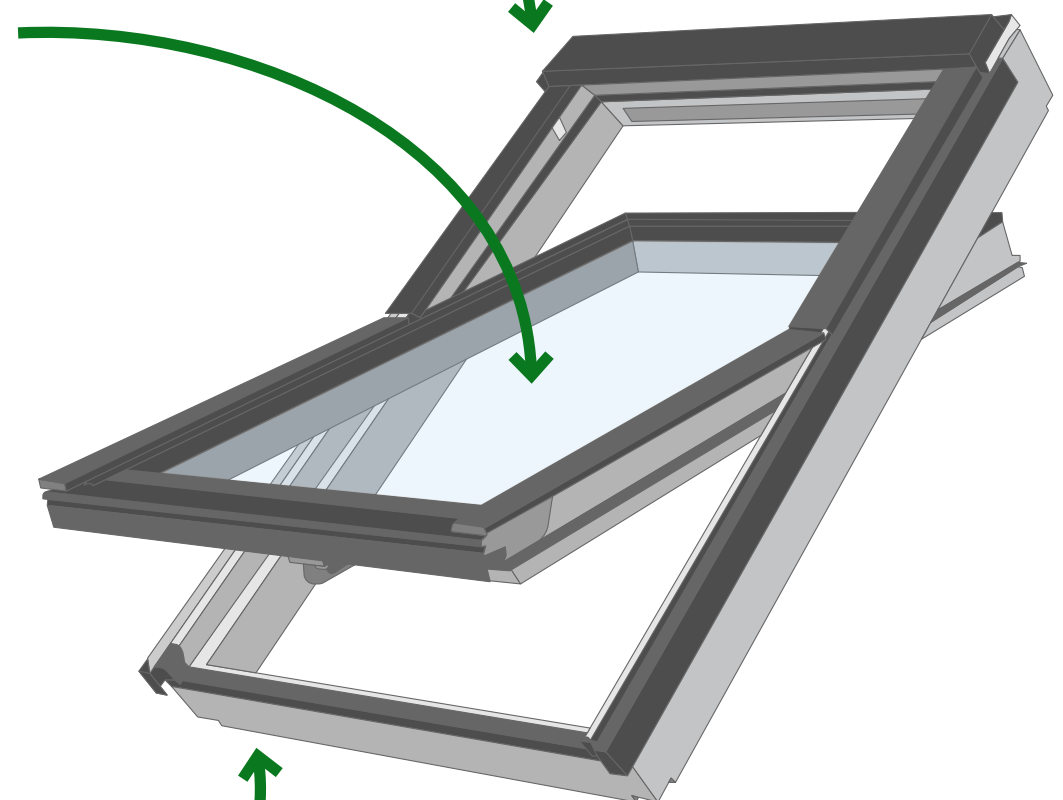
We are currently working on the possibility of recycling used paper towels.

PRODUCTION WASTE RECYCLED

100% METAL COMPONENTS

100% CULLET

100% PVC PROFILE



The circular economy solutions we have implemented have been positively received. In 2023, we were the winners of several awards:

- » FAKRO the Leader of the Małopolska 2023 in the GOZ Business competition – The competition was conducted in cooperation with the Małopolska Voivodeship and the Małopolska Entrepreneurship Centre.
- » FAKRO the winner in the Polish Agency for Enterprise Development’s competition in the area of the circular economy (CE) in the “Implemented circular economy model” category.



FAKRO the Leader of the Małopolska 2023 in the GOZ Business competition – The competition was conducted in cooperation with the Małopolska Voivodeship and the Małopolska Entrepreneurship Centre.

E5-4

RESOURCES INTRODUCED AT FAKRO

In 2023, we introduced at FAKRO products as well as technical and biological materials used for production processes, support of other processes and needed for the proper operation of the company. These products include, among others, furniture, machinery and equipment, as well as IT equipment. Technical and biological materials include raw materials for production such as wood, aluminium, steel, cardboard, foil, as well as building materials, office equipment and other materials necessary for the proper operation of the company.

In this report, we will not present the weights of the resources introduced at FAKRO due to the difficulty of obtaining the data. However, we are committed to preparing and presenting this information fairly in the next non-financial report.



E5-5

RESOURCE OUTFLOWS AT FAKRO

At FAKRO, resource outflows in 2023 include sold finished products such as roof windows, vertical joinery products, windows for flat roofs, flashings, roof hatches, tubular skylights, window accessories, loft ladders, as well as packaging.

Below, we will present the packaging weights, which have been calculated on the basis of the data needed to calculate the product fee.

RESOURCE INFLOWS	UNIT	2023
Total weight of products	Mg	1,616.51
Total recyclable content of product	Mg	1,616.51
Index of recyclable content of packaging	%	100

However, we will not present the total weights of the product outflows at FAKRO due to the difficulty of obtaining data. However, we are committed to preparing and presenting this information fairly in the next non-financial report.

WASTE GENERATED AT FAKRO

At FAKRO, we continually strive to optimise our production processes in order to minimise waste generation. We work according to the waste hierarchy, where we prevent and reduce waste first and then look for new CE solutions. By following this system, we reduce the amount of waste destined for disposal.

E5-2

When selecting a particular waste recipient, we are guided by the principle of proximity. This principle aims to minimise the amount of long-distance transport of waste, which contributes to reducing greenhouse gas emissions and other negative environmental impacts.

We also aim to reduce production waste as much as possible and to reuse it by:

- » meticulous analysis of raw materials
- » optimum use of raw materials
- » reduction of waste generation
- » aiming to increase the proportion of recycled raw materials used in production
- » introduction of 100% recycled and recyclable single-material packaging for all our products
- » extending the life cycle of our products.

We want to reduce the waste from our production as much as possible by recycling it and using it as an energy source.

E5-3

Our goal in relation to resource use and the circular economy is to:

- » annually increase the percentage of waste destined for re-use or recycling
- » continuously search for opportunities to close the cycle of waste generated during production
- » increase the proportion of recycled raw materials in the production of our products.





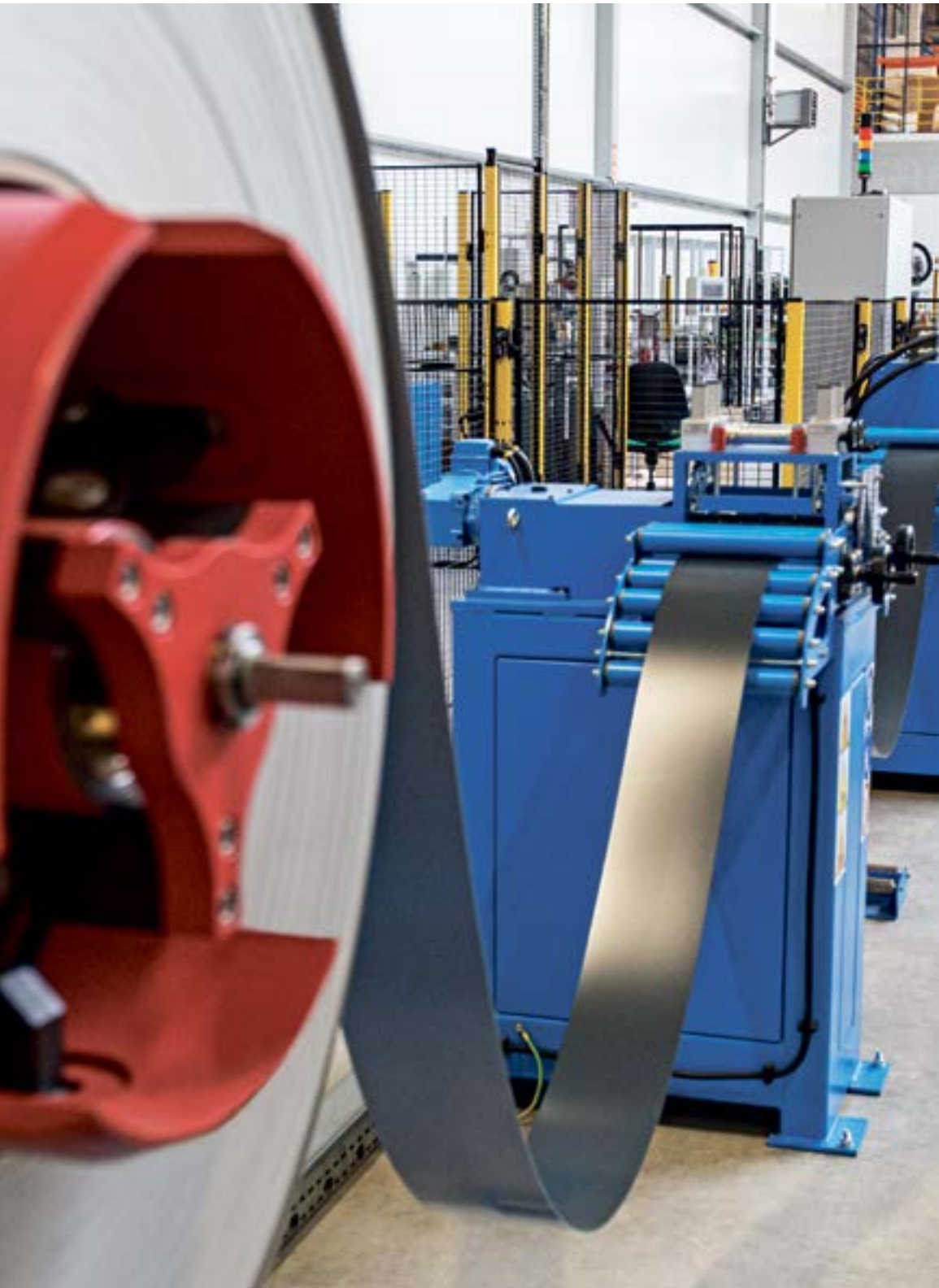
The waste we generate comes mainly from production, investment and renovation processes. Typical waste generated in the course of our operations is wood, cardboard packaging and plastic waste.

Hazardous and non-hazardous waste by utilisation method at FAKRO:

RESOURCE OUTFLOWS	UNIT	2023
WASTE DESTINED FOR RECOVERY		
Hazardous waste	Mg	27.03
Preparation for re-use	Mg	0.00
Recycling	Mg	14.15
Other recovery processes	Mg	12.87
Waste other than hazardous one	Mg	2,292.16
Preparation for re-use	Mg	68.88
Recycling	Mg	1,038.29
Other recovery processes	Mg	1,184.99
Total amount of waste destined for disposal	Mg	2,319.18

RESOURCE OUTFLOWS	UNIT	2023
WASTE DESTINED FOR DISPOSAL		
Hazardous waste	Mg	15.58
Combustion	Mg	16.81
Storage	Mg	0.00
Other disposal processes	Mg	0.00
Waste other than hazardous one	Mg	240.67
Combustion	Mg	48.15
Storage	Mg	192.52
Other disposal processes	Mg	0.00
Total amount of waste destined for disposal	Mg	256.25
Total volume of radioactive waste	Mg	0.00
Total volume of waste generated	Mg	2,576.66
Total amount of waste not recycled	Mg	1,538.37
Percentage of waste not recycled	%	59.70

We have calculated the information in the table above using data on waste generated from BDO records. We are monitoring the volumes of waste generated and looking at ways to reduce these volumes and reduce the frequency of collection of particular types of waste. Waste that cannot be prevented and cannot be reused is collected separately and then handed over to companies that are authorised to manage a particular type of waste in accordance with the proximity principle.





04



We are responsible

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- 4.4 We are involved in the community 74

Responsibility is one of our corporate values.

We provide safe, healthy and comfortable working conditions. Regular health and safety audits, training and investment in modern technology to ensure safety are standard with us. We care about the working atmosphere and organise regular staff meetings to integrate and build team spirit.



We invest in professional development through a variety of training programmes, workshops and further education opportunities. This allows employees to develop their skills and advance within the company, or even retrain for another position within the organisation.

We care for the well-being of employees by popularising health-oriented campaigns promoting a healthy lifestyle and active recreation.

RESPECT FOR HUMAN RIGHTS IS IMPORTANT TO US

We oppose unethical phenomena that violate human dignity. We ensure decent working conditions and oppose discrimination, bullying and breaching personal rights.

S1-1

We do not have separate policies aimed solely at reducing direct or indirect discrimination, promoting equal opportunities, other ways of enhancing diversity and inclusion, however, provisions on these issues are included in corporate governance documents such as:

- » [Work Regulations](#)
- » [Procedure for hiring and dismissing employees](#)
- » [Principles of remuneration and bonuses](#)

- » [Anti-mobbing policy in the FAKRO Group](#)
- » [FAKRO Employee Guidepost](#)
- » [Code of Ethics](#)

The **ANTI-MOBGING POLICY** at FAKRO is an extremely important part of our commitment to creating a healthy and safe working environment for all our employees. We believe that every employee has the right to respect, dignity and equal treatment, and that any form of discrimination and bullying is totally unacceptable. At FAKRO, every possible effort is made to prevent, identify and eliminate any instances of mobbing. Every employee has the right to feel safe and comfortable in the workplace, without fear of mistreatment. We aim to create an atmosphere where everyone is aware of their rights and feels responsible for ensuring a safe working environment.


The **EMPLOYEE GUIDEPOST** is a guide to help employees orient themselves within the company and understand its culture, values and principles.

The **CODE OF ETHICS** is a signal to our employees and business partners that the company cares about a consistent, structured standard of cooperation. We base our actions on respect, ethics and values, which are an integral part of internal corporate governance.



The company’s responsibility for people is a key element of our ESG strategy. Through a wide range of activities and initiatives, we aim to create a positive impact on employees, customers, the local community and business partners. Our aim is not only to deliver financial results, but also to build a sustainable future for all stakeholders. Employees – their knowledge, experience, commitment, co-create the organisation, influencing its development and building long-term relationships with partners, customers and the environment. The role of employees in building FAKRO’s brand and reputation is huge and translates at the end stage into the company’s financial result.

WE TAKE A REALISTIC VIEW OF THE SITUATION



The management of material impacts, risks and opportunities is a key element of any organisation’s strategy for sustainability. Processes for identifying and assessing these factors are essential for ensuring business continuity and building long-term value.

We regularly meet and consult with our staff to identify their needs and expectations. Conducting employee surveys and satisfaction surveys helps to understand their perspective and identify relevant issues.

The **Employee Opinion Survey** is an important evaluation tool that allows us to better understand employees’ perspectives and expectations. Listening to the voice of employees is crucial for the development of the organisation and for maintaining a quality relationship between employees and the employer. In this survey, we focused on assessing the implementation of the commitments related to consciously shaping the company’s organisational culture.



At FAKRO, we are constantly working to create a working environment based on respect, mutual support and trust.

Bożena Damasiewicz
*Director of the Management Board Office /
Director of Organisational and Administrative Affairs*



4.1 We act ethically

Each employee's presence in an organisation is a product of his or her personality, competence, but also of the principles he or she is expected to follow while being part of that organisation. These are the procedures and guidelines that the company implements to manage its employees. These policies cover various aspects of employment, such as recruitment, professional development, equal opportunities, health and safety, and working conditions.

It is of paramount importance for employees to be informed, to be able to actively participate in the decision-making process and to express their opinions on the impacts that the company's activities have on them.

We are in constant, ongoing contact through internal communication tools such as: **Intranet**, **Facebook group – “FAKRO-team”**, **news services “FAKRO news”** and **information corners** in the production halls.

Employees working together through project activities meet, exchange opinions, share knowledge and experience.

We hold regular meetings of the Management Board and Executive Management; we organise regular meetings of the F1 group – a team whose overarching aim is to build shared responsibility for the management of the organisation.



Employee Opinion Surveys are also systematically carried out. Employees can share their insights, including comments and complaints through several communication channels, boxes to the Management Board and in official letters addressed to the Management Board, or the Executive Management.

We are in contact with the employees. Their opinion is important to us. However, we do not have a document that regulates cooperation with representatives. There are no trade unions operating in the company. Despite the lack of a procedure, FAKRO's Management Board cooperates with employee repre-

sentatives and takes into account the comments and problems raised by them.

S1-3

We have an internal whistleblowing system to report all types of irregularities, including those related to bullying, discrimination, abuse of power. Reports can be made at face-to-face meetings, by telephone or by email. All reports are considered in a fair manner based on transparent rules.

Employees are obliged to report any practice or activity that does not comply with the rules adopted in internal documents or the applicable law.



All reports are considered by the Ethics Committee.

There are 3 preferred channels for submitting comments:

- » personally to your immediate superior or to members of the Ethics Committee
- » in writing to the following address: FAKRO, ul. Węgierska 144a, 33-300 Nowy Sącz, marked “Ethics Committee” (Komisja Etyki)
- » by e-mail to: etyka@fakro.pl

Detailed rules for the prevention of abuse by FAKRO employees are included in an internal Fraud Prevention Policy document. Rules related to the anti-mobbing and the reporting of any abuse in this area are described in the Anti-Mobbing Policy at FAKRO. Reports of bullying should be made directly to the Ethics Committee. When a report cannot be considered by the Ethics Committee, it will be considered by a committee appointed by the Chairman of the Board.

Internally, we also carry out audits to identify and assess risks related to working conditions.

WE TAKE ACTION ON SIGNIFICANT IMPACTS AND MITIGATE SIGNIFICANT RISKS



We update the organisation’s documents with entries on reducing discrimination, bullying, promoting equal opportunities, equal treatment and protection of employees, and ways to increase diversity and inclusion.

SI-4

We invest in development programmes, supporting the improvement of professional skills by co-funding studies or language courses.

Documents describing the policies and development programmes we have adopted:

- » **Organisation of language courses at FAKRO**
- » **Employment, training and verification of qualifications**

We provide training and workshops to foster attitudes in line with the accepted principles. Training is aimed at all employees including managers.

WE DEFINE THE OBJECTIVES

At FAKRO, we set specific, measurable targets for improving working conditions, health and safety, professional development, etc. This allows us to update our strategy and action plans on an ongoing basis and to monitor progress and report results internally as well as externally, including in the ESG reports we prepare.

Our objectives in this regard include:

- » compliance with procedures
- » active cooperation with employees
- » effective problem reporting processes

SI-5

The FAKRO Group specific objectives related to employees in the value chain:

- » maintaining employment stability
- » promoting diversity and equality in the workplace
- » updating documents
- » strengthening of work-life balance
- » reduction of minor accidents

Taking concrete action and setting and achieving goals are fundamental to building an engaged and satisfied team, resulting in the overall success of the company.



4.2 We employ inclusively



For us, inclusivity is the practice of creating a working environment where everyone regardless of age, gender or background is accepted and valued. It is an approach that seeks to eliminate barriers and discrimination and to promote equality, diversity and inclusion in the workplace.

WE RELY ON A DIVERSE TEAM

We currently employ almost 4,000 employees across the FAKRO Group. And each of us makes a unique contribution to a positive company.

Diversity of experience and perspectives is a resource that enriches our organisation, making us more creative, flexible and open to change.

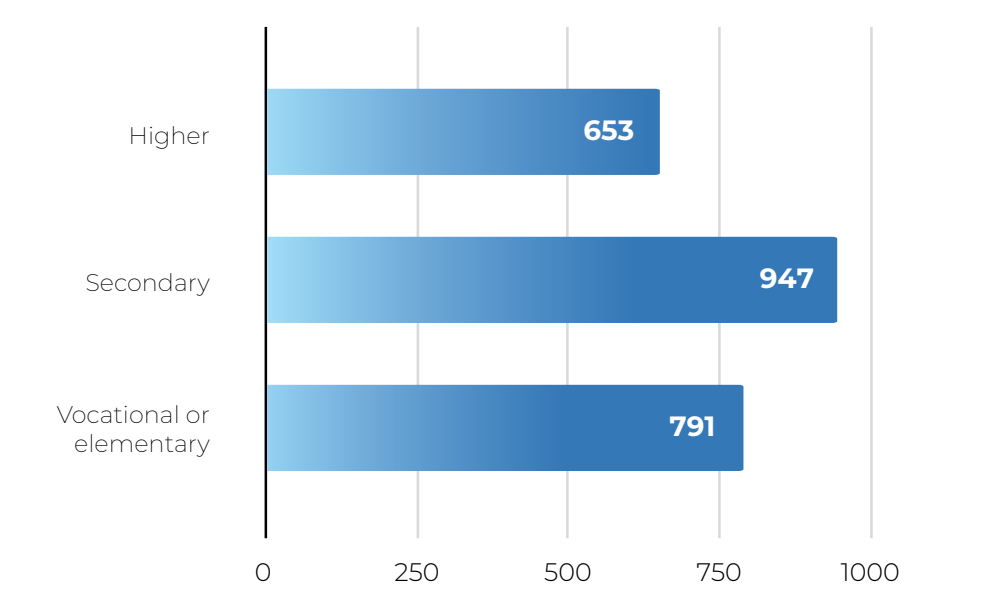
S1-6

In 2023, our team structure at FAKRO PP Sp. z o.o. and FAKRO Sp. z o.o., would be as follows:

Number of employees by gender in 2023:

GENDER	NUMBER OF EMPLOYEES
Women	686
Men	1,705
Other	0
Not disclosed	0
Total employees	2,391

Number of employees by level of education in 2023:



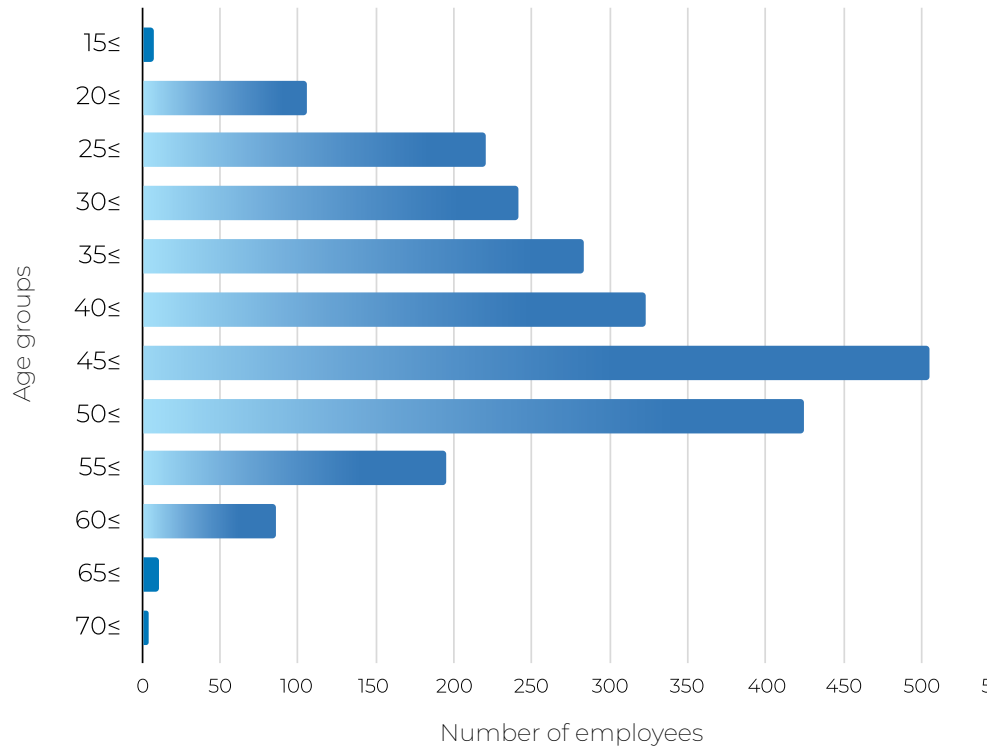
S1-9

Number of employees by age in 2023:

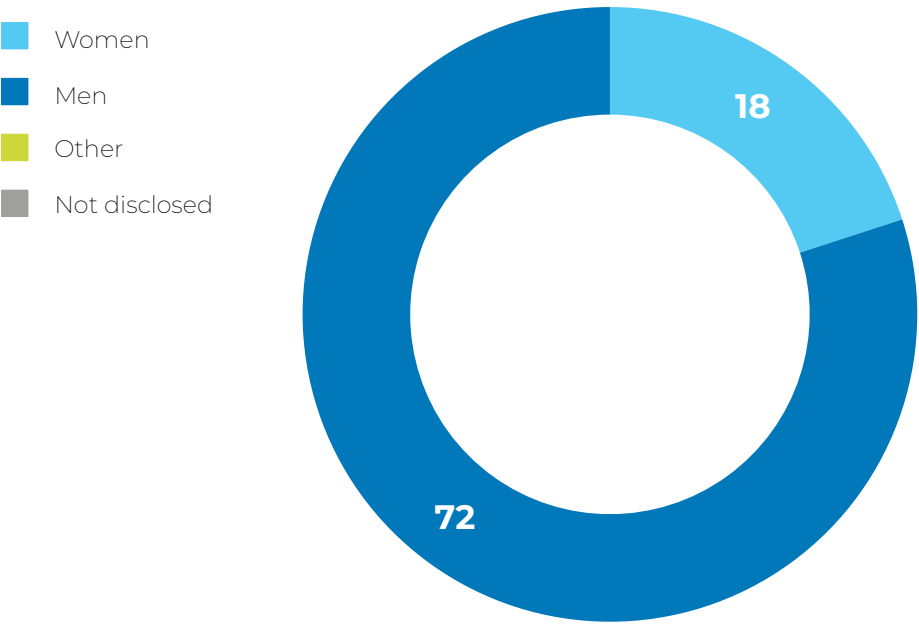
TOTAL EMPLOYEES ON EMPLOYMENT CONTRACTS	WOMEN	MEN	OTHER	NOT DISCLOSED
Total number of employees, including:	686	1,705	0	0
Age group: > 50 years old	205	509	0	0
Age group: between 30 and 50 years old	411	895	0	0
Age group: < 30 years old	70	166	0	0

*Values for FAKRO PP Sp. z o.o. and FAKRO Sp. z o.o. combined.

Age structure of employees



Gender distribution by number and percentage in senior management in relation to staff in 2023:



S1-12

Percentage of employees with disabilities among all employees in 2023:

Percentage of employees with disabilities	1.04%
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Our openness to diversity makes us feel respected and valued and, as a result, we are more committed and loyal to our employer.

Number of employees who left during the reporting period and the employee turnover rate in 2023:

Number of employees who left the organisation during the reporting period	252
Turnover rate	10.93%

Average length of service in our organisation is

12 years

which is indicative of employment stability and employee satisfaction.



The FAKRO team is very diverse. This allows us to draw on each other’s potential and exchange knowledge and experience. Young people bring new perspectives and innovative solutions that often contribute to streamlining processes and implementing new ideas. Senior staff in mentoring roles develop their management and engagement skills by supporting young talent. This intergenerational collaboration fosters the development of the organisation.



Beata Martuś-Kolbon
FAKRO Vice-Director of Human Resources



An open, flexible working environment better adapts to changes and challenges, such as those resulting from generational change.

S1-7

In addition to permanent staff, our organisation also works with a number of people on a different basis. These include contracts of mandate, task-specific contracts, B2B, interns and apprentices and numerous subcontractors.

Number of employees by contract type, working hours and gender in 2023:

Gender	Women	Men	Other	Not disclosed	Total
Number of employees (total number)	686	1,705	0	0	2,391
Number of employees employed for an unspecified term (total number)	558	1,480	0	0	2,038
Number of employees employed for a fixed term (total number)	128	225	0	0	353
Number of employees who are not guaranteed working hours (total number)	0	0	0	0	0
Number of full-time employees (total number)	660	1,655	0	0	2,315
Number of part-time employees (total number)	26	50	0	0	76

We are not afraid to employ older people, and we also give opportunities to those just entering the labour market.

INTERNSHIPS AND APPRENTICESHIPS AT FAKRO

At FAKRO, we believe that investment in young talent is a key element in the success of an organisation. That is why we have for many years been running an extensive internship and apprenticeship programme, which not only supports the professional development of young people, but also contributes to enriching our organisation with fresh ideas and energy. More than 20 people benefit from the internship and apprenticeship programme every year. We build a team based on the company values of innovation, responsibility, development and credibility.



Through our “Internship and Apprenticeship Programme”, students and graduates have the opportunity to gain valuable work experience. By investing in young talent, we are building a strong team full of fresh ideas and energy that drives our organisation to achieve further success.



Dorota Bocheńska
Recruitment Specialist

Internal communication is not only the transmitter of necessary information, but also the foundation for building a strong organisational culture. Communication reinforces our commitment and fosters the company’s strategic goals. Our internal communication is consistent and constantly evolving.



S1-2

S1-8

WE TALK TO EACH OTHER



Effective communication and dialogue is the basis for cooperation and building internal trust. In our organisation, we communicate with each other through various channels. On the one hand, there are the official meetings of the Management Board and the Executive Management, on the other hand, the communicators facilitating quick access to information for every employee.

- » **Management Board and Executive Board meetings** – Periodic meetings of the Management Board or operational meetings of the Management Team are held. The most important issues concerning the company’s current operations and strategic activities are addressed during these meetings.
- » **F 1 Group** – Regular meetings of the F1 group are one of the ideas to support communication with the Management Board. The overarching aim of this team is to build shared responsibility for the management of the organisation. At the same time, direct communication between employees and the Management Board influences many aspects, such as access to information, credibility, the possibility of constructive discussion, participation in the decision-making process, the development of effective cooperation skills and a sense of empowerment.

- » **FAKRO Brand Ambassador meetings** – The “FAKRO Brand Ambassador – Employee” is one of the key employee programmes. Its aim is to recognise and appreciate valuable employee attitudes. The ambassadors, a total group of more than 50 people, meet periodically during workshops and training sessions. In this way, they gain up-to-date knowledge of the company and ongoing projects and strengthen relationships, which translates into effective cooperation.
- » **Open Door Policy** – Any member of staff, after prior notification and a general presentation of the topic of discussion, may arrange a meeting with a Board representative.
- » **Management Enquiry Boxes** – Management Enquiry Boxes are located at selected locations within the company. They receive enquiries from employees, an alternative to face-to-face meetings.
- » **Internal communication** – At FAKRO, we use several internal communication tools. These are: Intranet, FAKROteam group, information corners in the production halls and FAKROnews services.




Our organisation is committed to promoting inclusivity and diversity, recognising them as key elements of social sustainability. We create a working environment where everyone can develop and fulfil their professional ambitions. We strive to make the company a place where every employee feels valued and appreciated, resulting in better performance and innovation for our organisation.



4.3 We care about employees and support their development

We are one of the leading manufacturers of roof windows and loft accessories. At the same time, we offer a comprehensive range of joinery. However, it is not just the products that make FAKRO stand out from the competition. FAKRO's team of employees is undoubtedly one of the company's greatest assets. Around 4,000 people work across the organisation. People involved in FAKRO are not only qualified and competent in their fields, but also full of passion and enthusiasm for action. From the outset, our emphasis has been on creating a close team that strives for success together. This commonality of goals and values is evident in all departments of the company, from management to production and customer service.



At FAKRO, committed people are those who are not afraid of new challenges and are ready to develop their skills. We provide employees with a range of training courses and programmes to help them develop in both their professional and personal lives.

At FAKRO, the work culture is based on four values: development, innovation, responsibility and reliability.

The people involved in the company create an atmosphere where everyone can express their ideas and gain support from colleagues and superiors. Creative meetings and the “Green Points” Employee Programme are an excellent space for this.

WE DEVELOP THE SKILLS OF OUR EMPLOYEES

Work at FAKRO begins with an introductory training developed based on the competencies needed for the position. Employees can then improve and update their professional competences. They participate in many courses, training, or even higher education, can benefit from free language learning at the company's headquarters and via the eTutor platform.

SI-13



In 2023, the training courses were attended by

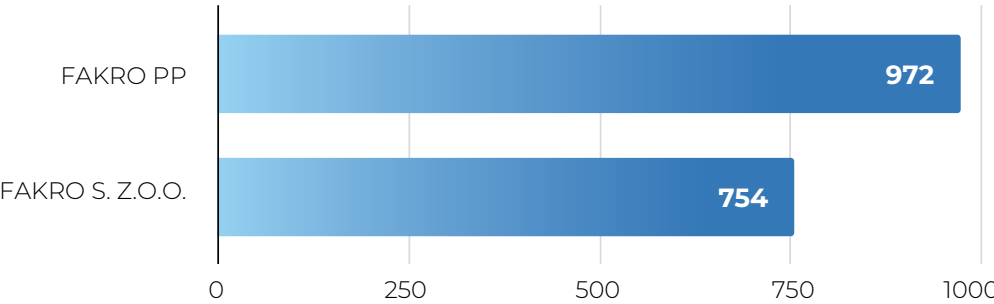
1,726 employees



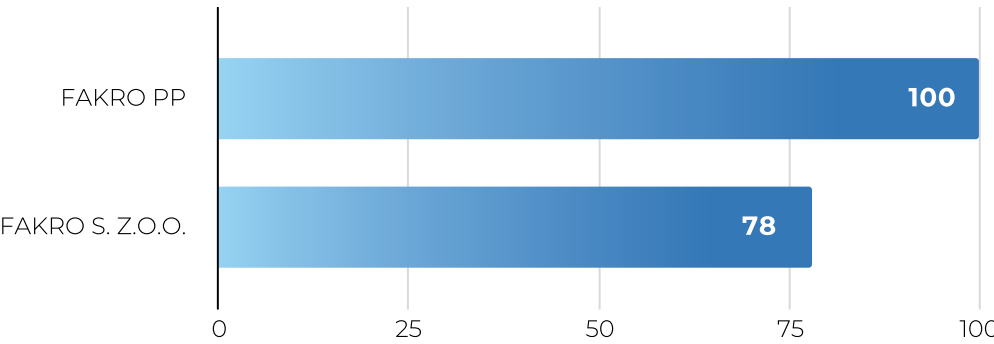
21,159

training hours

Employees, participating in training courses in 2023:



Number of staff training courses delivered (training, conferences, courses, studies) in 2023:



Number of introductory training courses delivered

30

FAKRO PP Sp. z o.o

51

FAKRO Sp. z o.o



Selected training activities implemented in 2023:

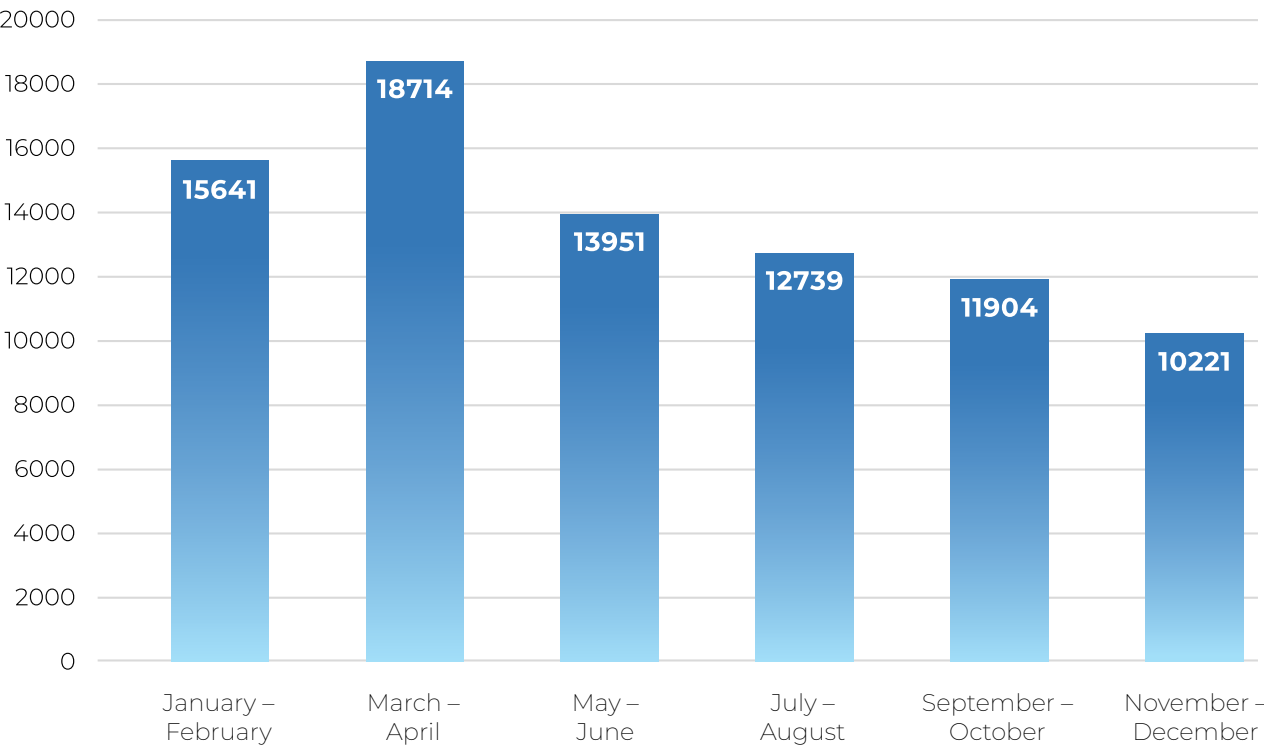
- FAKRO PP SP. Z O.O
- Training on economic benefits – new employees
 - Driving licence course cat. D and an accelerated initial qualification course in the programme block cat. D1
 - Periodic occupational health and safety training for employers and other persons in charge of employees
 - Occupational health and safety training
 - Introduction to Industrial Automation and Controls
 - TPM-compliant Maintenance Management
 - Electronics and Cabinet Apparatus
 - Training and presentation on power quality products
 - WEBCON DAY 2023
 - An effective HR department in a manufacturing company
 - Conformity assessment of machinery and technical equipment, operation of machinery and technical equipment according to directive requirements
 - Measurements of electrical infrastructure and equipment
 - Training and examination in the operation of electrical equipment, installations and networks
 - Changes in labour law 2023
 - INTEGRA product training
 - Specialised consultation NX CAD
 - Single excavator operator cl.3
 - Glass structures – analysis of selected issues
 - Training course – Lift truck operator
 - Training course – Single bucket excavator operator cl.1
 - Glass World Conference – Glass structures – analysis of selected issues
 - Technical advice on the requirements related to the RED Directive 2014/53/EU
 - FMEA analysis – according to the new joint AIAG and VDA standard
 - Adobe licensing training course
 - Lift truck operator training course excluding specialised
 - Income and Value Added Taxes – the latest changes from January 2023
 - Periodic training course in occupational health and safety for blue-collar workers

Our employees enjoy learning languages via the eTutor platform:

Number of employees

132

Study time in 2023





At FAKRO, we place great emphasis on health and safety training. We believe that proper health and safety training is key to ensuring a safe working environment and protecting the health of our employees.



We strive to create awareness of health and safety and to promote a safety culture in which each of us is responsible for our own actions and cares for the safety of others.

Providing adequate training is key to introducing employees to health and safety policies and procedures, which contributes to create a safe working environment.

We want every employee to be aware of potential risks and know how to prevent accidents and maintain safe and healthy working conditions.

Our new employees undergo a cycle of induction and specialised training.

This training includes an introduction to health and safety rules, procedures and company policies, identifying hazards specific to the workplace and using appropriate protective equipment.

For employees performing more advanced tasks, such as the operation of machinery or employees responsible for handling hazardous substances, we provide specialised training. We also provide periodic training to ensure that our employees are up to date with the latest health and safety regulations and procedures. These training courses include an update on new risks, changes in legislation, new technologies and practical skills related to safe work practices.

HEALTH AND SAFETY FIRST



We ensure adequate working conditions, protection from hazards and access to healthcare. Our company offers supplementary healthcare to its employees and runs various health promotion campaigns. We are aware of the importance of staying physically and mentally fit, so we aim to provide comprehensive support in this respect.

Our complementary healthcare includes access to a network of medical specialists who can help diagnose, treat and monitor various conditions. We work with reputable medical facilities to ensure that our employees have quick access to high-quality medical services.

In addition, we organise a variety of health-oriented events which are aimed at promoting a healthy lifestyle and prevention. In 2023, these included special offers of diagnostic tests, free preventive examinations as part of the National Health Service's "Prevention 40+" programme, and tests to find out your body composition through the use of Tanita scales. On the basis of the examination, the staff measured body fat, muscle mass and determined the percentage of water in the body, which makes it possible to diagnose the body's condition and select an individual diet.



We want our employees to have the opportunity to take care of their health and well-being, so we regularly organise various initiatives, thereby contributing to the health and well-being of employees.

FAKRO has a small number of sites with minor noise exceedances. Thanks to the use of a number of preventive measures in 2023 and earlier years, there were no reports of suspected occupational diseases or occupational illnesses.

Compliance with current health and safety legislation is one of the most important responsibilities of the entire FAKRO team. This requires us to strictly control, enforce the rules, and educate them on their rights and responsibilities. We therefore carry out departmental and job sites audits to verify compliance with relevant safety standards, regulations and procedures.

Thanks to the safe working conditions we provide appropriate safety procedures, we significantly reduce the risk of accidents and occupational diseases.

Indicators for health and safety data from the reporting year at FAKRO PP Sp. z o.o. and FAKRO SP. Z O.O. were as follows:

There are **6 occupational accidents** per **1 million** man-hours

SI-14

Employee accident frequency rates:

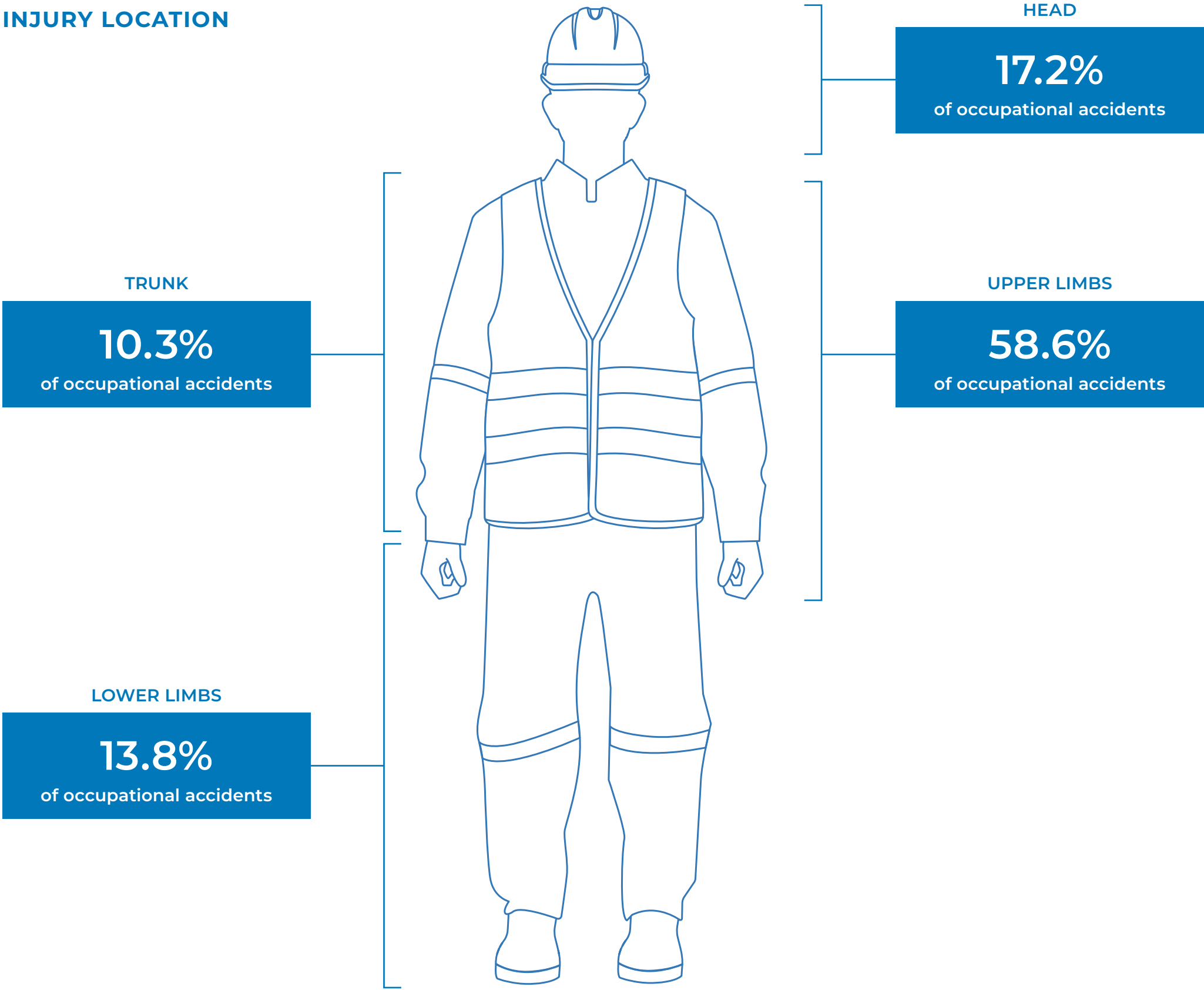
PERIOD	2022	2023	CHANGE Y/Y
Accident frequency rate (number of people injured per 1,000 employees)	13.28	12.13	8.6 %
Occupational accident severity rate (number of days of incapacity per injured person in an occupational accident)	39.71	32.6	17.9 %
Overall work accident severity rate (number of days of temporary incapacity per all employees)	0.51	0.40	21.6 %

SI-14

Number of accidents among employees, non-employees and employees of subcontractors:

PERIOD	2022	2023	CHANGE Y/Y
Accidents among employees			
Minor accidents	32	29	9.40 %
Major accidents	0	0	0
Fatal accidents	1	0	100 %
Mass accidents	0	0	0
Total number of accidents	32	29	9.40 %
Non-employee accidents			
Minor accidents	0	0	0
Major accidents	0	0	0
Fatal accidents	0	0	0
Mass accidents	0	0	0
Total number of accidents	0	0	0
Accidents among employees of subcontractors working on site			
Minor accidents	0	0	0
Major accidents	0	0	0
Fatal accidents	0	0	0
Mass accidents	0	0	0
Total number of accidents	0	0	0

INJURY LOCATION



SI-14

Other health and safety data for employees and non-employees for 2023:

Employees	
Number of cases of recorded occupational diseases	0
Number of days of incapacity due to work injury/ill health due to work	947
Occupational accident rate*	6,06
Non-employees	
Number of cases of recorded occupational diseases	0
Number of days of incapacity due to work injury/ill health due to work	0
Occupational accident rate	0

*The occupational accident rate for employees was calculated according to ESRs SI-14 standard: Number of accidents divided by number of hours worked by employees multiplied by 1,000,000. The number of hours worked among employees was determined based on the assumption that 1 employee worked 40 h per week.

SALARIES



We are for transparency in every aspect. Because the disclosure of remuneration metrics demonstrates the company’s commitment to transparency and accountability to employees and stakeholders, as well as enabling the monitoring of progress on pay equity and fairness within the organisation.

Employees are remunerated on a fixed basis as stipulated in their employment contract, and receive monthly statutory bonuses. In addition, performance-related variable remuneration applies: annual, incentive and project bonuses. The remuneration system was drawn up based on a job evaluation process. It was carried out with the involvement of an external company and an elected Valuation Commission. The Commission included representatives from all divisions.

Based on the results, the so-called job map was constructed, where each position was assigned to a tariff level. In addition, a detailed remuneration matrix was created for employees in the production departments, including a breakdown of competences within the level of the tariff. Salaries are reviewed once a year. Ongoing changes are implemented in situations of economic change, changes of remuneration policy, the need to adjust wages to the wage market. All work is supervised by the Human Resources Department and the results are presented to the Management Board. The remuneration matrix for employees in the production departments is consulted with staff representatives. Any changes to the matrix are presented at meetings with staff in individual departments.

The expectations of administrative staff related to, among other things, professional development are communicated by managers to the HR division.

Our aim is to ensure that our employees’ salaries are not only competitive, but also appropriate to the cost of living, in line with local standards and allow them to live with dignity. We aim to exceed minimum wage standards and establish salaries that support the financial sustainability of our employees.

We plan to continue to review salaries on a regular basis to ensure they remain adequate and competitive. We also aim to further increase employee satisfaction with salaries by introducing additional benefits.



Transparent remuneration reporting can reinforce the company’s image as an attractive employer, which attracts talent and increases engagement of existing employees.

Highlighting competitive salaries and benefits thus becomes part of an employer branding strategy.

Total remuneration includes all forms of remuneration, such as basic salary, bonuses, allowances or other benefits.

S1-10

All FAKRO employees receive adequate salaries in line with the applicable benchmarks set out in the ESRS standards.



WE PROVIDE SOCIAL SUPPORT AND BENEFITS

We help our employees on many fronts by providing social support. Our aim is to provide employees with a wide range of welfare benefits that exceed the minimum legal requirements and support them in various aspects of their professional and private lives. We strive to create a working environment that promotes the health, safety and well-being of our employees and their families.

S1-11



Our employees are covered by social security both through public schemes offered by the state and through benefits from the Company Social Benefits Fund. The state offers different types of social security in connection with events such as illness, unemployment, occupational accident, parental leave and retirement. On the other hand, material assistance from the Company Social Benefits Fund can be requested by employees who are in a difficult life, family or material situation, including those affected by fortuitous accidents. The organisation also has a Savings and Loan Fund.

To assess the level of social security in our company, we conducted a detailed and multifaceted analysis. Our employees benefit from the **Company Social Benefits Fund** and co-funding, such as **co-funding for kindergartens and nurseries, school textbooks, holidays** including **family holidays in the Activa Hotel** or **sports and cultural events**.

In addition, they participate in employee events such as interdepartmental sports competitions as part of integration and to build the organisational culture. Focusing on family values and integration, we periodically organise a Children’s Day or Carnival Ball for children. Employees are also keen to take advantage of loans for house renovation or construction. They have access to an attractive healthcare offer – group insurance and private medical care from our partner – PZU, employees have access to a number of specialists, and they can make appointments via an app or a helpline. As part of their physical activity and healthy lifestyle, they participate in extra-curricular activities, using the sports cards of our operator Vanity Style.



Stable employment



Training and personal development



Attractive employee programme



Additional social benefits



Integration events



Access to modern technology



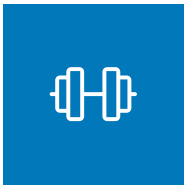
Possibility to join a group insurance



Co-funding for medical care



Employee discounts on FAKRO products



Co-funding for sports cards



Co-funding for holiday



No dress code



Language courses



Flexible working hours



Car park for employees

EMPLOYEE CAPITAL PLANS (ECP)

FAKRO contributes 1.5% of the salary of employees who join the programme to the ECP.

At FAKRO PP Sp. z o.o.

45.1% employees benefit from the ECP.

At FAKRO Sp. z o.o.

49.7% employees benefit from the ECP.

WE ORGANISE ACTIONS FOR EMPLOYEES



WE RESPECT EACH OTHER AND OUR TIME

We are committed to ensuring that employees can manage their professional and private responsibilities effectively. That is why we listen to the needs of employees and potential job candidates. Emerging topics such as flexible working hours, the possibility of remote working, leave policies and support for parents are making us think and change.

S1-15

Percentage of employees authorised for parental leave and percentage of authorised employees who have taken parental leave in 2023:

Gender	Women	Men	Other	Not disclosed
% of employees entitled to parental leave	100.00%	100.00%	0	0
% of entitled employees who have taken parental leave	8.89%	0.64%	0	0

Work-life balance can lead to more productive, engaged and loyal employees. We are aware that such support attracts and retains talent. We are committed to creating a friendly working environment and looking after the well-being of our employees.

Depending on their position and duties, employees start work between 7.00-8.30 a.m. Employees in the production departments work a two-shift system.

FAKRO allows total or partial remote working for selected positions. In positions where remote working is possible due to the organisation and type of work, employees may perform occasional remote work for up to 24 days per calendar year.

We are planning further organisational improvements to further support work-life balance.

In accordance with applicable laws, internal documents, including but not limited to the Code of Ethics, we uphold respect for human rights and dignity both in the context of employees as well as business partners, suppliers and other stakeholders.



S1-17

During the reporting period, we did not identify any cases of serious incidents involving respect for human rights (e.g. forced or compulsory labour, human trafficking or child labour) and others that violated the principles set out in the UN Guiding Principles on Business and Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work or the OECD Guidelines for Multinational Enterprises.

The processes for levelling out negative impacts and whistleblowing channels are detailed under the disclosures:

- » ESRS S1-3 Own workforce
- » ESRS S2-3 Workers in the value chain
- » ESRS S3-3 Affected communities
- » ESRS S4-3 Consumers and end-users

In 2023, the total amount of fines, penalties, compensation for damages resulting from complaints and incidents amounted to PLN 0.

4.4 We are involved in the community

We are aware of our responsibility to the communities in which we operate. We are involved in the community, with a focus on sustainability and improving the quality of life for employees and, thus the people of our region. Through numerous social initiatives and projects, we aim to support local communities. When deciding on the various forms of our company’s involvement in supporting local organisations and communities, we consider a number of aspects, one of which is taking into account which communities are most affected by social and economic problems.

S3 SBM-3

Currently, we have not identified any negative impacts on local communities or risks related to child labour, forced labour or other human rights violations in our operations. We duly investigate risks in the value chain, survey and audit our partners in terms of the area of affected communities. We require our co-operators to also analyse their suppliers so that we can transparently pass on information about our value chain.

S3-1

We do not have a separate policy related to affected communities or schemes for redressing grievances against the affected community, so we will rely on legislation and the settlement of state institutions where necessary.

However, we declare that the policies we apply comply with international community standards, in particular the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, the International Labour Organisation Declaration on Fundamental Principles and Labour Rights. We have not recorded any instances of non-compliance with these rights within our own operations or value chain.

As a socially engaged organisation, we support local, but also national educational, professional, sports, cultural or aid communities.

S3-2

Local organisations supported by FAKRO include:

Education:

- » Academy of Applied Sciences in Nowy Sącz
- » College of Business - National Louis University in Nowy Sącz
- » Kraków University of Technology
- » Schools of Construction Trades in Nowy Sącz
- » “Sądecki Elektryk” Association
- » Primary School in Mszalnica
- » Comprehensive and Vocational Schools in Limanowa
- » Primary School in Pasierbiec
- » St. Padre Pio Kindergarten in Nowy Sącz



Sports:

- » Tomasz Marczyński – Polish road cyclist, professional cyclist for the Lotto Soudal group. Polish champion in a mass-start race and individual time trial.
- » “I Too Have a Dream” Foundation
- » UKS Płomień Limanowa
- » “Dunajec” Sącz Volleyball Club
- » “Pieniny” Sports Club
- » KTH Infinitas Krynica
- » LIDER Ski School
- » Marek Wiśniewski – Vice-champion of Poland in para-cycling 2023
- » Global Cheer
- » “Płomień” Pupils’ Sports Club in Limanowa
- » Sącz Tennis Association
- » GOAL Academy Foundation



Culture

- » The Ada Sari Centre for Culture and the Arts in Stary Sącz
- » “Sokół” Małopolska Culture Centre
- » Scherzo Choir
- » Ewa Novel – singer, songwriter, winner of the 7th edition of “The Voice of Poland”, face of FAKRO’s marketing campaign “Strength of Passion”



Charitable activities:

- » “Theatre for One Smile”
- » “Beskidzkie Więzi” Association
- » “Sursum Corda” Association

Other:

- » Green Industry Summit
- » The Power of Women of Nowy Sącz
- » Luminaria
- » Voluntary Fire Service in Tymbark
- » Voluntary Fire Service in Czerniec
- » Voluntary Fire Service in Stary Sącz
- » Piwniczna Development Society
- » Barcice Residents’ Association

We are in regular contact with representatives of local communities. We collaborate with them on valuable projects. As we are a large company, we are also asked for support by organisations from all over Poland. The scope of cooperation is therefore nationwide. These activities are aimed at building a positive image of FAKRO as a socially committed company.

S3-3

At FAKRO, we do not have a separate system for reporting irregularities and violations, as well as for levelling out negative impacts with regard to possible reports of problems coming from local communities (from outside the organisation).

We provide a telephone number and email address for contact on a publicly accessible website. In 2023, the FAKRO Group has not registered any such reports.

Negative impact mitigation processes and reporting channels are described under requirements ESRS G1-1 Corporate Culture and Business Policies and ESRS G-2 Supplier Relationship Management.



ACTIVITIES OF THE THINK OF THE FUTURE FOUNDATION

In 2010, Ryszard Florek, President and co-owner of FAKRO, set up the Think of the Future Foundation (Fundacja Pomyśl o przyszłości). The aim of the foundation is to undertake and support all initiatives for the economic development of our country.

One of the foundation's largest and most popular activities for the local community is the **Summer School for Leaders**.

The project is aimed at secondary school graduates and students who, during a workshop lasting several days, develop their cognitive and communication skills and acquire knowledge in areas such as personal development, management, economy, law or contemporary e-marketing. The project includes meetings with experts in various fields. These training courses also provide young people with a basis for actively engaging with local communities, educating these communities and implementing initiatives that serve local people.



The Summer School for Leaders is an initiative that not only develops the skills of young people, but also inspires them to be active and think creatively. We look forward to supporting future leaders on their journey to success.

Bożena Damasiewicz

President of Think of the Future Foundation

POSITIVE IMPACT ON THE LOCAL COMMUNITY

Our annual marketing strategy includes support for local communities. The company provides assistance, within its abilities – financial or in-kind. In terms of in-kind financing, these include company gadgets and our products, such as roof windows and awnings.

FAKRO often shares its knowledge and experience at various industry, educational or business meetings and conferences. FAKRO experts work with local universities and schools, mainly vocational schools. **We took patronage over the “automation technician” class at the Electrical and Mechanical Schools in Nowy Sącz.**

As part of the collaboration, we equipped the class with a set of information materials, instructions and, above all, Z-Wave window and accessory displays. During practical exercises, students use technologically advanced innovations that keep up with the times and show the development of the industry.

We have also funded **the general refurbishment of the scientific and didactic Laboratory 401 of the Division of Management in Civil Engineering at the Faculty of Civil Engineering of the Cracow University of Technology.** Ryszard Florek, President of FAKRO and also a graduate of the Faculty of Civil Engineering of the Cracow University of Technology, was the guest of honour at the opening of the hall.



We employ a very large group of people. We provide employment for the residents of Nowy Sącz, the Sącz region and surrounding areas. It may be said that we are a multi-generational company. Married couples and even entire families often work at FAKRO. The children of our employees come for placements and internships. This is gratifying, and also demonstrates the attractiveness of FAKRO as an employer for all generations.



Halina Podgórný
FAKRO HR Director

S3-4

In 2023, no human rights violations were disclosed in relation to FAKRO’s impact on communities.

The management of significant risks relating to affected communities is carried out through overall risk management processes. Our PR activities and CSR initiatives bring us, obviously, tangible image benefits, but above all they are of value to the local community and help various social groups – from the youngest to the oldest.

S3-5

We are seeking to establish partnerships and further projects, especially those related to education, taking environmental and climate actions. It is a priority for us to involve the entire FAKROteam in pro-social, educational activities and to positively impact the local community.



05



How we operate

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CORPORATE GOVERNANCE



We regard respect for human rights as a fundamental, universal principle that is reflected in the various dimensions of our activities. Respect for people and their rights stems, among other things, from our values and behaviours, as defined in the Employee Guidepost. We feel responsibility for our relationships with employees, customers, social and business partners or suppliers.

We look at corporate governance from a broader perspective, i.e. the proper management of the entire enterprise.



We regularly review the organisation’s procedures, policies and other documents and update them as necessary.

By acting in this way, we keep abreast of legislative developments at EU level. In creating governance and building an organisational culture, we follow the most up-to-date guidelines

- » **United Nations Guidelines (UN)**
- » **The Universal Declaration of Human Rights**
- » **The International Bill of Human Rights**
- » **Corporate Sustainability Due Diligence Directive (CSDDD)**
- » **OECD Guidelines for Multinational Enterprises**
- » **UN Global Compact Principles**

However, the quality of our company’s corporate governance is not so much evidenced by the procedures implemented, as by factors such as the professional Executive Management, an appropriate board structure and a well-structured management system.

HOW WE OPERATE



Corporate governance is the foundation of our company’s operations. A key element of this governance is the process of identifying and assessing significant impacts, risks and opportunities to make informed and responsible strategic decisions.

The process of identifying impacts, risks and opportunities includes the following stages:

- » **Analysis of the surrounding environment** – We regularly monitor and analyse changes in the surrounding environment, such as economic, social, technological and regulatory trends. We use advanced analysis methods to identify potential impacts and opportunities.
- » **Consultations with stakeholders** – We regularly consult with our stakeholders, including employees, customers, suppliers, investors and the local community. Their opinions and expectations are an integral part of the process of identifying relevant issues.

» **Assessment of risks and identification of opportunities**

– At FAKRO, we systematically carry out risk assessments related to various aspects of the company’s operations. We are also constantly looking for new opportunities that can contribute to the growth and sustainability of the company.

» **Integration with the decision-making process**

– The results of the analysis of impacts, risks and opportunities are integrated into our decision-making process. Regular reports and briefing sessions for the Management Board and Executive Management ensure that decisions are based on up-to-date and reliable data.



Our approach to sustainability is to manage impacts, risks and opportunities holistically to achieve long-term sustainability and growth. Key initiatives such as development programmes, investment in environmentally friendly technologies and community involvement are fundamental to our business strategy and contribute to building value for our stakeholders.

5.1 Our corporate culture and business practices

G1-1

Our corporate culture is a coherent set of values, standards, beliefs and practices that influence our relationships with business partners and the community. Our culture shows:



Diversity – We believe that the strength of our company lies in the diversity of our employees and their skills. We promote a working environment where everyone feels valued and respected, regardless of their background, gender, age or other personal characteristics.



Innovation – We constantly strive to innovate, encouraging our employees to be creative and to constantly seek new solutions that can benefit both the company and our customers.



Transparency – Maintaining the trust of our stakeholders is a priority for us. Transparency, integrity and ethical behaviour are integral to our business policy.

WE DO BUSINESS ETHICALLY

Our standards, policies and procedures reflect our commitment to ethical business conduct. These policies include, among others, the **Code of Ethics**, **Anti-Corruption Policy** and **Anti-Mobbing Policy**. They are regularly updated, to reflect changing market conditions and industry best practices.

REPORTING OF IRREGULARITIES AND VIOLATIONS

We operate internal, confidential and secure reporting channels. The channels allow anonymous reporting of all types of violations, i.e. irregularities related to bullying, discrimination, abuse of power.

Through a series of measures to guarantee the confidentiality of reports and investigations, we seek to protect whistleblowers and witnesses, and to limit the impact that ongoing investigations can have on the daily working atmosphere.

Our internal procedures prohibit retaliation. The aim of any proceedings is to remedy and prevent future violations.

The whistleblowing system we operate does not limit the possibility of reporting to employees and co-workers only. Business partners and value chain representatives can also report.

We plan to align our whistleblowing and whistleblower protection policies with the latest legislative changes of the ACT of 14 June 2024 on the protection of whistleblowers.

Work is currently underway to update the documents. More information on channels for reporting violations is described in indicator SI-17 Incidents, complaints and serious human rights impacts in Chapter 4.3 We care for employees and support their development (p. 73).

Animal welfare is not a topic of relevance to our business, which does not involve industry or services that use animals, so we do not have a formal policy relating to animal welfare.



Our corporate culture is based on the commitment and cooperation of all employees. It is they who, with their knowledge and commitment, are the foundation of our successes and innovations. Through clear corporate governance and ethical operating standards, we provide an environment where every employee can grow and bring value to our organisation.



Paweł Dziekoński

Vice-President of the Management Board

5.2 Counteracting corruption and bribery

At FAKRO, we operate based on the highest ethical standards in accordance with applicable laws and regulations.

The internal **Anti-Corruption Policy** sets out rules and procedures to prevent all forms of corruption, bribery and kickbacks. The policy covers, among others, rules for accepting and giving gifts, accounting for expenses and working with business partners.

Separate documents that regulate the acceptance and offer of material benefits are: the **FAKRO Code of Ethics** and the **Fraud Prevention Policy in the FAKRO Group**.

WE IDENTIFY RISKS OF CORRUPT BEHAVIOUR

Directors and managers in the areas they oversee are responsible for identifying risks of corrupt behaviour. They pay attention and respond to any situation involving corruption. Superiors attach particular importance to educational measures in this regard for their subordinate employees.

G1-3

Purchasing is the most vulnerable area in the FAKRO Group in terms of corruption and bribery. Every employee involved in the procurement process is required to familiarise themselves with the applicable anti-corruption rules. Each employee is also obliged to participate in anti-corruption training.

G1-4

The FAKRO Group had no convictions or fines for violations of anti-corruption and anti-bribery laws in the reporting year 2023.

In 2023, we have also not recorded any confirmed incidents of corruption or bribery. This demonstrates the effectiveness of our policies and procedures and the commitment of our employees to the highest ethical standards.



5.3 We build lasting relationships with suppliers


 The sourcing of raw materials and components is a key part of the supply chain. Our priority in this aspect is to establish partnerships with partners that not only provide products of optimal quality and price, but also meet high ethical and environmental standards. Cooperation with suppliers is undertaken after verifying their reliability in economic, qualitative, social and environmental terms.

Currently, we work with more than a thousand companies located around the world. Our obligations to suppliers are paid on time, so we are seen as a responsible and reliable partner.

G1-6


The company’s purchasing policy is governed by an internal document **Purchasing management in the FAKRO Group**.

However, the document that regulates all ESG issues in the supply chain is the **FAKRO Group Supplier Code of Conduct**.

 We have implemented the **accounting policy – Payment execution**, which aims to prevent payment delays and a cost processing procedure that defines the cost document workflow, required documents and deadlines for cost acceptance steps – **Purchasing execution and documentation**.

The average time it takes FAKRO to pay an invoice from the start of the calculation of the contractual or statutory payment deadline is 27.7 days. There are currently no legal proceedings pending in relation to late payments.

At FAKRO, we promote the idea of social responsibility among our suppliers, and we want to work with contractors, who care for the environment, operate in compliance with legal regulations, respect human rights, provide safe and decent working conditions and apply the highest ethical standards.

 **The Supplier Code of Conduct** is an important part of our corporate culture. It supports our efforts to ensure supply chain security and to maintain fair and transparent supplier relationships.

This document sets out the minimum standards that FAKRO Group companies require their suppliers to meet.

S2-4

We expect our suppliers to continuously improve in terms of ESG. At the same time, we ourselves are also committed to supporting our suppliers in building awareness and promoting best practice in responsible business and sustainability. We expect our suppliers to have similar requirements upstream in the supply chain and to exercise due diligence in verifying their own suppliers for ESG compliance.



OUR COMMITMENTS

We apply strict rules on payment practices to ensure that we pay our suppliers on time. By adhering to agreed payment terms, we minimise the risk of supply chain disruption and support the financial stability of our suppliers.

S2-3



We implement effective processes to mitigate negative impacts and provide access to channels for employees in the value chain to report issues.

Such channels include dedicated e-mail boxes or telephone lines, as well as indirect contact with a departmental representative. Surveys to our distributors and partners are a valuable source of information. The information collected is analysed and any problems are dealt with transparently and effectively. We are also taking action on the significant impacts on those doing the work in the value chain. We use approaches to manage the risks and opportunities associated with people working in our supply chain. We monitor the effectiveness of these activities to ensure that they are effective and in line with our standards.

S2-5

We have set targets for managing material impacts, increasing positive impacts and managing material risks and opportunities in our supply chain.

We regularly assess our effectiveness in achieving these goals, aiming to continuously improve our sustainability and social responsibility practices. These objectives are in line with international standards, such as the UN Guiding Principles and the



CSDD Directive, which mandate the monitoring and management of human rights impacts across the value chain.

SUPPLIER SELECTION



We have a transparent purchasing policy, governed by our procedures. New contractors are assessed based on a qualification questionnaire, containing declarations on compliance with labour law and environmental protection regulations.

All relevant suppliers undergo a detailed assessment that covers issues such as quality, timeliness, health and safety, environmental aspects and human rights aspects, including labour rights. The results of these assessments are collected in a database and used to make decisions on the supplier selection. These issues are regulated by, among others, the **Guidelines for those responsible for purchasing** document. We are working with our suppliers to create effective processes of cooperation with those doing the work in the value chain. **Our aim is to ensure that all those involved in the production and supply of components to FAKRO are treated in accordance with high standards of human rights, labour law and ethics.**

S2-2



Environmental aspects are an important part of supply chain management. We assess suppliers for compliance with environmental requirements before engaging with them, ensuring that their operations comply with our standards.

S2-1

Our policy for working with suppliers requires regular audits and monitoring compliance with employment rules to ensure compliance with labour laws and ethical standards. Working with suppliers also involves requiring them to implement a zero-tolerance policy on all forms of discrimination, child labour and forced labour.



Suppliers are categorised according to a scoring system we have developed. Definitively negative assessment in terms of compliance with ethical and ecological standards disqualifies the supplier.

VERIFICATION OF COOPERATION

G1-2

In line with the objectives adopted, we audit suppliers on the basis of the developed **Purchasing Management in the FAKRO Group** standard, assessing their responsibility in terms of managing human rights, working conditions and environmental impact. Our **Supplier Code** and the Sustainable Purchasing Policy ensure compliance with minimum ESG requirements throughout the value chain.

In pursuing the principles of sustainability, we use, among others, verification of the country of origin of products, detailed assessment of deliveries from high-risk countries, analysis of chemical safety data sheets, and optimisation of procurement to reduce CO2 emissions. We prefer suppliers located close to our headquarters in order to reduce delivery times and greenhouse gas emissions. We inform suppliers of our environmental requirements and regularly assess their compliance with our standards through regular surveys and audits.

By consciously selecting sustainable suppliers, we aim to minimise negative environmental and community impacts throughout the value chain.



We are committed to ensuring that our suppliers not only deliver goods of the highest quality, but also comply with ethical and environmental standards. Our aim is to build long-term, transparent relationships that contribute to the sustainability of the entire supply chain. We support our partners in improving practices related to respecting workers’ rights and protecting the environment, so that together we can fulfil our commitments to the community and the planet.

Mirosław Mikulski
FAKRO Purchasing Director



5.4 We engage in political actions and lobbying



FAKRO's actions resulting from its relations with national and European governmental and self-governmental institutions were and remain transparent, ethical and law-abiding. We support initiatives in line with the mission, corporate values and organisational culture.

We actively participate in dialogue with stakeholders, including NGOs, community groups and government institutions, to understand their expectations and needs.

Our aim is to build lasting and positive relationships that contribute to jointly solving industry, social and environmental challenges.

G1-5

In 2023, the FAKRO Group did not carry out lobbying activities, nor did it make financial or in-kind contributions of a political nature.

During the reporting period, no one on the company's board held a comparable position in public administration, including regulatory bodies.

None of the companies are registered in the EU Transparency Register or the Member State Transparency Register.

List of sample associations and lobbying activities in which we were a member in 2023:

- » Sącz Chamber of Commerce
- » Polish Roofers' Association
- » Association of Polish Windows and Doors
- » Galician Chamber of Construction
- » Association of Home Builders
- » Polish Chamber of Construction Industry
- » Polish Chamber of Commerce of Low Cost Social Housing
- » UN Global Compact
- » Business Club of the Cracow University of Technology
- » Executive Club.



06

About the Report

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6.1 About the Report

Report 2.0 is an expression of our commitment to sustainability and transparency towards our stakeholders. We believe that our responsibility as a company goes beyond purely economic success indicators. Our mission is to create value not only for the company’s shareholders, but also for the communities in which we operate, for our employees and for the environment.

BP-1

The report is a non-financial report of the FAKRO Group and covers the period from 1 January to 31 December 2023, and relates to the following companies:

MANUFACTURING COMPANIES		
FAKRO PP Sp. z o.o.		Poland
FAKRO GP Sp. z o.o.		Poland
FAKRO WDF Sp. z o.o		Poland
STOLART Sp. z o.o		Poland
FLORAD Sp. z o.o		Poland
FAKRO ORBITA		Ukraine
FAKRO – TL		Ukraine
DISTRIBUTION COMPANIES		
FAKRO Sp. z o.o		Poland
KRONMAT Sp. z o.o		Poland
FAKRO DACHFENSTER GMBH		Germany
KRONMAT GMBH		Germany
FAKRO FRANCE		France
FAKRO ITALIA S.L		Italy
FAKRO SPAIN SLU		Spain
FAKRO DACHFLACHENFESNTER GMBH		Austria
FAKRO CZECH S.R.O		Czech Republic
FAKRO MAGYARORSZAG KFT		Hungary
FAKRO GB LIMITED		United Kingdom
FAKRO DANMARK A/S		Denmark
DACHMAT S.R.O.		Slovakia
SIA KRONMAT BALTIC		Latvia
FAKRO AMERICA L.L.C		USA



In the report, we show how we are implementing our **GO GREEN** philosophy. We have outlined our approach to social and labour issues, taking into account the order and transparency implicit in the principles covered in the organisation’s documents. We have paid considerable attention to information on the management of environmental issues. The FAKRO Group reports on non-financial issues on an annual basis, this being our second ESG report. Our previous report for 2022 does not include corrections to the information.

BP-2

We do not provide information on intellectual property, know-how or the effects of innovation. In 2023, there is a change in the calculation of emissions from energy (Scope II carbon footprint). In the report published for 2022, emissions for market-based were not calculated because the structure of energy suppliers was unknown.

The **PURPOSE** for the **REPORT** is to summarise the non-financial activities of the FAKRO Group in the following areas:

 E – environmental

 S – social

 G – governance

and to define the implementation of sustainable development.



The data categories that were considered during the analyses are in line with widely accepted standards and frameworks for non-financial **ESG** (Environmental, Social and Governance) reporting. In the report we used the **ESRS** [European Sustainability Reporting Standards] indicators.

We also used the guidelines for ESG reporting – “Guide for companies published by the Warsaw Stock Exchange [**WSE**]” and the **OECD** Guidelines for Multinational Enterprises on Responsible Business Conduct.

We have also assigned the indicators selected for the report to the respective “**UN Sustainable Development Goals**”, the implementation of which, through its activities and initiatives, is supported by the FAKRO Group.

Thank you for taking the time to read our ESG report. This Report allows us not only to share our achievements in the area of sustainable development, but is also an opportunity to identify the most important influences of the organisation, to organise our internal processes, and to review our goals and results. We are excited to continue our journey. **Together into the green future.**



Contact for the content of the report

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Head of the Sustainability and Administration Team

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6.2 Project team

This publication was prepared in collaboration with the ESG team **#FAKROteam**.

Our team is a group of committed people responsible for specific business areas. Preparing the content of the report motivates us to develop and continuously improve. It makes us realise the scale of our pro-social and pro-environmental activities. It builds a relationship with Partners based on transparent and open communication.

The Management Board and Executive Management, actively participated in the preparation of the report at every stage, engaging in the development of strategies and actions to improve the company’s social, environmental and ethical performance.

The involvement of the Management Board in the preparation of the report contributes to improving corporate responsibility.

Thank you for your commitment and support.



We are proud to share our progress on ESG with you. We believe that our actions in these key areas will contribute to our long-term success and create valuable, transparent and fair business relationships.

Paulina Tarczyńska

Head of the Sustainability and Administration Team



Editorial team

ADMINISTRATION DEPARTMENT / ENVIRONMENTAL PROTECTION

Paulina Tarczyńska	Head of the Sustainability and Administration Team
Marta Kundziarz	Junior Environmental Specialist

MANAGEMENT BOARD OFFICE / PR

Joanna Rumin	Public Relations Specialist
Monika Bodziony	Junior Public Relations Specialist

SUBSTANTIVE SUPPORT / CONSULTATION:

Organisation Development and Administration Department

Bożena Damasiewicz	Director for Organisational and Administrative Affairs / Head of the Management Board Office
Tomasz Adamek	Work Organisation Specialist

Administration Department / Environmental Protection

Iwona Majoch	Head of Administration
Barbara Nowak	Environmental Officer

Research and Development Department

Sebastian Talarczyk	Director for Product Management and Development
Natalia Kalisz	Junior Implementation Specialist

Certification and Quality Control

Ewa Łukaszczyk – Haslik	Director of Certification and Quality Control
Sabina Dzięciołowska	Junior Certification Specialist

Human Resources Department

Halina Podgórný	Director of Human Resources
Beata Martuś – Kołbon,	Vice- Director of Human Resources
Aleksandra Bielak	Training specialist

RES technologies

Michał Opalski	Technical Specialist – Renewable Energy Technologies
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SUBSTANTIVE SUPPORT / CONSULTATION:

Legal Department / Data Protection

Marian Leśniara	Director of the Legal Office
Kinga Nowobilska	Data Protection Officer

Health and Safety Department

Agnieszka Szczepaniak	Head of Health and Safety Department
Bernadetta Oświęcimka	Occupational Health and Safety Specialist

Purchasing Department

Mirosław Mikulski	Purchasing Director
Marek Wrzeciono	Merchant

Logistics

Grzegorz Cisoń	Logistics Director
Katarzyna Orzechowska	Logistics Specialist / Foreign Warehouse Coordinator
Grzegorz Popardowski	Head of Shipping

Sales / Export

Sabina Sujew	Market Manager – Benelux countries
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Centre for Training and Cooperation with Contractors

Paweł Kołbon	Head of the Centre for Training and Cooperation with Contractors
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Energy Company

Jan Adamczyk	Company Director
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Repairs and investments

Grzegorz Łukaszczyk	Head of the Repairs and Investments Department
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Service

Józef Siedlarz	Service Director
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Maintenance and Technology Implementation Department

Adam Berdychowski	Head of the Maintenance and Technology Implementation Department
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Marketing / Marketing creation / Graphic design

Leszek Mężyk	Head of the Marketing Creation Team
Anna Kuropeska	Junior Marketing Creation Specialist
Karolina Czechowska	Graphic Designer

6.3

Reporting indicators

IRO-2

Disclosure requirements in ESRS covered by the entity’s sustainability statement.

Disclosure no.	Name of disclosure	Place in the Report
ESRS 2 General disclosures		
BP-1	General basis for preparation of the sustainability statements	page 88
BP-2	Disclosures in relation to specific circumstances	page 89
GOV-1	Roles and responsibilities of the administrative, management and supervisory bodies	page 7
GOV-2	Information provided to and sustainability matters addressed by the undertaking’s administrative, management and supervisory bodies	page 9
GOV-3	Integration of sustainability-related performance in incentive schemes	page 10
GOV-4	Statement on due diligence	page 10
GOV-5	Risk management and internal controls over sustainability reporting	page 11
SBM-1	Market position, strategy, business model and value chain	page 6, 13, 14
SBM-2	Views, interests and expectations of stakeholders	page 26
SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	page 11
IRO-1	Description of the processes to identify and assess material impacts, risks and opportunities	page 11
IRO-2	Disclosure requirements in ESRS covered by the undertaking’s sustainability statement	page 93



Disclosure no.

Name of disclosure

Place in the Report

ESRS E1 Climate change

E1-2	Policies related to climate change mitigation and adaptation	page 33
E1-3	Actions and resources in relation to climate change policies	page 37, 38
E1-4	Targets related to climate change mitigation and adaptation	page 34
E1-5	Energy consumption and mix	page 35
E1-6	Gross Scopes 1, 2, 3 and Total GHG emissions	page 37
E1-7	GHG removals and GHG mitigation projects financed through carbon credits	None
E1-8	Internal carbon pricing	None
E1-9	Potential financial effects from material physical and transition risks and potential climate-related opportunities	None

ESRS E2 Pollution

E2-1	Policies related to pollution	page 40
E2-2	Actions and resources related to pollution	page 40
E2-3	Targets related to pollution	page 40
E2-4	Pollution of air, water and soil	page 42
E2-5	Substances of concern and substances of very high concern	page 43
E2-6	Potential financial effects from pollution-related impacts, risks and opportunities	None



Disclosure no.

Name of disclosure

Place in the Report

ESRS E3 Water and marine resources

E3-1	Policies related to water and marine resources	page 44
E3-2	Actions and resources related to water and marine resources	page 44
E3-3	Targets related to water and marine resources	page 45
E3-4	Water consumption	page 44
E3-5	Potential financial effects from water and marine resources-related impacts, risks and opportunities	None

ESRS E4 Biodiversity and ecosystems

E4-1	Transition plan and consideration of biodiversity and ecosystems in strategy and business model	page 46
E4-2	Policies related to biodiversity and ecosystems	page 46
E4-3	Actions and resources related to biodiversity and ecosystems	page 47
E4-4	Targets related to biodiversity and ecosystems	page 46
E4-5	Impact metrics related to biodiversity and ecosystems change	page 46
E4-6	Potential financial effects from biodiversity and ecosystem-related impacts, risks and opportunities	None

E

Disclosure no. Name of disclosure Place in the Report

ESRS E5 Resource use and circular economy

E5-1	Policies related to resource use and circular economy	page 49
E5-2	Actions and resources related to resource use and circular economy	page 52
E5-3	Targets related to resource use and circular economy	page 52
E5-4	Resource inflows	page 51
E5-5	Resource outflows	page 52
E5-6	Potential financial effects from resource use and circular economy-related impacts, risks and opportunities	None

ESRS S1 Own workforce

S1-1	Policies related to own workforce	page 55
S1-2	Processes for engaging with own workers and workers' representatives about impacts	page 62
S1-3	Processes to remediate negative impacts and channels for own workers to raise concerns	page 57
S1-4	Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	page 58



Disclosure no.

Name of disclosure

Place in the Report

ESRS S1 Own workforce

S1-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	page 58
S1-6	Characteristics of the undertaking's employees	page 59
S1-7	Characteristics of non-employee workers in the undertaking's own workforce	page 61
S1-8	Collective agreement and social dialogue	page 62
S1-9	Diversity metrics	page 59
S1-10	Adequate wages	page 70
S1-11	Social protection	page 71
S1-12	Persons with disabilities	page 60
S1-13	Training and skills development metrics	page 64
S1-14	Health and safety metrics	page 68
S1-15	Work-life balance metrics	page 73
S1-16	Remuneration metrics (pay gap and total remuneration)	None
S1-17	Incidents, complaints and severe human rights impacts	page 73

ESRS S2 Workers in the value chain

S2-1	Policies related to value chain workers	page 85
S2-2	Processes for engaging with value chain workers about impacts	page 84
S2-3	Processes to remediate negative impacts and channels for value chain workers to raise concerns	page 84

Disclosure no.

Name of disclosure

Place in the Report

ESRS S2 Workers in the value chain

S2-4	Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those actions	page 83
S2-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	page 84

ESRS S3 Affected communities

S3-1	Policies related to affected communities	page 74
S3-2	Processes for engaging with affected communities about impacts	page 74
S3-3	Processes to remediate negative impacts and channels for affected communities to raise concerns	page 76
S3-4	Taking action on material impacts on affected communities, and approaches to managing material risks and pursuing material opportunities related to affected communities, and effectiveness of those actions	page 78
S3-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	page 78

ESRS S4 Consumers and end-users

S4-1	Policies related to consumers and end-users	page 28
S4-2	Processes for engaging with consumers and end-users about impacts	page 28
S4-3	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	page 28
S4-4	Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities related to consumers and end-users, and effectiveness of those actions	page 24, 28
S4-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	page 28

Disclosure no.

Name of disclosure

Place in the Report

ESRS G1 Governance

G1-1	Corporate culture and business conduct policies and corporate culture	page 81
G1-2	Management of relationships with suppliers	page 85
G1-3	Prevention and detection of corruption and bribery	page 82
G1-4	Confirmed incidents of corruption or bribery	page 82
G1-5	Political influence and lobbying activities	page 86
G1-6	Payment practices	page 83



List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Information disclosure requirement and associated datapoint		Chapter in the report
ESRS 2 GOV-1	Board's gender diversity paragraph 21 (d)	1. About us
ESRS 2 GOV-1	Percentage of board members who are independent paragraph 21(e)	Irrelevant
ESRS 2 GOV-4	Due diligence statement paragraph 30	1. About us
ESRS 2 SBM-1	Involvement in activities related to fossil fuel activities paragraph 40 (d)	Irrelevant
ESRS 2 SBM-1	Involvement in activities related to chemical production paragraph 40 (d) ii	Irrelevant
ESRS 2 SBM-1	Involvement in activities related to controversial weapons paragraph 40 (d) iii	Irrelevant
ESRS 2 SBM-1	Involvement in activities related to cultivation and production of tobacco paragraph 40 (d) iv	Irrelevant
ESRS E1-1	Transition plan to reach climate neutrality by 2050 paragraph 14	3.1 We tackle climate change
ESRS E1-1	Undertakings excluded from Paris-aligned Benchmarks paragraph 16 (g)	Irrelevant
ESRS E1-4	GHG emission reduction targets paragraph 34	3.1 We tackle climate change
ESRS E1-5	Energy consumption from fossil sources disaggregated by sources (only high climate impact sectors) paragraph 38	3.1 We tackle climate change
ESRS E1-5	Energy consumption and mix paragraph 37	3.1 We tackle climate change
ESRS E1-5	Energy intensity associated with activities in high climate impact sectors paragraphs 40 to 43	3.1 We tackle climate change
ESRS E1-6	Gross Scope 1, 2, 3 and Total GHG emissions paragraph 44	3.1 We tackle climate change
ESRS E1-6	Gross GHG emissions intensity paragraphs 53 to 55	3.1 We tackle climate change
ESRS E1-7	GHG removals and carbon credits paragraph 56	3.1 We tackle climate change
ESRS E1-9	Exposure of the benchmark portfolio to climate-related physical risks paragraph 66	3.1 We tackle climate change
ESRS E1-9	Disaggregation of monetary amounts by acute and chronic physical risk paragraph 66 (a)	3.1 We tackle climate change

Wykaz punktów danych zawartych w standardach przekrojowych i standardach tematycznych, które wynikają z innych przepisów UE

Information disclosure requirement and associated datapoint			Chapter in the report
ESRS E1-9	Location of significant assets at material physical risk paragraph 66 (c)		3.1 We tackle climate change
ESRS E1-9	Breakdown of the carrying value of its real estate assets by energy-efficiency classes paragraph 67 (c)		3.1 We tackle climate change
ESRS E1-9	Degree of exposure of the portfolio to climate-related opportunities paragraph 69		3.1 We tackle climate change
ESRS E2-4	Amount of each pollutant listed in Annex II of the E-PRTR Regulation (European Pollutant Release and Transfer Register) emitted to air, water and soil, paragraph 28		3.2 We reduce pollution
ESRS E3-1	Water and marine resources paragraph 9		3.3 We reduce water consumption
ESRS E3-1	Dedicated policy paragraph 13		3.3 We reduce water consumption
ESRS E3-1	Sustainable oceans and seas paragraph 14		Irrelevant
ESRS E3-4	Total water recycled and reused paragraph 28 (c)		3.3 We reduce water consumption
ESRS E3-4	Total water consumption in m3 per net revenue on own operations paragraph 29		3.3 We reduce water consumption
ESRS 2 SBM3-E4 paragraph 16 (a) i			Irrelevant
ESRS 2 SBM3-E4 paragraph 16 (b)			Irrelevant
ESRS 2 SBM3-E4 paragraph 16 (c)			Irrelevant
ESRS E4-2	Sustainable land / agriculture practices or policies paragraph 24 (b)		Irrelevant
ESRS E4-2	Sustainable oceans / seas practices or policies paragraph 24 (c)		Irrelevant
ESRS E4-2	Policies to address deforestation paragraph 24 (d)		3.4 We study our impact on biodiversity and ecosystems
ESRS E5-5	Non-recycled waste paragraph 37 (d)		3.5 We operate in line with a circular economy
ESRS E5-5	Hazardous waste and radioactive waste paragraph 39		3.5 We operate in line with a circular economy

Wykaz punktów danych zawartych w standardach przekrojowych i standardach tematycznych, które wynikają z innych przepisów UE

Information disclosure requirement and associated datapoint		Chapter in the report
ESRS 2 SBM-3-S1	Risk of incidents of forced labour paragraph 14 (f)	4. We are responsible
ESRS 2 SBM-3-S1	Risk of incidents of child labour paragraph 14 (g)	4. We are responsible
ESRS S1-1	Human rights policy commitments paragraph 20	4. We are responsible
ESRS S1-1	Due diligence policies on issues addressed by the fundamental International Labour Organisation Conventions 1 to 8, paragraph 21	4. We are responsible
ESRS S1-1	Processes and measures for preventing trafficking in human beings paragraph 22	4. We are responsible
ESRS S1-1	Workplace accident prevention policy or management system paragraph 23	4. We are responsible
ESRS S1-3	Grievance/complaints handling mechanisms paragraph 32 (c)	4.1 We act ethically
ESRS S1-14	Number of fatalities and number and rate of work-related accidents paragraph 88 (b) and (c)	4.3 We care about employees and support their development
ESRS S1-14	Number of days lost to injuries, accidents, fatalities or illness paragraph 88 (e)	4.3 We care about employees and support their development
ESRS S1-16	Unadjusted gender pay gap paragraph 97 (a)	None
ESRS S1-16	Excessive CEO pay ratio paragraph 97 (b)	None
ESRS S1-17	Incidents of discrimination paragraph 103 (a)	4.3 We care about employees and support their development
ESRS S1-17	Non-respect of UNGPs on Business and Human Rights and OECD paragraph 104 (a)	4.3 We care about employees and support their development
ESRS 2 SBM-3-S2	Significant risk of child labour or forced labour in the value chain paragraph 11 (b)	5.3 We build lasting relationships with suppliers

List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Information disclosure requirement and associated datapoint		Chapter in the report
ESRS S2-1	Human rights policy commitments paragraph 17	5.3 We build lasting relationships with suppliers
ESRS S2-1	Policies related to value chain workers paragraph 18	5.3 We build lasting relationships with suppliers
ESRS S2-1	Non-respect of UNGPs on Business and Human Rights and OECD paragraph 19	5.3 We build lasting relationships with suppliers
ESRS S2-1	Due diligence policies on issues addressed by the fundamental International Labour Organisation Conventions 1 to 8, paragraph 19	5.3 We build lasting relationships with suppliers
ESRS S2-4	Human rights issues and incidents connected to its upstream and downstream value chain paragraph 36	5.3 We build lasting relationships with suppliers
ESRS S3-1	Human rights policy commitments paragraph 16	4.4 We are involved in the community
ESRS S3-1	Non-respect of UNGPs on Business and Human Rights, ILO principles or and OECD guidelines paragraph 17	4.4 We are involved in the community
ESRS S3-4	Human rights issues and incidents paragraph 36	4.4 We are involved in the community
ESRS S4-1	Policies related to consumers and end-users paragraph 16	2.3 Respect for customer rights
ESRS S4-1	Non-respect of UNGPs on Business and Human Rights and OECD paragraph 17	2.3 Respect for customer rights
ESRS S4-4	Human rights issues and incidents paragraph 35	2.3 Respect for customer rights
ESRS G1-1	United Nations Convention against Corruption paragraph 10 (b)	5.2 Counteracting corruption and bribery
ESRS G1-1	Protection of whistle-blowers paragraph 10 (d)	5.1 Our corporate culture and business practices
ESRS G1-4	Fines for violation of anti-corruption and anti-bribery laws paragraph 24 (a)	5.2 Counteracting corruption and bribery
ESRS G1-4	Standards of anti-corruption and anti-bribery paragraph 24 (b)	5.2 Counteracting corruption and bribery

