

COMARCH

Annual
Report
2023

The background of the page is an abstract composition of overlapping circles and curved shapes. The colors range from a deep, dark blue to a vibrant, bright blue, with a touch of green at the top. The shapes are layered, creating a sense of depth and movement. The overall aesthetic is modern and clean.

Consolidated financial data of the
Comarch Group as of December 31, 2023.

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1. Letter from the President of the Management Board of Comarch SA to Shareholders



Dear Shareholders,

The year 2023 brought many challenges, with geopolitical uncertainty (especially related to the war in Ukraine), skyrocketing inflation, and investment restraint among the most serious issues the IT sector had to deal with. In this regard, I am even more proud of the fact that the Comarch Group demonstrated unwavering stability, continued its growth and achieved good financial results in 2023 comparable to those of the previous year. Our revenues reached PLN 1,815.8 million, the operating profit amounted to PLN 96.3 million, and the net profit attributable to the shareholders of Comarch S.A. was PLN 100.6 million, with a net profitability of 5.5%.

The Comarch Group has shown a strong commitment to its long-term growth strategy by enhancing its current IT products and developing new solutions to serve a diverse range of industries on a global scale. More than 94% of the Group's revenues came from the sale of proprietary services, solutions and finished products, with a significant

portion (51.6%) coming from international markets. Last year, domestic market expansion increased by 12.5%, driven by sales to small and medium-sized enterprises and the medical sector. Demand for IT solutions in the finance, banking and telecommunications sectors experienced temporary slowdown.

The Comarch Group's extensive range of innovative IT solutions and high-quality services allowed us to solidify our position as a leading Polish software manufacturer and a globally recognized IT provider.

In the year covered by this report, the Comarch Group continued its extensive research and development activities. R&D expenses reached almost PLN 412 million, representing 22.7% of revenues. We focused on developing new AI-based capabilities for our loyalty and ERP systems, solutions for telecom operators, and e-commerce, telemedicine, and financial services and products. As in previous years, the service model – in which Comarch has always been one of the market leaders – was the dominant paradigm for selling IT solutions.

We have made strategic investments in IT security in order to protect our clients' data and ensure our continued growth. The launch of our new Data Center in Phoenix, United States, alongside similar facilities in Krakow, Dresden, and Lille, has greatly diversified the Comarch Group's ICT infrastructure. We have received numerous awards and prizes in recognition of our achievements. To highlight just two examples, Comarch ranked among the top 100 companies in the ITwiz BEST 100 2023 Report, securing first place in key categories. At the CEE23 SME Banking Conference, Comarch Open Platform was recognized as the Best SME Ecosystem Software.

It was a year of both celebration and sorrow. We honored 30 years of consecutive success while also mourning the loss of two key figures in our organization's history. Professor Janusz Filipiak, the long-time President of the Company, one of its founders and major shareholders, passed away on December 17, 2023. On March 10, 2023, we said goodbye to Pawel Prokop, a long-standing Vice-President of the Company, one of its first employees and a major shareholder.

Despite numerous challenges, the past year has demonstrated that the strengths we have been cultivating over time, including Group's remarkable geographic and industry diversification, extensive product range, robust management and financial resources, dedicated employees, and our ability to adapt effectively to a rapidly evolving environment, are pivotal to the company's sustainable growth. It is my hope that in 2024 the Comarch Group will be able to further strengthen its market position as a global IT solutions provider and increase its value for shareholders, clients, employees, and all other stakeholders.

Dr Anna Pruska,
President of the Management
Board of Comarch SA



Farewell to Prof. Janusz Filipiak

The greatest value of a person is his vision and the sincere belief that it can change the world for the better. There are certainly many of such beginnings, but only a few have the perseverance to be able to look at the results of their work after many years with peace of mind, knowing that they have achieved what they had planned.

Behind every venture, every success, and every functioning business, there are people without whom it could not function. They set the course and ensure that it stays on course. The future may bring many challenges, but their impact will always be visible. Professor Janusz Filipiak, co-founder of Comarch, researcher and academic, was undoubtedly such a person.

Professor Filipiak passed away on December 17, 2023. We deeply grieve the loss of this remarkable figure, an exceptional mind and a visionary. Throughout his long academic career, Janusz Filipiak made an unparalleled contribution to the development of the Polish IT industry.

In 1976, he began working at the AGH University of Science and Technology, and in 1984, he earned his habilitation. Four years later, at the age of 39, he received a professorship nomination from Lech Wałęsa, the President of the Republic of Poland. In 1993, together with his wife Elżbieta, he founded Comarch - the first knowledge-based company in Poland. He became the CEO of Comarch SA in 1998.

During his lifetime, Professor Filipiak was awarded the Knight's Cross of the Order of Polonia Restituta for his outstanding contributions to the development of

telecommunications and IT. He has also received the Officer's Cross of the Order of Polonia Restituta for his exceptional services to the national economy and achievements in charitable and social activities. In addition, he was honored with the Individual Economic Award of the President of the Republic of Poland for his remarkable contributions to Polish entrepreneurship.

Janusz Filipiak had a great passion for football. His relationship with Cracovia reflected his approach to business and value creation. As he emphasized, despite various events that disrupted the continuity of numerous institutions in Poland, Cracovia, due to its respect for history, continued to exist.

Professor Filipiak was dedicated to creating strong and stable foundations that effectively prepared our company for the challenges of the coming decades. We are grateful for his many years of work not only for Comarch, but also for Polish science, IT industry and economy. Without a doubt, it can be said that Professor Filipiak's achievements have changed the lives of millions of people, not only in Poland, but all over the world.

The memory of a person can be honored in many ways. However, there are individuals whose accomplishments are not limited to the past, but continue to shape the present and influence the future. Professor Filipiak's mission and legacy will continue, and the company he built over much of his life will carry on as before.

Thank you, Professor!



Farewell to Paweł Prokop

Some people are connected to the company for a shorter period of time, while others dedicate almost their entire lives to its development, becoming an inseparable part of the company's history. Paweł Prokop was one of those people who were with Comarch almost from the very beginning.

Paweł joined the company in 1995, first as a project manager and later as a member of the Management Board. Since 2003 he has been Vice President of the Management Board of Comarch SA and Head of the Public Administration Sector. During this time, he gained a deep understanding of the company, worked in various roles, met many people, faced many challenges and solved strategically important problems.

Paweł Prokop passed away in March 2023, having dedicated almost 30 years of his life to Comarch. We will remember him as an incredibly dedicated, humble and passionate person. His impact on the company's development is best

reflected not in numbers, but in the memories of his closest colleagues, who always found him as a source of support.

Those close to Paweł appreciate his helpfulness, calmness and sense of humor, which helped to overcome difficult times, as well as his knowledge and experience, which helped to better understand the world around him. He was always willing to help and patient. He never said something "couldn't be done" because he didn't have the time, they recall.

Paweł Prokop was not only an experienced and diligent leader, but most of all an open-minded person who knew how to listen, support and respect everyone he met. Thanks to his constructive attitude and inspiring personality, he set an example for everyone around him and left a memorable impact on all who had the pleasure of working with him.

Paweł, thank you!



Comarch SSE4 building, Kraków



2. Comarch Operations

Comarch in figures



1991

Comarch onset



1993

Founding year



1999

First publicly traded on the Warsaw Stock Exchange



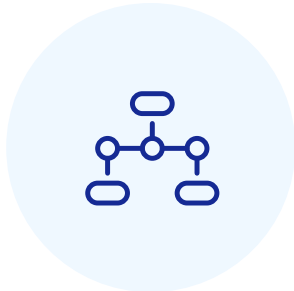
6,400+

Employees



> 400 mln USD

The total value of Comarch's shares on the Warsaw Stock Exchange



59

Companies



Added Value

Comarch is a software house which sells its own software products to large corporations and provides implementation and managed services



Over 94%

of revenues from sales of own software and products



Headquarters

Krakow, Poland

Comarch in the world - companies, projects, data centers

59

Companies

82

Offices

In

70

cities

In

30

countries

On

5

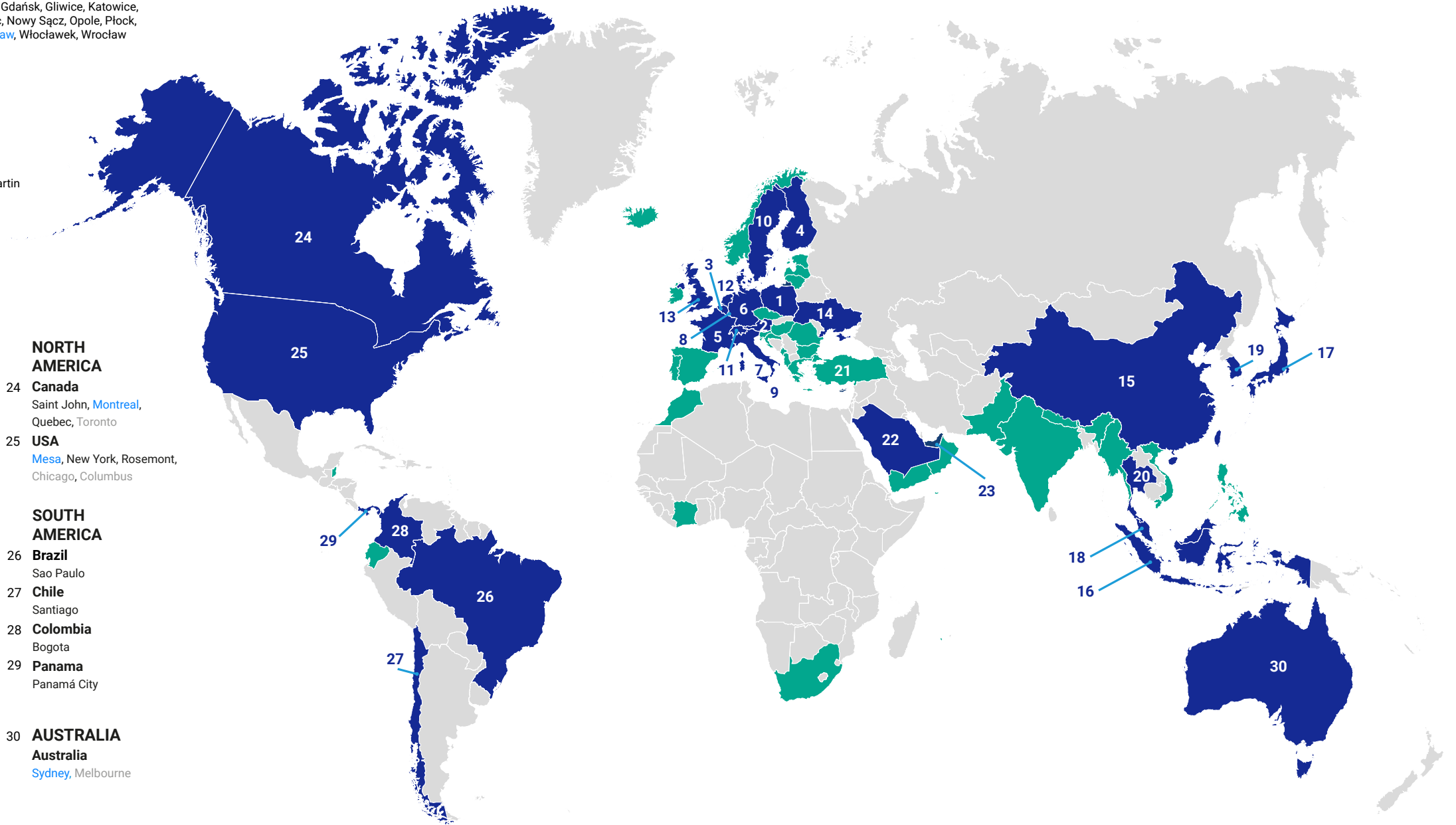
continents

EUROPE

- 1 **Poland**
Białystok, Bielsko-Biała, Częstochowa, Gdańsk, Gliwice, Katowice, Kielce, **Kraków HQ**, Lublin, Łódź, Mielec, Nowy Sącz, Opole, Płock, Poznań, Rzeszów, Tarnów, Toruń, **Warsaw**, Wrocław, Wrocław
- 2 **Austria**
Innsbruck
- 3 **Belgium**
Brussels
- 4 **Finland**
Vantaa
- 5 **France**
Cergy, **Lille**, Lyon, Montbonnot Saint Martin
- 6 **Germany**
Berlin, Bremen, **Dresden**, Hamburg, Hannover, Munich, Münster
- 7 **Italy**
Milan, Rome
- 8 **Luxembourg**
Luxembourg
- 9 **Malta**
Ta'Xbiex
- 10 **Sweden**
Stockholm
- 11 **Switzerland**
Arbon, Lucerna, Zug
- 12 **The Netherlands**
Rotterdam
- 13 **UK**
London
- 14 **Ukraine**
Lviv
- 15 **ASIA**
- 15 **China**
Shanghai
- 16 **Indonesia**
Jakarta
- 17 **Japan**
Tokyo
- 18 **Malaysia**
Kuala Lumpur
- 19 **South Korea**
Seoul
- 20 **Thailand**
Bangkok
- 21 **Turkey**
Istanbul

MIDDLE EAST

- 22 **Saudi Arabia**
Riyadh
- 23 **United Arab Emirates**
Dubai, Abu Dhabi



NORTH AMERICA

- 24 **Canada**
Saint John, **Montreal**, Quebec, Toronto
- 25 **USA**
Mesa, New York, Rosemont, Chicago, Columbus

SOUTH AMERICA

- 26 **Brazil**
Sao Paulo
- 27 **Chile**
Santiago
- 28 **Colombia**
Bogota
- 29 **Panama**
Panamá City

AUSTRALIA

- 30 **Australia**
Sydney, Melbourne



Comarch Capital Group activities

We develop innovative IT systems for key sectors of the economy.

The Comarch Group is a producer of innovative IT systems for key sectors of the economy, both in Poland and abroad. Comarch's main strategy is to provide customers with complete IT solutions based on its own products, including in a service model. With high-level specialists and professional infrastructure, we offer not only IT products,

but also their implementation and maintenance services, as well as consulting and integrations to customers all over the world. As a result, recipients of products and services offered by Comarch can take full advantage of the opportunities created by modern IT systems and optimize their business processes.

The scope of our offer includes:

 ERP systems	 financial and accounting systems	 CRM systems	 loyalty software	 sales support systems and electronic document exchange
 electronic banking systems	 data communication network management systems	 billing systems	 Business Intelligence software	 security and data protection management services

We are a solution provider for, among others:

- entities in public administration,
- banking,
- accounting offices,
- FMCG companies,
- airlines,
- automotive,
- medical sector
- manufacturing companies
- public utilities,
- capital markets,
- telecommunications and insurance companies,
- higher education institutions,
- trade, service and transportation companies,
- fuel suppliers,
- as well as entities engaged in brokerage, e-commerce or factoring activities

Comarch Group focuses on developing IT solutions in a service model - Comarch is one of the market leaders in this area. We have a comprehensive Comarch Cloud offering, with the highest security standards, built on the infrastructure of Comarch Data Center. With Comarch Cloud, customers can use software and data storage services, as well as run their businesses without the need for their own IT infrastructure, gaining great efficiency, reliability, security and scalability.

In planning its development strategy, Comarch takes into account social and environmental aspects, consciously limiting the impact of its activities on the natural environment, minimizing the consumption of natural resources

and reducing the generation of waste. As of the publication date of the report, the Comarch Group consists of 59 companies located on 5 continents, in 30 countries, with 81 offices around the world. In the past year Comarch Group successfully continued its growth strategy based on the diversification of its operations between different industry segments and regions of the world, developing its own products and selling them on the global market. For many years, one of the main strategic goals of the Comarch Group is to develop sales of an increasing number of products on foreign markets, particularly in Western Europe, Asia, Oceania and North America. Further capital investments in both domestic and foreign markets are planned for 2023.



Membership in organizations

Global organizations

Comarch is a member of many organizations operating in the IT field, such as ETIS and TM Forum, for example, so it has continuous access to the latest standards emerging in these fields (e.g. standards on TAP/RAP). The use of modern technologies at Comarch is not understood solely as technical means for implementing projects, but also the use of available standards to the maximum extent.

The TeleManagement Forum (TMF) is a non-profit organization that was founded in 1988 to accelerate the development of systems for managing telecommunications networks. ETIS, on the other hand, is an international organization aimed at exchanging information on key technology issues among telecommunications service providers in Europe. ETIS supports members in improving their business efficiency by sharing information on the effective use of computer technology.

In 2019, Comarch joined MEF, an industry association of more than 200 companies in the telecommunications industry. Since 2020, Comarch has been a member of the O-RAN Alliance, a consortium dedicated to promoting a software-based, extensible RAN and standardization of critical architecture elements of O-RAN Alliance. In 2023, we also became a member of the 450 MHz Alliance, a global organization of operators, band owners, equipment, terminal and solution providers that promotes interoperability and the development of standardized solutions in the frequency band 450 MHz around the world.

Comarch also belongs to international chambers of commerce and business, including: Polish-German Chamber of Industry and Commerce and the French-Polish Chamber of Commerce or industry organizations around the world.

Organizations in individual countries

On the Iberian Peninsula, Comarch is a member of AECOC- the Spanish representative of the global GS1 organization, and Asociación XBRL España, an association which promotes the implementation, adoption and development of the XBRL in order to unify standards for the presentation of financial statements.

In Japan, Comarch belongs to the business club 21c Club within EGG JAPAN. The 21c Club supports companies in establishing and developing new B2B businesses and is a platform for sharing knowledge and experience.

In Italy, where Comarch has been doing business since 2015, the company is a member of the Retail Institute Italy, whose mission is to promote the culture and development of the entire sector by offering core content and strategic actions to be updated and competitive in an increasingly complex market scenario. In addition, Comarch is a member of the an association of companies operating in the Milan metropolitan area and in the provinces of Lodi, Monza and Brianza in Pavia - Assolombarda. The role of the association is to support member companies in dealing with local companies and institutions. The company is also a member of the Osservatorio Innovazione Digitale in Sanità, which has as its mission the itself to create and disseminate knowledge about opportunities

and the impact that digital technologies have on businesses, public administration and citizens. Comarch also belongs to the Polish Chamber of Business in Italy, based in Bologna, which develops contacts between its members and other entities in the field of economy, science and entrepreneurship.

In the Benelux countries, Comarch belongs to the Belgian-Polish-Luxembourg Chamber of Commerce. The chamber's mission is to promote Belgian and Luxembourg investments and exports to Poland, but it also supports Polish companies in cooperation with Belgian and Luxembourg companies. The board member at BEPOLUX is Wojciech Pawluś, managing director of Comarch for Benelux.

In France, Comarch is a member of the association HUBRETAIL "Cross-Canal and Omni-Logistics," which promotes the cooperation of the business community in the Auvergne-Rhodan-Alpes region and the related logistics sector in order to strengthen the industry and create synergies between large market players and start-ups. The company is also a member of the Adira organization, which brings together all regional players in information technology. Comarch is a member of AD2N, a regional association of more than 40 digital services companies

(ESNs) and manufacturers of information systems. It also operates within the structures of Syntec Numérique which brings together companies providing digital services (ESN), software publishers and technology consulting companies (ICT). In France, Comarch belongs to two more organizations. Clubster NSL - Nutrition, Santé, Longevité is a cluster uniting companies in the agri-food, health, healthcare, biotechnology and e-health industries. PIKOM brings together small and large research laboratories and training institutions involved in a specific industry.

In Australia, meanwhile, Comarch is a member of the Australian Loyalty Association, an organization founded to promote education and provide networking opportunities for those working in the loyalty industry. It is also a member of Loyalty360, an association that operates in the customer loyalty marketing solutions market, which aims to enable and encourage dialogue among industry leaders.

Characteristics of factors important for the development of the Comarch Group

Internal factors

- A high degree of diversification of operations (industry, geographic and product);
- Steady growth in export sales and the importance of foreign operations;
- position and reputation influencing the nature of customers acquired;
- operations in the special economic zone in Cracow;
- significant share of standard (repeatable) products in sales, which means:
 - lower costs, especially variable costs associated with a single contract,
 - the possibility of significantly increasing the profitability of a single contract while reducing the burden on the customer (license fees),
 - wider and more diversified clientele - greater scale of operations
- Attractive training policy and working conditions offered to employees;
- a recognizable, high-profile annual summer student internship program (being one of the employers of first choice in the industry in Poland);
- high brand recognition through marketing campaigns (including sports marketing) and pro-social activities;
- The need for continuous investment in human capital to maintain competitiveness;
- high level of investment spending on:
 - research and development activities and development of new products and services;
 - - expansion of production facilities in Poland and abroad (tangible investments) and with expansion in foreign markets (capital investments)

External factors

- An increase in the demands placed on information systems by customers (in the form of increased demand for large, complex information systems);
- an increase in the importance of mobile technologies, now widely used in IT solutions for all customer groups;
- changing business models in many industries and change in companies' business strategies related to advances in technology and economic development (shaping demand for new IT systems and the spread of software sales in the cloud model computing);
- related to Poland's membership in the European Union, Polish companies' access to structural funds (allocated in part for the development of IT systems and the financing of R&D work);
- increasing competition resulting in reduced margins and competition among IT companies;
- Steady upward pressure on wages in the IT industry, and the declining number of graduates with IT training
- Increasing competition on the local IT labor market in Krakow and other places of Company's business activities, the spread of the remote work model making it easier to change jobs;
- the global economic situation, with particular taking into account the situation in Europe, affecting the volume of demand for IT products and services in this market and the financial credibility of customers in this geographic area
- volatility of foreign exchange rates, in particular: EUR/PLN, USD/PLN, GBP/PLN, JPY/PLN, affecting the the profitability of foreign sales;
- The international political situation, including in Ukraine and the Middle East;
- the growing level of cybercrime threat

Other relevant factors, including risks and threats

Credit risk

The Comarch Group analyzes the financial credibility of potential customers before entering into contracts for the supply of IT systems and, depending on the assessment of financial standing, it adjusts the terms of each contract to the potential risks. Concentration of credit risk is limited due to the diversification of sales to a significant number of counterparties from different sectors of the economy and different regions of the world. In terms of balance sheet items subject to credit risk, there was no significant change during the reporting period in the level of risk.

Risk of interest rate changes

The Comarch Group is exposed to the risk of changes in interest rates due to its cash and cash equivalents, as well as long-term loans and borrowings entered into. Part of the loans and borrowings bear interest at a fixed rate and part at a variable rate, based on the rate of EURIBOR. For loans and credits bearing interest at a variable rate, the Comarch Group has made partial hedging of interest rate risk by means of IRS contracts. Comarch Group conducts constant monitoring of the market situation with regard to changes levels of interest rates. Their impact on the amount of interest paid on loans is partially offset by parallel changes in interest rates received in connection with the Comarch Group's cash holdings.

Exchange rate risk

In connection with export sales or sales denominated in foreign currencies, the parent company is exposed to foreign exchange risk, particularly with regard to changes in exchange rates of currency pairs: EUR/PLN, USD/PLN, GBP/PLN, JPY/PLN, THB/PLN, BRL/PLN. At the same time, some of the Comarch Group's costs and liabilities are expressed or linked to the exchange rate of foreign currencies. In individual cases, hedging of future payments by means of forward contracts, as use of natural hedging by adjusting the structure of assets and liabilities denominated in foreign currencies (e.g., by changing the currency of investment loans). Carrying value of the Comarch Group's financial assets and liabilities denominated in foreign currencies as of the balance sheet date pertains to trade receivables and payables, investment loan liabilities and cash.

Liquidity risk

Comarch Group has a liquidity risk management system for managing short-, medium- and long-term funds. The main financial liquidity risk is due to the fact that most of the costs incurred by the Comarch Group are fixed costs, while sales revenues are subject to the volatility characteristic of service companies. The Comarch Group manages liquidity risk by maintaining an adequate amount of working capital, maintaining standby overdraft facilities, continuously monitoring projected and actual cash flows, and analyzing the maturity profiles of financial assets and financial liabilities.

Prospects for development of Comarch Group's business and expected financial situation in 2024

In 2023, the Comarch Group's core business was at a similar level to the previous year. There have been changes in the structure of demand for IT services and products. The Group has seen an increase in demand for solutions for

the small and medium-sized enterprise sector in Poland, finance and banking, and medicine, with a simultaneous decline in sales to the telecommunications sector, a slight decrease for trade and services, industry and utilities,

the public sector and small and medium-sized enterprises in the DACH region. The Comarch Group's order portfolio currently ensures that its production capacity will be fully utilized in the next few periods.

The Management Board of Comarch SA monitors on an ongoing basis the impact of the political and economic

situation in the Middle East on the Comarch Group's activities. The Management Board of the Company informs, that as of the date of publication of this report, the Comarch Group's operations in the Middle East is being conducted without disruption. The Comarch Group does not currently have operations in countries in the region directly involved in armed conflicts.

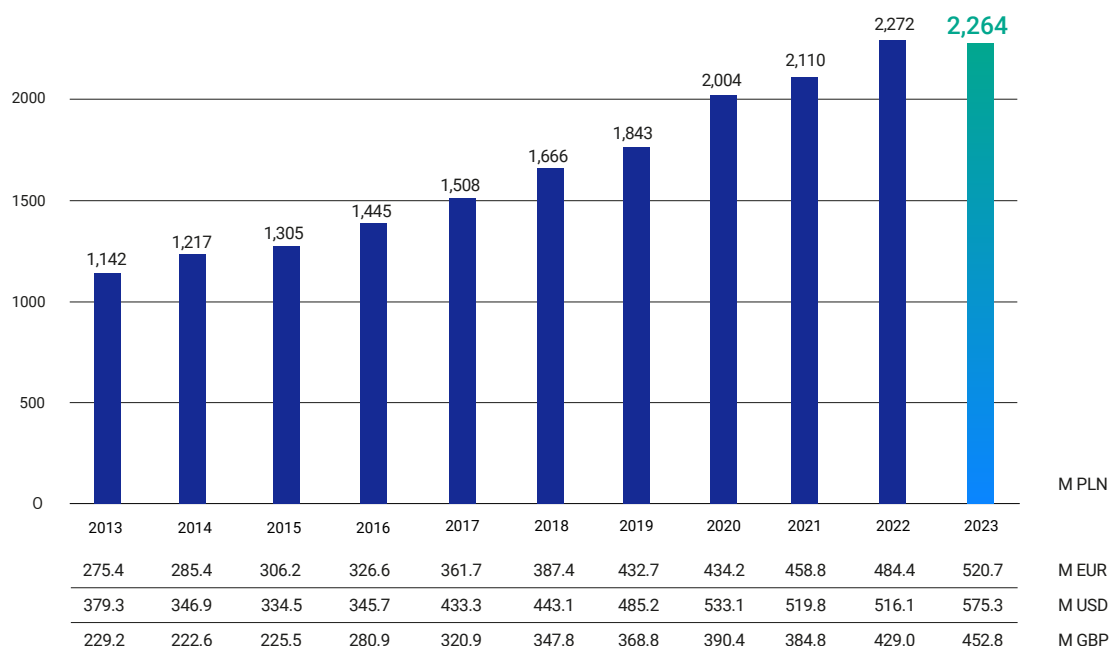
Operational risk

At the same time, effective management of operational risks is a prerequisite for implementing the strategy. The opportunity for the Group lies in its high degree of innovation and the increase in demand for providing IT in a service model - thanks to the wide range of our own products, our infrastructure, and our human and capital resources, we can flexibly adapt to the business models expected by customers.

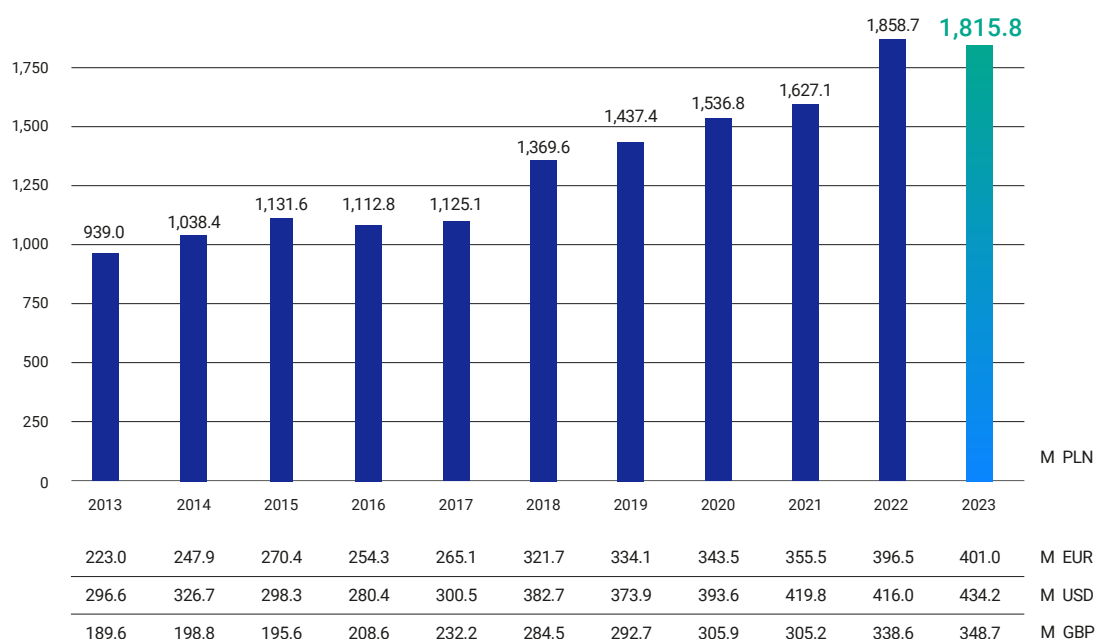
The most significant operational risks associated with the Group's operations include:

- related to the manufacture of proprietary software products;
- related to the performance of long-term contracts;
- related to the failure to meet contractual terms and conditions and the use by counterparties of guarantees granted to them of good performance or contractual penalties to which they are entitled;
- foreign economic, legal and political environment related to the performance of export contracts;
- credit related to sales with deferred payment terms and often long lead times contracts;
- changes in currency exchange rates and interest rate levels;
- Staff turnover, inability to hire enough qualified employees, increase in labor costs;
- related to international terrorism, making it difficult to send employees on business trips in certain areas of the world;
- cyber;
- related to the ongoing war on Ukrainian territory;
- risks related to the possible escalation of conflicts in the Middle East region and the political, economic and social consequences of this conflict.

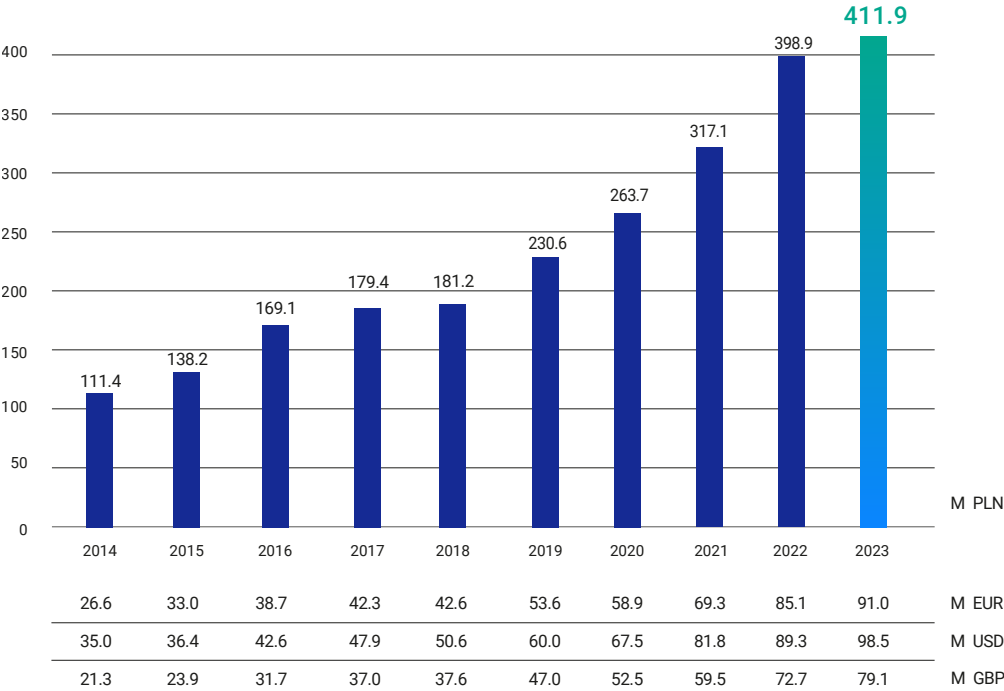
Balance sheet total



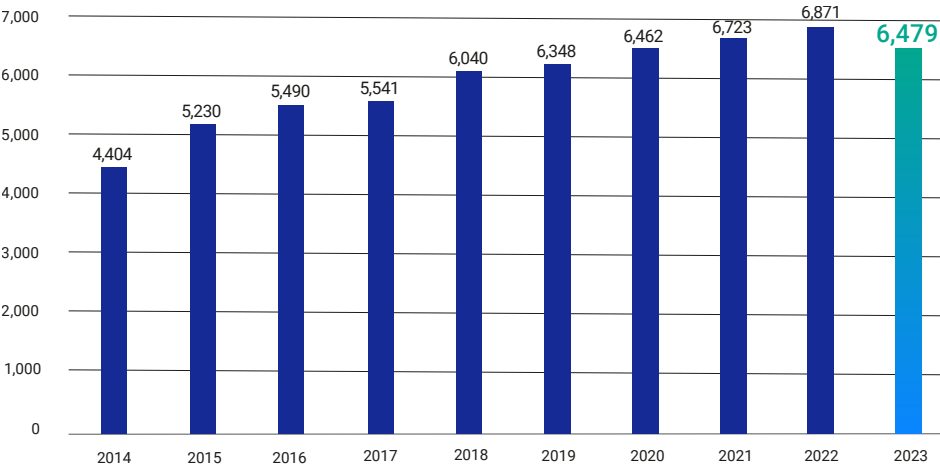
Revenues from sales



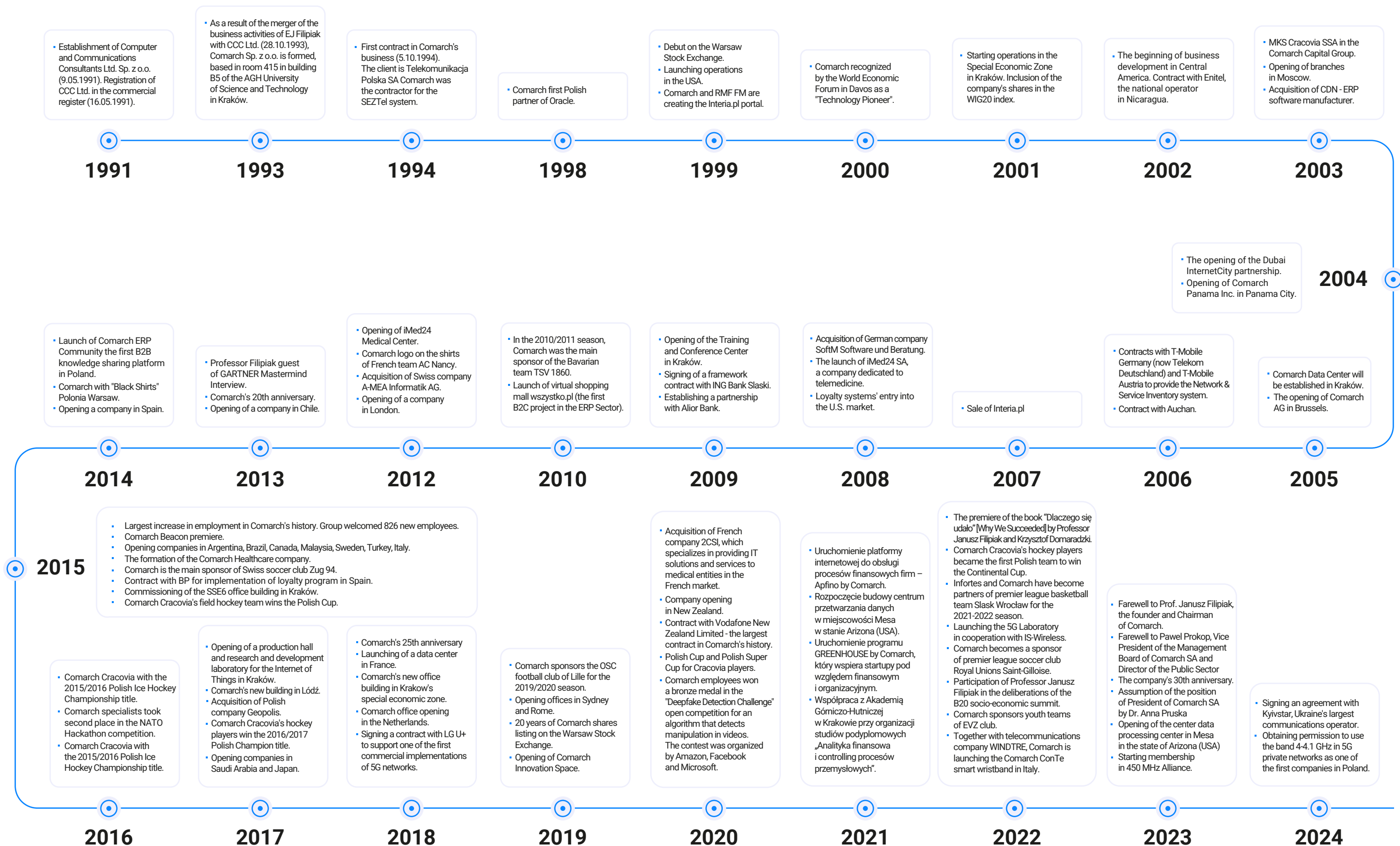
Research and development expenditures



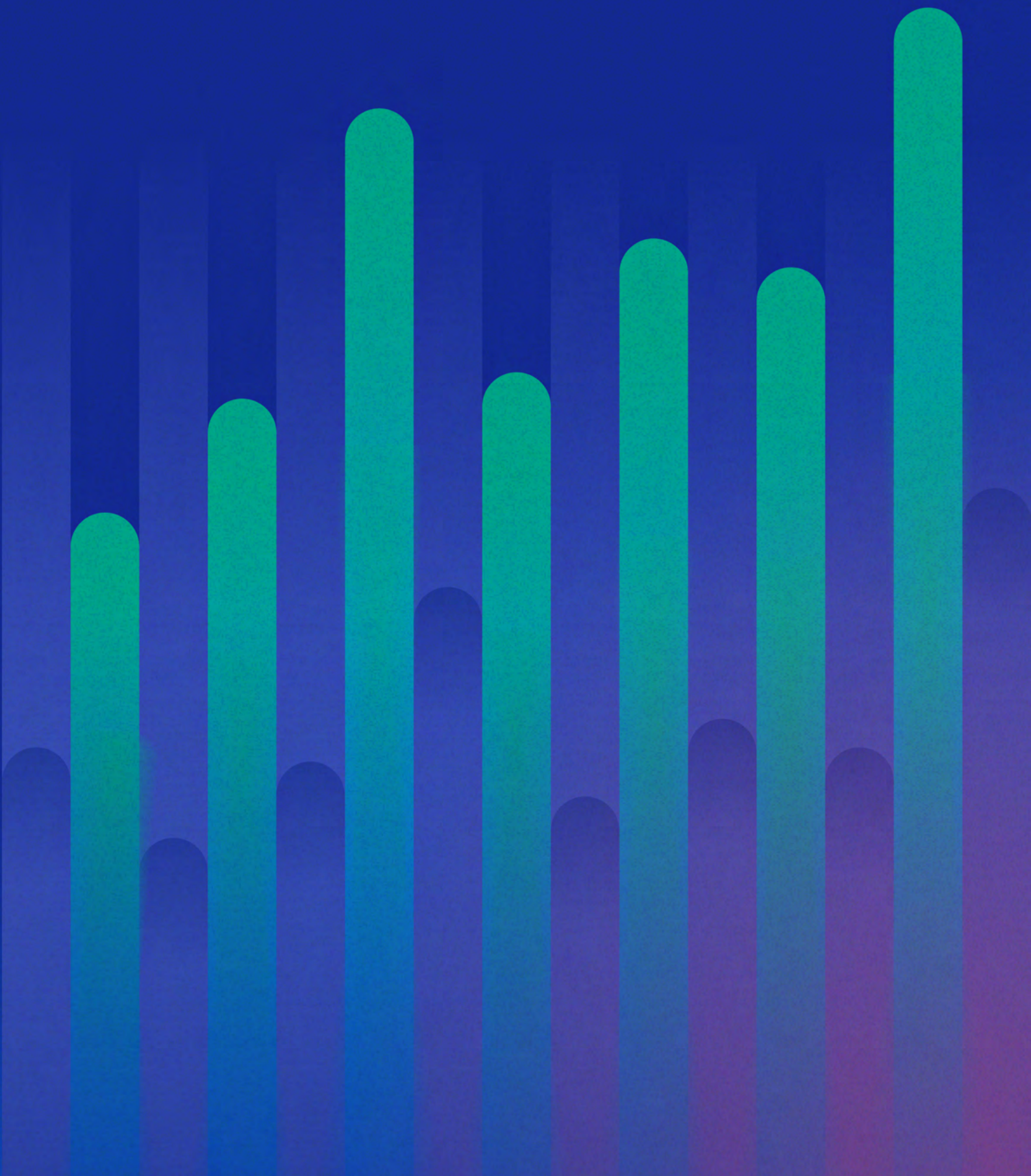
Employment



Comarch history



3. Financial data



Basic economic and financial figures

Comarch Group has proven its resilience in crisis situations and its ability to adapt to changing environmental conditions. In the past year - apart from negative factors in the environment, such as the war in Ukraine, high energy prices, inflation, unfavourable exchange rates and rising operating costs - Comarch's operations were affected by significant internal events.

During the year, Professor Janusz Filipiak, long-time President, and Paweł Prokop, long-time Vice President of the company, who played important roles in the organisation, passed away. However, the Group achieved very good financial results, sales revenue amounted to PLN 1,815.8 million, and net profit exceeded PLN 100 million. Over 94% of revenue came from the sale of its own services and solutions, and over half of sales were made outside Poland. Comarch continued to invest in R&D activities, spending over PLN 400 million on them. At the end of 2023, the company employed 6,479 people, and the annual summer student internship program enjoyed great interest. During the year, Comarch launched a modern data centre in Phoenix (USA), increasing the degree of diversification of the IT infrastructure that is key to the company's operations. The company also continued to invest in renewable energy sources and activities related to IT security, and also placed emphasis on corporate social responsibility, supporting sports, science, local initiatives, local government organizations and non-governmental organizations.



Konrad Tarański
Finance, Administration
CFO, Vice President

Selected consolidated financial data (in PLN thousand unless specified otherwise)

	2023	2022	2021	2020	2019
Sales revenue	1,815,839	1,858,715	1,627,149	1,536,753	1,437,423
Revenues from sales of proprietary solutions	1,719,234	1,759,866	1,527,472	1,448,379	1,336,083
Operating profit	96,261	147,606	187,227	191,561	143,383
EBITDA*	191,990	241,402	279,326	277,852	228,312
Profit before tax	152,315	153,367	174,290	164,254	142,369
Net profit attributable to shareholders of the parent company	100,608	107,848	123,038	120,631	104,846
Earnings per share (in PLN)	12,37	13,26	15,13	14,83	12,89
Assets	2,263,869	2,271,982	2,110,248	2,003,558	1,842,711
Equity	1,320,196	1,279,690	1,197,362	1,098,547	970,756

*) Operating profit + Depreciation and amortization

In 2023, the Comarch Group's sales revenues were lower by PLN 42,876 thousand, i.e. by 2.3% compared to the previous year. The operating profit amounted to PLN 96,261 thousand and was lower by PLN 51,345 thousand, i.e. by 34.8% compared to 2022. The net profit attributable to shareholders of the parent company in 2023 amounted to PLN 100,608 thousand and was lower by

PLN 7,240 thousand, i.e. by 6.7% compared to 2022. Operating profitability was 5.3% (7.9% in previous year), net profitability was 5.5% (5.8% in 2022). The value of Comarch Group's assets at the end of 2023 decreased by PLN 8,113 thousand compared to previous year, i.e. by 0.4%. The value of equity increased in 2023 by PLN 40,506 thousand, i.e. by 3.2%, as a result of the net profit generated in 2023.

Sales structure

Revenue from sales – geographical structure (in PLN thousand)

	2023	%	2022	%	2021	%
Country (Poland)	878,426	48.4	780,805	42.0	686,900	42.2
Foreign Countries	937,413	51.6	1,077,910	58.0	940,249	57.8
Sales revenue	1,815,839	100.0	1,858,715	100.0	1,627,149	100.0

In 2023, the Comarch Group recorded PLN 878,426 thousand in domestic sales revenues, which was PLN 97,621 thousand (i.e. 12.5%) more than in the corresponding period for 2022. This was due, among other things, to an increase in sales revenues from sales to customers in the SME Poland and Medical sectors. Domestic sales accounted for 48.4% of the Group's total revenue in the period. Foreign sales in 2023 amounted to PLN 937,413

thousand and was lower by PLN 140,497 thousand (i.e. by 13%) than in the corresponding period of the previous year. This was primarily due to lower sales to customers in the telecommunications sector. Foreign sales accounted for 51.6% of the Comarch Group's total revenues in 2023. The geographical structure of sales remained stable during the financial year.

Sales structure by customer (in PLN thousand)

	2023	%	2022	%	2021	%
Telecommunications, media, IT	313,866	17.3	446,826	24.0	406,082	25.0
Finance and banking	282,171	15.5	261,826	14.1	226,343	13.9
Trade and services	254,750	14	256,362	13.8	245,813	15.1
Industry and utilities	223,779	12.3	229,941	12.4	181,558	11.2
Public sector	155,232	8.6	159,979	8.6	133,821	8.2
SME - Poland	353,380	19.5	294,033	15.8	239,459	14.7
SME - DACH	104,117	5.7	109,161	5.9	104,034	6.4
Medicine	87,598	4.8	58,103	3.1	62,488	3.8
Other	40,946	2.3	42,484	2.3	27,551	1.7
Total	1,815,839	100.0	1,858,715	100.0	1,627,149	100.0

In 2023, sales to TMT customers amounted to PLN 313,866 thousand, which means a decrease of PLN 132,960 thousand (i.e. 29.8%) compared to the corresponding period for 2022. This was the result of a significant reduction in the number of projects carried out by the Group for foreign clients in this sector. Customers in the finance and banking sector purchased products and services worth PLN 282,171 thousand, which is PLN 20,345 thousand higher than in the corresponding period for the previous year, i.e. by 7.8%. Sales to customers from the trade and services sector decreased by PLN 1,612 thousand, (i.e. by 0.6%) as compared to the previous year. Revenues from sales to customers in the industrial and utilities sector decreased by PLN 6,162 thousand, i.e. by 2.7%. Revenues from sales to public sector customers decreased by PLN 4,747 thousand, i.e. by 3.0%. Customers from the SME-Poland sector purchased products and services worth PLN 353,380 thousand, i.e. 20.2% higher than

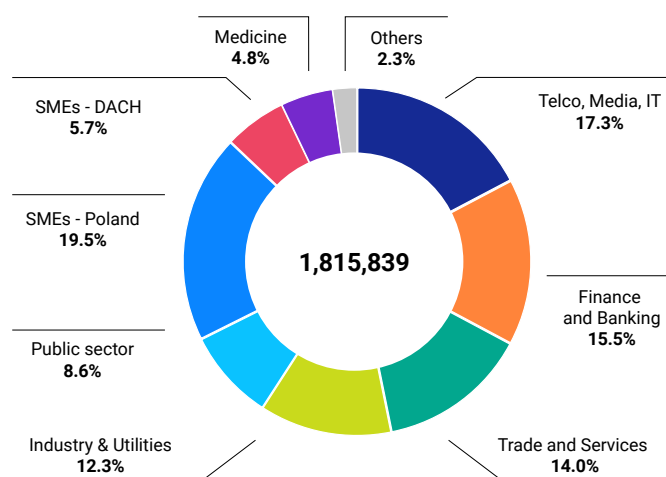
in the corresponding period of the previous year. There was a decrease in sales to customers in the SME-DACH sector (of PLN 5,044 thousand, i.e. 4.6%). Revenues from sales to the medical sector increased by PLN 29,495 thousand, i.e. by 50.8% which was due to the completion of several significant contracts in this area in Q4 2022.

Revenues from sales to other customers decreased by PLN 1,538 thousand, i.e. by 3.6%.

The business situation in 2023 confirmed that maintaining diversification of revenue sources and diversity of the offer is beneficial for the stable development of Comarch Group's activities.

The structure of sales by customer remained stable during the financial year.

Structure of revenues by customer (in PLN thousand)



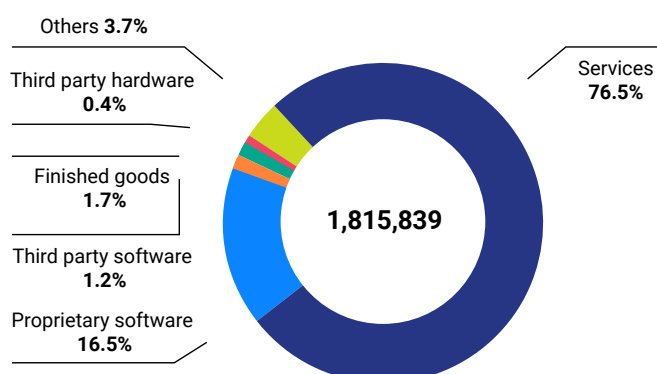
Structure of sales by type (in PLN thousand)

	2023	%	2022	%	2021	%
Usługi informatyczne	1,388,896	76.5	1,429,735	76.9	1,247,887	76.7
Oprogramowanie własne	300,093	16.5	308,971	16.6	264,588	16.3
Oprogramowanie obce	21,872	1.2	13,367	0.7	15,705	1.0
Wyroby gotowe	30,245	1.7	21,160	1.1	14,997	0.9
Sprzęt komputerowy	8,107	0.4	12,927	0.7	22,050	1.3
Pozostałe	66,626	3.7	72,555	4.0	61,922	3.8
Razem	1,815,839	100.0	1,858,715	100.0	1,627,149	100.0

In 2023, the Comarch Group's sales revenues were lower by PLN 40,839 thousand, i.e. by 2.9%, mainly due to lower sales to customers in the telecommunications sector. Revenues from sales of proprietary software were lower by PLN 8,878 thousand, i.e. by 2.9%. Revenues from sales of software increased by PLN 8,505 thousand, i.e. by 63.6%. Sales of own

finished goods increased compared to the previous year by PLN 9,085 thousand, i.e. by 42.9%, while sales of third-party hardware decreased by PLN 4,820 thousand, (i.e. by 37.3%). In 2023, remaining sales decreased by PLN 5,929 thousand, i.e. by 8.2%.

Structure of sales by type (in PLN thousand)



Throughout 2023, the structure of sales by type remained stable.



4. Company Bodies

Management Board

Anna Pruska, PhD
Chief Executive Officer

Michał Pruski
Executive Vice President, Chief Operating Officer

Konrad Tarański
Finance, Administration CFO, Vice President

Wojciech Pawluś
Vice President, Director of the International Sales

Arkadiusz Iłgowski
Vice President, Director of the GBC France

Marcin Kaleta
Vice President, Director of the Telecommunications Division

Tomasz Matysik
Vice President, Director of the Public Division

Andrzej Przewięźlikowski
Vice President, Director of the Financial Services Division

Marcin Romanowski
Vice President, Director of the Sektora e-Zdrowie

Zbigniew Rymarczyk
Vice President, Director of the Enterprise Solutions

Marcin Warwas
Vice President, Director of the Services Division

Supervisory Board

Elżbieta Filipiak
Chairman of the Supervisory Board

prof. Andrzej Ryszard Pach
Vice Chairman of the Supervisory Board

Danuta Drobnik
Member of the Supervisory Board

prof. dr hab. Maria Jolanta Flis
Member of the Supervisory Board

Robert Jasiński
Member of the Supervisory Board

dr hab. Joanna Krasodomska
Member of the Supervisory Board

Audit Committee

dr hab. Joanna Krasodomska
Chairman of the Audit Committee

Danuta Drobnik
Member of the Audit Committee

prof. Andrzej Ryszard Pach
Member of the Audit Committee

Organizational and Competence Structure of GK Comarch



Michał Pruski

Executive Vice President,
Chief Operating Officer



Anna Pruska, PhD

Chief Executive Officer



Konrad Tarański

Finance, Administration CFO,
Vice President



Arkadiusz Iłgowski

Vice President, Director of the
GBC FRANCE



Marcin Kaleta

Vice President, Director of the
TELECOMMUNICATIONS DIVISION



Tomasz Matysik

Vice President, Director of the
PUBLIC DIVISION



Wojciech Pawluś

Vice President, Director of the
INTERNATIONAL SALES



Andrzej Przewięźlikowski

Vice President, Director of the
FINANCIAL SERVICES DIVISION



Marcin Romanowski

Vice President, Director of the
E-HEALTH DIVISION



Zbigniew Rymarczyk

Vice President, Director of the
ENTERPRISE SOLUTIONS



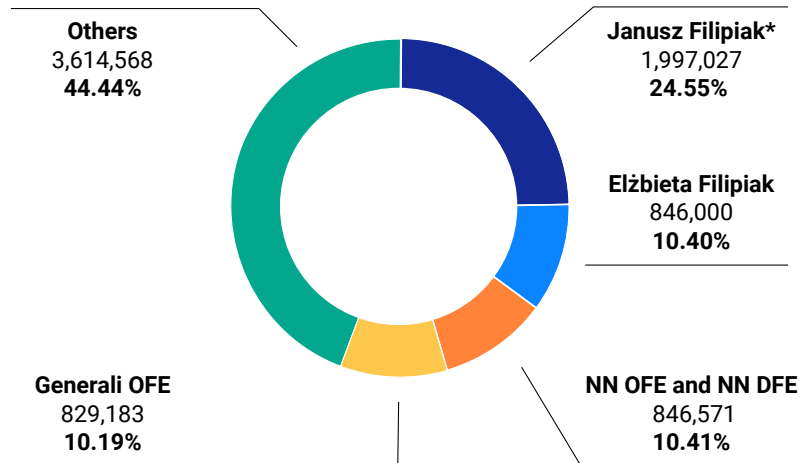
Marcin Warwas

Vice President, Director of the
SERVICES DIVISION

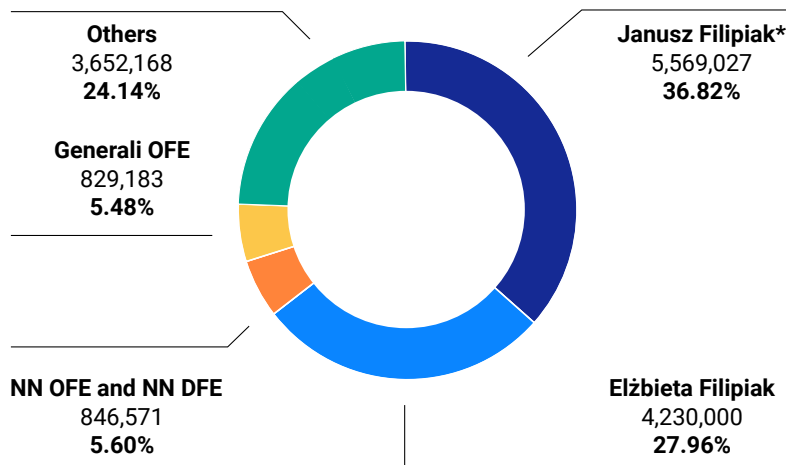
Shareholders

The share capital of Comarch S.A. consists of 8,133,349 shares with a total nominal value of PLN 8,133,349. According to information in Comarch S.A.'s possession, as of December 31, 2023, shareholders holding at least

5% of votes at the Company's AGM are Janusz Filipiak, Elżbieta Filipiak, Nationale-Nederlanden OFE + DFE and MetLife OFE.



Shareholders by number of shares. Status as of December 31, 2023.



Shareholders by number of votes. Status as of February 29, 2023.

*) On 17 December 2023, the Management Board of Comarch SA – via current report NoRB-19-2023 – announced the death of the President of the Management Board of Comarch SA, Professor Janusz Filipiak. Accordingly, as of 17 December 2023, Professor Janusz Filipiak's term of office on the Management Board of Comarch SA. has expired. Professor Janusz Filipiak was co-founder of the Comarch SA, one of its main shareholders and long-standing Chairman of the Company's Management Board.

Organizational structure of Comarch CG

Comarch SA (Kraków, Polska)

Poland

- Comarch SA
- Comarch Technologies sp. z o.o.
- CA Consulting SA
- Comarch Management sp. z o.o.
- Comarch Corporate Finance Fundusz Inwestycyjny Zamknięty
- Comarch Management sp. z o.o. SK-A CASA Management and Consulting sp. z o.o. SK-A Bonus MANAGEMENT sp. z o.o. Cracovia Park SK-A Bonus Management sp. z o.o. SK-A Bonus Development sp. z o.o. SK-A Bonus Management sp. z o.o. II Activia SK-A Bonus Development sp. z o.o. II Koncept SK-A Comarch Healthcare SA
- Comarch Polska SA
- Comarch Cloud SA
- Comarch Finance Connect sp. z o.o.
- Comarch Infrastruktura SA
- iComarch24 SA
- Geopolis Sp. z o.o.
- MKS Cracovia SSA
- WSZYSTKO.PL sp. z o.o.

Europe

- Comarch S.A.S. - France
- Comarch R&D S.A.S -France
- Comarch Luxembourg S.a r.l. - Luxembourg
- Comarch LLC - Ukraine
- Comarch OOO - Russia
- Comarch Technologies Oy - Finland
- Comarch UK Ltd. - Great Britain
- Comarch Yazilim A.S. - Turkiye
- Comarch SRL - Italy
- Comarch s.r.o. - Slovakia
- Comarch AB - Sweden
- Comarch Software und Beratung AG - Germany
- Comarch Solutions GmbH - Austria
- Comarch Swiss AG - Switzerland
- CAMS AG - Switzerland
- Comarch BV - The Netherlands
- Cabinet Conseil en Strategie Informatique SAS (2 C.S.I.) - France
- Comarch Software LLC - Ukraine
- Rox Star Maritime Limited - Malta

North America

- Comarch, Inc. – USA
- Comarch Canada, Corp. - Canada
- Comarch Espace Connecté Inc. - Canada
- Comarch Pointshub, Inc. - USA

Central and South America

- Comarch Panama, Inc. - Panama
- Comarch Sistemas LTDA - Brasil
- Comarch Chile SpA - Chile
- Comarch Colombia S.A.S. - Colombia
- Comarch Argentina SA - Argentina
- Comarch Peru S.A.C. en liquidación
- Comarch Mexico S.A. de C.V.

Asia

- Comarch Software (Shanghai) Co. Ltd. - China
- Comarch Malaysia SDN. BHD. - Malaysia
- Comarch Japan KK - Japan
- Comarch Yuhan Hoesa (Comarch Ltd.) - South Korea
- Comarch (Thailand) Limited - Thailand

Middle East

- Comarch Middle East FZ-LLC - United Arab Emirates
- Comarch Saudi Arabia Limited Liability Company Saudi Arabia

Australia and Oceania

- Comarch Pty. Ltd - Australia
- Comarch New Zealand Limited - New Zealand



Conference room, Comarch SSE7 building, Krakow

IT systems and services that meet customers' needs.

We produce innovative IT systems for key economic sectors. Our clients are active in industries such as telecommunications, finance and banking, public administration and medicine, and also run large, medium and small businesses. The broad range of our offer covers ERP class systems, financial and accounting systems, CRM systems, loyalty software, systems supporting sales and electronic document exchange, electronic banking systems, ICT network management systems, billing systems, Business Intelligence software, security and

data protection management services, and many other solutions. We are constantly developing our solutions, adapting them to current market requirements and are often ahead of prevailing trends. In addition to providing state-of-the-art IT solutions, we focus on professional customer service and the provision of consulting, advisory and integration services, as well as IT infrastructure as a coherent package. This enables our customers to exploit 100% of the potential of the possibilities offered by our systems, which we also provide in a cloud model.

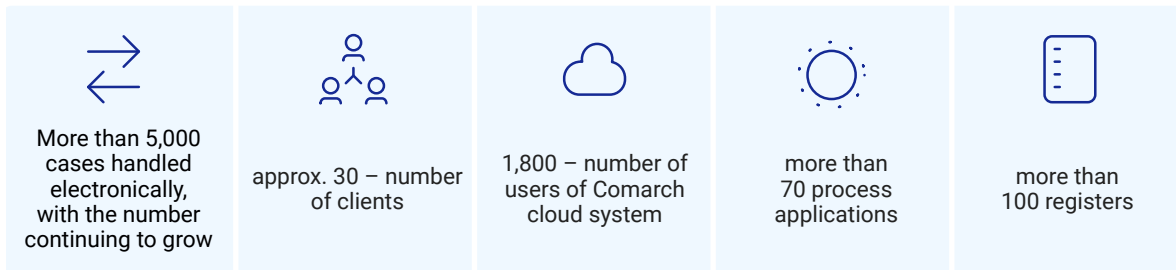


Comarch SSE6 Building, Krakow

Products of the Public Administration Sector

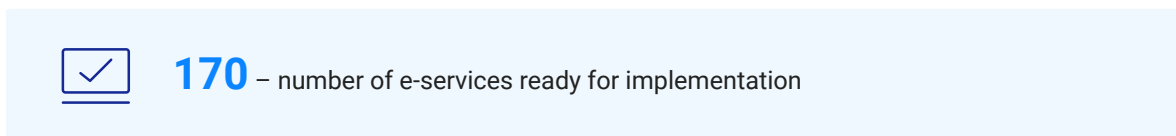
Comarch Workflow

Comarch Workflow is a comprehensive solution that speeds up the circulation of documents in public institutions. It allows work to be organised efficiently, gives access to up-to-date information and unifies internal processes.



Comarch e-Government

Comarch e-Government allows full use of e-services. It provides citizens and businesses with electronic 24/7 access to public administration services.



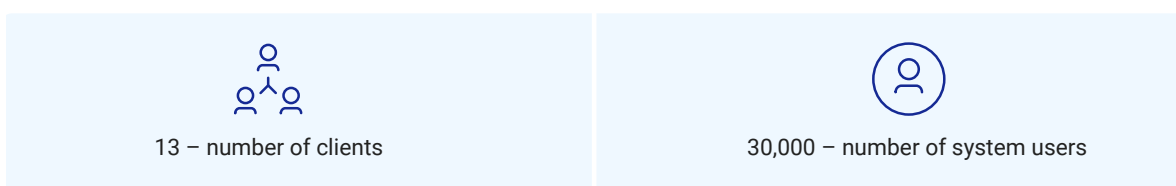
Comarch ERP Egeria

Comarch ERP Egeria is an integrated IT system supporting the management of the organisation, providing full support for the business processes performed.



Comarch Employee Portal

Comarch Employee Portal supports the HR department in the implementation of processes used for handling employee-related matters in the organisation. It is dedicated to any organisation and its employees, regardless of their position in the structure.



*A word from Tomasz Matysik, Vice President
of the Management Board of Comarch SA,
Director of the Public Administration Sector*



How can we sum up the year 2023 in the Public Sector?

The past year was filled with dynamic changes, both in the business and the technological environment. As a sector specialising in information technology for public administration, we faced many challenges, but we also had growth opportunities. Our overarching goal is to support public administration in its digital transformation, modernising processes and providing citizens with the highest quality of services. Owing to our efforts, as well as the trust of our partners and customers, we have achieved a number of significant successes on this front.

What are the characteristics of IT projects implemented for the benefit of public administration in Poland?

According to the Computerworld TOP 200 report, the value of the market for IT services for the public administration in Poland has been increasing steadily, and its large part is accounted for by the supply of IT hardware. Our main focus is on tenders, where we can supply our own services and products. All the solutions we implement meet the specific needs of public sector units. Implementations for central administration are advanced projects with high data security, performance requirements, often delivered on a turn-key basis. Products implemented at the local administration level are characterised by high ergonomics, openness to users (as well as citizens) and rapid adaptation to changing needs. All of these projects have allowed us to build unique competences and to develop continuously.

Which technologies and system solutions are currently required by the public administration to meet the changing demands of the sector?

Public administration is placing increasing emphasis on cloud solutions and low-code platforms. They allow public institutions to flexibly adapt to changing needs and requirements without having to invest in additional infrastructure. Systems based on microservice architecture, on which our key Comarch ERP Egeria 8 system is being developed, also play a significant role. Microservices are an important tool in reducing technology debt, i.e. limiting the backlog of updates and upgrades to systems that become increasingly problematic and costly to maintain over time.

The building of a digital strategy in Poland is significantly affected by programmes implemented under European Union funds. How do Comarch's solutions fit into the public services digitalisation strategy?

EU funds are the main source of funding for public procurement. The overarching goal of any city's services digitalisation programme should be the implementation of an Electronic Case Handling Platform. This solution will enable the creation of a digital office and the provision of standardised e-services, online services for residents and improved process handling by office staff. The Road to the Digital Decade 2030 programme aims to achieve full citizen e-services availability by 2030. The goal is ambitious but together we are capable of achieving it. We see this as a major opportunity for the APUS Sector.

Enterprise Solutions Sector Products

Company organization

Accounting, business intelligence, production management, warehouse management, trade and distribution, e-commerce, HR software, workflow, retail, artificial intelligence, accounting offices, reports and business analysis.

Applications and integrated services

 <p>COMARCH KSeF</p> <p>Tool for integration with the National e-Invoices System</p>	 <p>COMARCH PPK</p> <p>Support for Employee Capital Plans in the organization</p>	 <p>COMARCH e-Reports</p> <p>Creating and sending financial reports in XML format</p>	 <p>COMARCH IBARD</p> <p>Storage, backup, sharing of files and data in the cloud</p>
 <p>COMARCH MES</p> <p>Monitoring of production and collection of information</p>	 <p>COMARCH TNA</p> <p>Registration of working time, business trips, vacations and other processes related to employees</p>	 <p>COMARCH e-Shop</p> <p>E-commerce solutions: Comarch e-Store, Comarch e-Sale</p>	 <p>COMARCH sPrint</p> <p>Generation and editing printouts</p>
 <p>COMARCH APS</p> <p>Advanced scheduling production processes</p>	 <p>COMARCH POS</p> <p>Point of sale handling sales, management transactions, clearance of goods in the store</p>	 <p>COMARCH HRM</p> <p>Employee self-service, management of vacations, time and work schedule</p>	 <p>COMARCH DMS</p> <p>Management of the circulation of documents in the company, process automation</p>
 <p>COMARCH OCR</p> <p>Optical recognition text on the basis of scanned documents</p>	<p>COMARCH Mobile</p> <p>Mobile management of areas of the company</p>	<p>COMARCH Business Intelligence</p> <p>Supporting the company's controlling and business analytics (including BI Point)</p>	<p>COMARCH WMS</p> <p>Coordinating the work and maintenance of the warehouse</p>

Comarch ERP systems

 <p>COMARCH ERP Enterprise</p>	 <p>COMARCH ERP XL</p>	 <p>COMARCH ERP XT</p>
 <p>COMARCH MyAO</p>	 <p>COMARCH ERP Optima</p>	

*A word from Zbigniew Rymarczyk, Vice President
of the Management Board of Comarch SA,
Director of Enterprise Solutions Sector*



How does the complexity of the ES sector's product offering adapt to the needs and specificities of customers in different industries?

Our clients operate in a variety of specialized industries, but their needs - given the complexity of their business processes - are very broad. Let us emphasize that operating a company is not only about selling products or services, but also bookkeeping, HR and payroll issues or digitization of processes, if only in such areas such as document circulation. Comarch ERP solutions provide flexibility. With just one system an organization gains the ability to automate processes, support trade, logistics or production processes, and deploy modern solutions based on artificial intelligence and business intelligence. Thanks to this, we are able to manage most of the needs of a modern enterprise that aspires to regular growth.

The past year has been marked by the implementation of innovative AI-based IT solutions. What is and will be the importance of AI in the development of Comarch ERP products?

Artificial intelligence has been the main direction of our product development for many years. AI and RPA mechanisms improve work in areas such as invoicing, accounting, debt collection, e-commerce, production planning and warehouse management. In December 2023, we also launched the ChatERP solution. It's an intelligent assistant integrated into Comarch ERP systems, which will ultimately not only answer questions asked by users, but also independently analyze and draw conclusions, suggest software functions or even automatically and autonomously perform various actions ordered by the user.

What distinguishes Comarch ERP systems from analogous solutions?

Our solutions are an alternative to those of foreign manufacturers. We are a Polish provider, so we are very familiar with the needs of domestic companies. What's more, we are well oriented in domestic law, adapting changes in our systems to ensure they are always in compliance with regulations. We offer ERP 5.0 systems with about 20 integrated additional applications. Customers can use them in the Comarch Cloud or locally on their own hardware in the on-premise model. This choice gives us a business advantage, because many competitors, especially foreign ones, force customers to move to the cloud and do not have their own AI tools. When choosing Comarch ERP, the problem of implementation and maintenance costs also disappears, because they are adapted to the price realities of the Polish market, and updates are simple and intuitive.

How are the products developed by the sector products implement practices related to related to sustainable business development (ESG)?



Digitizing processes means reducing the use of resources such as paper. Optimizing the work of mobile salespeople, service technicians or freight forwarders means lower fuel consumption and CO2 emissions. Efficient production planning significantly increases productivity, and reduces electricity consumption and waste. All systems are available in the cloud, which leaves a smaller carbon footprint than installation on customer equipment. We are already working on a dedicated ESG solution that will allow us to collect data, set and monitor targets, and generate reports in non-financial areas.

eHealth Sector



(R)evolutionary approach to eHealth

Several hundred hospitals and outpatient facilities have chosen our systems. More than 6,000 patients have been covered by our Remote Medical Care. We provide support to the medical sector 24/7/365.

Systems for managing medical facilities

 <p>Awarded medical practices, patient visits and the collection and sharing of medical information.</p>	 <p>6 core modules. More than 30 additional modules comprehensively organise the work of the hospital.</p>	 <p>Cloud-based HIS system dedicated to outpatient clinics and medical practices.</p>
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Telemedicine information systems

 <p>Internet patient portal</p>	 <p>System for remote handling of customers and clients.</p>
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Solutions for the regions



An integrated information system designed for the province's health care institutions and their constituent units.

Certified medical devices

This is a medical device. Use it according to the instructions for use or the label.

 <p>Remote patient care outside the medical facility using a mobile app integrated with measurement devices.</p>	 <p>A safe and convenient solution for the diagnosis of sleep apnea.</p>	 <p>Provision of Holter and TeleHolter services without the need for hospitalization of the patient and Holter in a hospital environment.</p>	 <p>Long-term cardiac monitoring without the need for electrodes.</p>	 <p>A certified telemedicine platform for the collection, processing and analysis of data collected by measurement devices and mobile applications.</p>
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Telemedicine and tele-care

 <p>Quick health check without having to wait for a GP appointment.</p>	 <p>A comprehensive telecare solution for the elderly, chronically ill or disabled.</p>
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A word from Marcin Romanowski, Vice President of the Management Board of Comarch SA, Director of Comarch Healthcare S.A.



What underpins the sector's mission statement "(R)evolutionary approach to eHealth"?

In line with our sector's mission, we are focused on bringing revolutionary, i.e., innovative, solutions to the medical market in a sustainable way. Our solutions must have proven clinical and economic effectiveness. The safety aspect is also very important, as we are dealing with the health and lives of patients.

What innovations are driving the development of eHealth globally? How does Comarch's strategy adapt to these trends?

Until now, the eHealth sector has been strictly an investment sector. Its main task was to create products ready

for commercialization, particularly in the area of telemedicine and remote patient monitoring. We are at a point where both Poland and the rest of the world are ready to implement remote medical care. The time has therefore come for strong monetisation of eHealth sector products.

In your opinion, what was the sector's biggest success story in 2023?

The biggest success of 2023 was certainly the acquisition and receipt of two regional eHealth platforms - for Małopolska and Mazovia. Taking into account the increase in sales in other segments of the sector, including Hospital Information System, this allowed invoicing to increase by 46% compared to the previous year.

Financial Services Sector Products Portfolio

Banking

COMARCH Open Platform

Cloud-native, microservices/micro frontends, software self-development kit, and the set of off-the-shelf generic micro-apps

COMARCH Factoring

Cloud-based factoring software

Capital markets

COMARCH Wealth Management

Front Office robo-advisory solution for private and retail banking, mobile & web customer apps & APIs

COMARCH Asset Management

Complementary asset management system at hand

COMARCH Custody

Support for securities operations

Insurance

COMARCH Digital Insurance

Front Office omnichannel platform, agent support and customer self-service

COMARCH Insurance Claims

Reduced time and cost of claims processing, life insurance management

COMARCH Commission & Incentive

Sales network management software

Support

COMARCH Comarch Loyalty Management for Banking

Customer behavior patterns identification

COMARCH Business Intelligence

A toolkit for accurate data analysis and reporting

Cyber Security

COMARCH Smooth Authentication

Online security and smooth user experience

COMARCH Identity & Access Management

Secure Gateway to business applications

COMARCH tPro SmartToken /SmartCard

Smart cryptographic hardware tokens

COMARCH tPro Mobile

Smart mobile token for mobile banking security

COMARCH PKI

Digital Identity certification

*A word from Andrzej Przewięźlikowski,
Vice President of the Management Board of Comarch SA,
Director of the Financial Services Sector*



Is it possible to characterize the financial industry today?

Important, strategic, and often difficult decision-making has not spared the financial world, which first experienced a pandemic-induced slowdown and now came on a path of controlled acceleration. Technologies we have discussed for years have finally become firmly established in the agendas of financial institution CIOs. Cloud solutions, microservices, artificial intelligence, and, above all, agility and a focus on quick delivery of business value are now commonplace – both in banks and insurance companies as well as, of course, within Comarch.

Is Comarch ready to meet the needs of financial and insurance institutions in terms of modern technologies and work methodologies?

For many years at Comarch, we have been investing in solutions that allow our clients to achieve technological and organizational leaps, ensuring that this happens in a safe, predictable, and effective manner. We create business platforms that enable banks and insurance companies to catch up with – and sometimes even anticipate – the needs of their customers, which are emerging at a pace in line with the dynamic environment. The implementation time is currently of fundamental importance. Therefore, we create intelligent wrappers, develop open modular platforms, offer solutions for factors and insurance companies, and support AI-assisted investment decision-making. All these solutions are available in Comarch's public or private clouds but can also be easily implemented in our clients' clouds.

The sector's products win numerous awards in industry competitions, and high-class analysts appreciate them in reports. Does this have a direct impact on client relationships?

For our clients, this is nothing less than proof of our solutions' innovation and high quality. Such achievements are a source of pride, especially for us. They primarily indicate the enormous effort of the teams developing the offer, as well as their creative thinking, proactivity, and extensive experience.

What did 2023 bring, and what can we expect in 2024?

We signed new contracts in Europe, the Middle East, and Southeast Asia. We continue working in these markets and, at the same time, seeking new regions to introduce Comarch's solutions. Our R&D laboratories are working on innovations that will soon be launched on the market. Such activities ensure that our clients can access the latest solutions tested in diverse environments. As a result, we achieve quality, security, and rich functionality, which clients appreciate the most. All this means that as a sector, we are developing dynamically, shaping not only technologies but also people with the knowledge and courage to turn vision into business reality.



Apfino is a platform that provides financial services to Polish companies and helps them maintain financial liquidity. Entrepreneurs can find a range of solutions in one place, such as contractor verification, fast online payments, factoring, and amicable debt collection. Accounting offices benefit from a dedicated AML service, which simplifies compliance with AML regulations. Additionally, Apfino is an authorized Account Information Service Provider (AISP). The integration of Apfino with the Comarch ERP system makes running a business even more convenient.

Autopay

Payment link on the invoice

Offering contractors the ability to make quick online payments for invoices.

SMEO, Faktoria

Factoring

Invoice financing with deferred payment terms.

BIG InfoMonitor i ERIF BIG

Verify contractor

Verification of business partners with one click across multiple debtor registers and public databases.

Kaczmarzski Inkasso

Amicable debt collection

Assigning overdue invoices to specialized negotiators.

Krajowa Izba Rozliczeniowa

Qualified signature

The ability to sign documents remotely with a qualified electronic signature.

Kaczmarzski Inkasso

Prevention Stamp

Encouraging contractors to pay invoices on time.

Autopay

Fast payments

Paying company expenses online using fast transfers.

spingo (Faktoria)

Deferred payments

Buy Now Pay Later service for entrepreneurs, offering secure trade credit.

Usługa własna Apfino

AML for accounting offices

Support in fulfilling the legal obligations related to the AML Act.

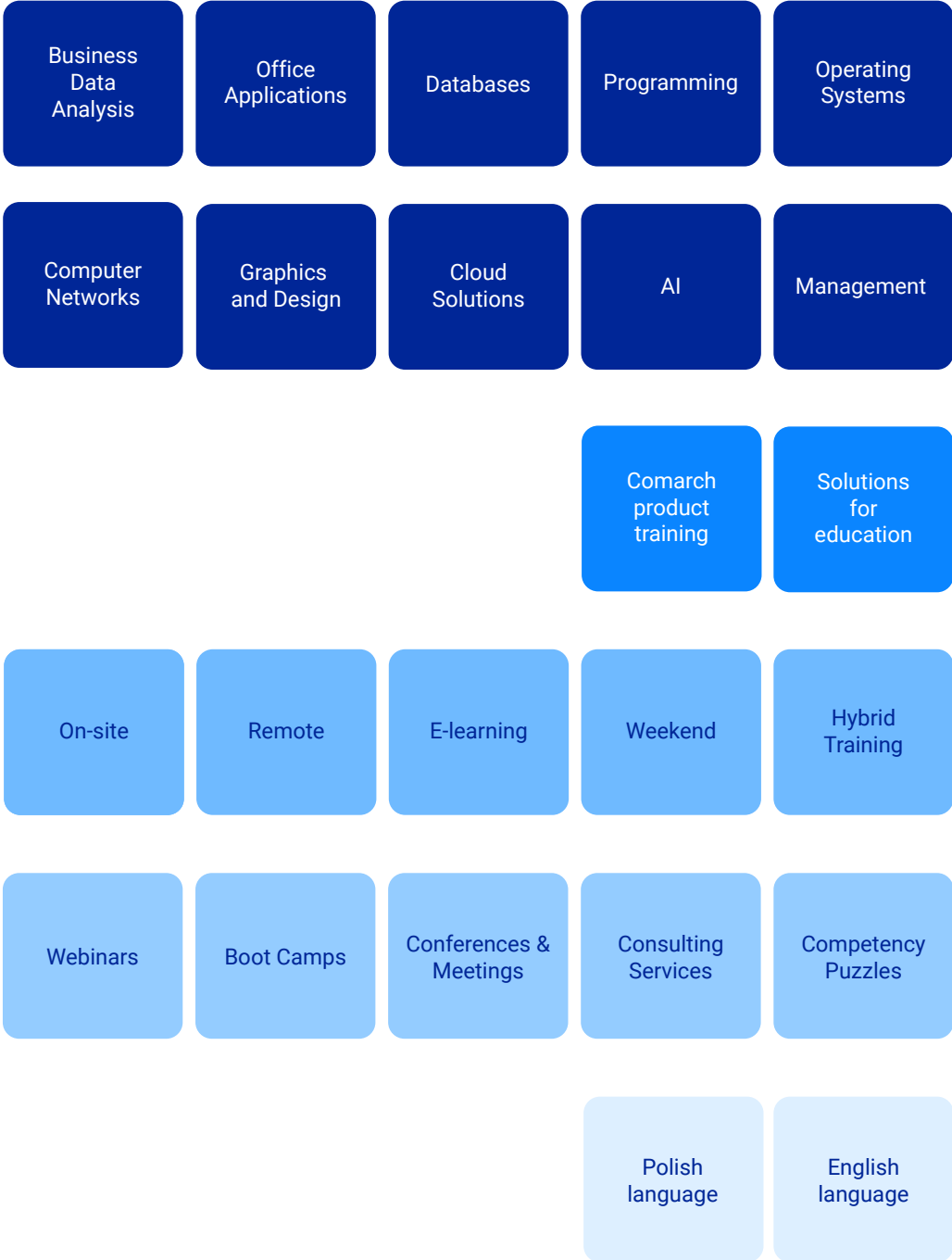
Comarch Training

Over
400
programs

Over
200
trainers

Over
14 tys
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IT Products Supporting All Areas of the Telecommunications Business

Full migration of network operations to the cloud

Improved network performance and scalability to reduce the total cost of ownership of network infrastructure and build competitive advantage.

5G-ready business

Network slicing and the ability to monetize 5G with a future-proof solution for telecommunications networks.

International cooperation

Comprehensive management of partnerships through a single platform.

Multi-channel digital customer engagement

Understanding customer needs and providing support in creating compelling products.

Monetizing vertical markets

Leverage non-telecom business with a comprehensive cloud-based solution.

Comprehensive network monitoring

Consolidated and consistent network overview for efficient use of resources, fast and accurate identification and resolution of problems, performance optimization, and cost-effective business processes.

Network performance based on artificial intelligence/machine learning

Automation and optimization of network operations and management.

Comprehensive network orchestration and processes

Process automation – faster service deployment, fewer errors and better customer experience.

Digital enterprise customer experience

Ability to attract large enterprise customers with a personalized approach and full transparency.

Designing and supporting the monetization of IoT (Internet of Things)

The right solution for each IoT customer and market niche.



A word from Marcin Kaleta, Vice President of the Management Board of Comarch SA, Director of the Telecommunications Division



The telecommunications sector is the most mature branch of Comarch, which began operation with the company's establishment in 1993. How have the solutions it offers evolved over the years?

Comarch's offer for telecommunications service providers focuses on operational support systems (OSS) and business support systems (BSS). It includes comprehensive solutions for infrastructure management, billing, resource virtualization, customer base management, monetization of vertical markets, and the Internet of Things. Many of our products are OpenAPI certified and comply with the guidelines of the TM Forum organization, which sets international technology standards for telecommunications companies. As one of the industry leaders, we attach great importance to innovation. One of its manifestations is the opening of the 5G LAB, a local environment at our headquarters in Kraków that allows us to develop and test systems based on 5G technology.

AI-based solutions have gained immense popularity in recent years despite raising concerns about data security. What is Comarch Telecommunications' approach to this technology?

Artificial intelligence technology offers unlimited possibilities, but we believe it should not be implemented without careful thought. We analyze, test, and implement numerous AI functions that are integrated into our systems and meaningfully expand their application. All solutions have been developed to address specific challenges and operate exclusively using information generated through the use of our systems. An example of such a system is MIRA (Multi-criteria Intelligent Resource Allocation), an intelligent tool that reduces the electricity consumption of telecom operators' shared infrastructure. Another example is the Forecast Generator function, which uses an AI module to predict failures and analyze anomalies occurring in an operator's network

with unprecedented precision that could not be achieved using traditional algorithms alone. However, the possibilities of this technology continue beyond there. We are simultaneously working on its development in many other solutions – from chatbots to recommendation tools.

The telecommunications market is one of the fastest growing in the world. In what direction is it currently heading, and how does Comarch fit into these changes?

Telecommunications companies, aware of the numerous benefits of virtualizing network resources, are building or thoroughly upgrading their IT systems to move network infrastructure to virtual environments. Sharing infrastructure among multiple service providers is increasingly popular due to significantly reduced operating costs and simplified infrastructure management, among other advantages. At Comarch, we offer extensive support to telecom companies for the digital transformation of their infrastructure. We tailor our portfolio of OSS and BSS systems to benefit not only telecom companies but also other industries. The versatility of our infrastructure management products translates into expanding our offerings to the utilities market, for example.

How does Comarch help telecom operators respond to current market challenges?

Our products are designed with modularity and compliance with international standards as top priorities. The high level of flexibility enables us to tailor our systems to meet the specific needs of our customers, maximizing real customer benefits while minimizing costs. Using an open digital architecture allows seamless integration of equipment from various manufacturers and legacy systems while also ensuring readiness for future upgrades. We prioritize network automation and self-management capabilities to streamline processes and optimize our customers' operational expenditures.

Services Sector Products Portfolio

Loyalty & Marketing

AI/ML-driven suite of IT solutions responsible for building powerful loyalty programs from scratch, effectively increasing the Customer Lifetime Value (CLV) and Return on Investment (ROI).

COMARCH Loyalty Management Managing customer loyalty – from A to Z	COMARCH Loyalty Management Travel Edition Loyalty solutions dedicated to the travel industry	COMARCH Campaign Management Tools for marketing campaign management
COMARCH Business Intelligence Solutions responsible for data analysis and processing	COMARCH Loyalty Consulting Consulting services regarding loyalty strategies	COMARCH Program Management Services Solutions ensuring a proper run of loyalty programs


EDI

A robust platform for seamless data exchange and document management, which automates business processes and optimizes AP/AR & multi-channel distribution.

COMARCH EDI Robust, cloud-based B2B platform streamlining data exchange	COMARCH e-Invoicing & e-Invoicing Cloud Electronic exchange of invoices in compliance with the latest	COMARCH Online Distribution Improving communication between producers and their distributors
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ICT

A comprehensive set of services, systems, and technologies connected to the IT infrastructure that helps companies optimize their cost-efficiency and business flexibility.

COMARCH Data Center Technologically advanced data processing centers with high availability	 COMARCH Cloud Safe and flexible cloud infrastructure
COMARCH IT Outsourcing Complex IT outsourcing services	COMARCH IT Services Technical support and IT services tailored to each client's needs

A word from Marcin Warwas, Vice President of the Management Board of Comarch SA, Director of the Services Sector



What achievement and goals best describe your sector's activities in the international arena?

The Services sector has consistently maintained its position as a stable partner for customers around the world – our products are used by companies in more than 50 countries on 5 continents. The sector's activities are centered around three product areas, within which we provide customers with modern IT solutions for loyalty programs, electronic data interchange, and management of IT infrastructure. Our products and services are responsible for supporting more than 600 million electronic documents and as many as 8 billion loyalty transactions annually.

2023 – just like previous years – showed that Services' solutions are widely recognized by industry experts. Can you name a few of the sector's recent successes?

In 2023, we received significant accolades from many analytical reports and industry competitions. Our products were recognized by leading analysts like Gartner (Market Guide for Account Payable Invoice Automation Solutions) and Forrester (The Forrester Wave: Loyalty Technology Solutions). In addition to the products themselves, awards are won by customers who use our technologies. For example, in 2023, companies using our loyalty software received as many as 16 nominations in the International Loyalty Awards.

What are the sector's goals for the next year?

In 2024, we are focusing on further growth, providing effective service to existing customers, and – of course – generating new business. We will continue to consistently invest in the development of our products and services. We plan to further strengthen our global business structures, particularly in the U.S., U.K., France, Germany, the Middle East region, and Southeast Asia. We are considering accelerating the pace of our growth through M&A processes. We base our strategy on knowledge that helps us better respond to customer needs. This approach enables us to effectively act in line with the latest market trends, such as digitalization, personalization, AI, cloud computing, and cost optimization.

Where will the sector leave its mark in the upcoming months?

We will participate in more than 80 thematic conferences around the world. These events will give us an opportunity to present the solutions we offer, emphasize our position in the market, and – most importantly – to understand the needs and problems currently faced by large companies. We believe that with our knowledge and experience, we are able to help modern businesses overcome these challenges. Also, we have just completed another edition of the Comarch User Group, an international conference with lectures and workshops focused on business development in the areas of loyalty, finance, and telecommunications.

6. Innovation and technology development

Our company's foundation is knowledge






At Comarch, we invest more than 22% of our revenue into R&D activities. In 2023, our specialists focused on developing Comarch's services, such as modern loyalty and ERP systems, solutions for telecoms, as well as projects in e-commerce, telemedicine or finance based on Artificial Intelligence. Our journey with AI dates back to the company's origins, as early as the 1990s when we first introduced Machine Learning (ML) algorithms to optimize business processes.

What is now described as a "technological revolution," from our perspective, is more of a natural evolution and development of the competencies we have been






accumulating in the company for more than two decades. Modern AI (Artificial Intelligence) learns and develops partly without human intervention, so the possibilities of using this technology in business are virtually unlimited.

Nowadays, it is difficult to find an area where AI-based algorithms are not utilized, especially if a company wants to automate, speed up, or improve processes. Not surprisingly, AI is gaining an advantage over traditional algorithms. With that knowledge, in 2023, we set up a special unit within the company to work on the strategically thought-out, broad implementation of AI and ML algorithms in our solutions dedicated to customers.

How Comarch uses AI:

 anomalies detection	 intelligent chatbots	 recommendation systems	 optimization	 resource planning and forecasting
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Benefits for our clients:

 personalized offers	 more efficient marketing communication	 cost optimization	 reduced risk of manual errors	 improved integrity and security
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AI in business – practical use at Comarch

Anomaly detection

In the area of anomaly detection, AI enables our customers to detect anomalies quickly, improve security, and reduce financial losses. AI is used not only to enhance network security by responding early to potential failures or attacks but also to identify fraud, which is something we've especially observed with regard to financial systems or loyalty programs.

Detecting anomalies is also essential in the field of e-health. By analyzing vast amounts of data from multiple sources, AI & ML help diagnose diseases as they analyze lab results or medical imaging to detect early signs

of illness. In addition, the algorithms prove themselves in the context of continuous monitoring of patient's health parameters, where they're also able to detect abnormalities and alert medical personnel to potential health risks.

Correlating events and determining the "root cause" significantly speeds up service and reduces the cost of emergencies. By making correlations, systems are able to identify which events may be related and lead to incidents or failures, which is not always obvious to the human, even the experienced eye.

Chatbots

By introducing chatbots into our software, mainly as user assistants (AI Assistant), we are responding to global trends while taking care of the user experience. Chatbots are all about efficient system operation, fast onboarding, and a significant reduction in end customer service costs.

For example, at Comarch ERP, we are developing this tool to answer key questions related to the data collected in the system. Using an intuitive menu, a user can ask questions related to contractors, goods, or orders, as well as request the execution of a given operation in the system.

Recommendation engines

AI-based recommendation engines allow for deep personalization of offers. Whether it's for an e-commerce store, a bank, or a telecommunications company, by leveraging AI-driven recommendation engines, we can provide the end customer with products and services tailored specifically

to their needs, thus increasing a company's sales effectiveness. Implementing these solutions translates into increased profits from our own product and service sales to Comarch clients.

Forecasting and planning

Artificial Intelligence supports our systems' users in forecasting demand, planning for stocking, predicting cash flow based on document due dates, and determining the

expected customer churn rate. With these forecasts and business knowledge, Comarch's clients can optimize their companies' processes.

Development of Comarch ERP systems

ChatERP – following trends and customer expectations, we made ChatERP available at the end of 2023. It is a virtual assistant based on artificial intelligence. It is designed to answer questions asked by the user, provide them with necessary data and suggest paths to navigate the system. The solution is constantly being developed, and ultimately it is to be available in all Comarch ERP systems.

Comarch APS (Advanced Planning and Scheduling) – a system that enables advanced planning of production processes. It allows companies to optimally schedule production in such a way as to achieve their business goals. Implementation of Comarch APS helps organizations to reduce production costs (as a result of reduced time of processes), increase customer satisfaction (by providing reliable and predictable lead times) and increase productivity.

Comarch KSeF – a revolution in invoicing awaits companies in the near future. While the obligation to use the

National e-Invoicing System (KSeF) has been postponed, there is no doubt that it will come into effect. This involves the need to prepare organizations for changes in the way invoices are transmitted. Comarch is already providing customers with integration between Comarch ERP software and the National e-Invoicing System. This makes the handling of e-invoices in Comarch ERP transparent, allowing, among other things, authentication or management of electronic invoices.

Comarch webPOS – a mobile application of the system Comarch POS, which provides support for points of sale by managing transactions or accounting for goods in the store. webPOS is a web-based solution designed for online customer service. It is equipped with a self-service model, thanks to which customers can make purchases on their own. The system does not require installation - all you need to do is log in to it in your browser. It can therefore be used on a smartphone, tablet or other devices with Internet access.

Comarch ChatERP is an interactive user assistant for Comarch ERP systems. It provides information needed for working with the software, and performs a number of tasks on its own. In future versions, some actions will be automated after prior user approval. In order to maintain security and control over the tools, the last word must belong to a human being.

Mariusz Zygmulka, Director of AI/ML in the Comarch Enterprise Solutions Sector



Development of the telecommunications portfolio

BSS

Comarch BSS Out of the Box – we have developed a comprehensive set of preconfigured BSS products, which includes mobile and web applications for telecom operators' end customers. These applications facilitate sales and after-sales support for individuals and small businesses. They provide complete support for standard telecommunications products and services. This reduces the time and implementation costs, enabling us to offer BSS to smaller operators and new markets.

Comarch BSS for B2B with Partner Management – we have expanded the BSS system to accommodate new business models in the market (B2B2X), where telecom operators offer complex services (e.g., 5G, private

networks, SDWAN) to enterprises through a comprehensive partner network. The B2B segment is essential for telecom operators due to declining revenues from the individual customer market.

Comarch BSS Billing System – is now available in a version that supports native cloud-based operation. It is built using the latest technology, meeting regulatory requirements and market standards. The system was developed to respond to emerging trends, including support for multilateral settlements with partners and intermediaries. Thanks to fully automatic scaling capabilities, it provides the opportunity to enter new markets in the area of the largest operators.

OSS

Comarch OSS Fault Management/Service Monitoring – we have rebuilt and enhanced the system to operate in the cloud. Customers can select from a private cloud, a public cloud, or Comarch Cloud. It is worth noting that moving from the Oracle database to PostgreSQL resulted in streamlined delivery of new functionalities, dynamic scaling of the application according to current needs, greater system availability, and lower prices. Furthermore, we have integrated AI mechanisms such as event correlators and root cause analyzers into the system.

Comarch OSS Mediation – we have been certified as compliant with the TM Forum standard for selected interfaces. Having a TMF-compliant API offers numerous benefits to telecom operators, including seamless integration with third-party systems, faster time to market, increased efficiency through standardization of processes and data, innovation, and future-proofing of the solution.

Comarch OSS Service Desk – we have improved the Service Desk deployment configuration mechanisms to enhance efficiency and reduce product deployment costs. For instance, we have introduced project dimensions, enabled free configuration of case/claim details, and implemented role mechanisms and security levels. We have also significantly expanded the configuration

functionality, providing a set of widgets for use in custom dashboards or case/claim details.

Comarch OSS Performance Management – we have developed a customizable product for monitoring performance indicators, designed for companies in the telecommunications sector and other market segments. The solution can run in both cloud and on-premises environments. We have integrated the Data Processing Engine with the Forecast Generator and the module allowing dynamic thresholds to be defined based on predictions.

Comarch OSS Service Quality Management – we have developed a concept for a new engine based on Big Data technology. Comarch OSS SQM will handle very large volumes of data and smaller integrations. The product will be ready to run either in the cloud or in an on-premises environment. The goal of the concept was to make the engine independent of third-party licenses. Ultimately, the OSS SQM engine will be the only one supporting PM, SQM, and CEM products.

Comarch OSS Open Inventory – we have prepared a customizable product designed to inventory telecommunications networks. This product is suitable for companies in the telecommunications sector and other industries, such as utilities (power grids, gas pipelines, etc.). Our goal in

creating this product is to cater to tier two and tier three telco customers and to enable external integrators to implement the system.

Comarch OSS Inventory DCIM (Data Center Infrastructure Management) – we have extended the OSS Inventory system with the ability to manage Data Center infrastructure. This new function enables DC operators to inventory devices at specific locations, provide detailed placement of devices in racks and cabinets, and manage port occupancy in these devices.

FSM

Comarch FSM – we strengthened the product's position in the telecommunications sector for tier one and tier two (Enterprise) operators by enhancing its portfolio of features. These include fleet management, monitoring employees' work in hazardous conditions, and incorporating

MTR

Comarch MTR (Meet The Request) – we have developed a comprehensive cloud-based assurance solution called Comarch MTR. This solution enables efficient monitoring of various network types and automates request management and correlation. We have incorporated AI/ML functions into the solution to enhance its capabilities. The primary objectives of this product are to expand our services to smaller telco operators (tier two and three),

Comarch OSS Inventory cloud-native and PostgreSQL support – we have introduced the ability to run the OSS Inventory product in the cloud. This architecture provides more efficient management of delivering new features to customers, the ability to dynamically scale both applications and the resources available for them, and the ability to configure DR (disaster recovery) to increase system availability.

new technologies such as AI for task planning and scheduling. We have expanded the capabilities offered by the cloud by adding integrations and features to the subscription model. Furthermore, we have expanded the product's use cases through GenAI technology.

explore opportunities in other market segments such as utilities and smart cities, and provide third-party integrators with the ability to implement the system. The cloud-based architecture offers great flexibility, allowing us to offer customers a customizable out-of-the-box solution with the option to choose from a wide range of modules and assurance products.

Innovations introduced in the Services Sector

Comarch Campaign Management (CCM) – to accommodate the needs of clients operating in the Retail, Fuel, and Travel industries, we created a system responsible for defining loyalty campaigns using the Customer Journey Designer, which allows us to check the stage program participants are at in a given moment. By expanding the product with functions such as KPI, multitenant, or tracing & alerting, we're able to further optimize our clients' marketing communication, evaluate the effectiveness of their programs more efficiently, as well as reach their loyalty members with more ease.

Comarch Loyalty Management (CLM) – in 2023, our system for managing loyalty programs supporting B2C and B2B operators was adapted to the new architecture,

which allowed for a significant improvement in the deployment and availability of the application across different cloud environments, as well as increasing the stability and performance of the system. As a result of the measures taken, the platform enables even faster and more reliable app operations.

e-Invoicing – to meet the needs of global companies struggling with regulation changes in regard to e-invoicing, in 2023, Comarch's platform underwent a number of updates and improvements. These included, among others, adapting the system to the requirements of the Polish KSeF platform, integration with the Ministry of Finance in the Philippines and the French government platform, updating integration with government platforms in Italy

(SDI) and Romania (ANAF), as well as adapting to legal changes in countries such as Greece, Germany, Austria, and Sweden.

Electronic Data Interchange (EDI) – to provide our clients with an even more efficient document exchange, we have equipped our system with features such as automatic and manual enrichment of e-documents, advanced routing documents between business partners, a new interface for the EDI Archive application, and an application for verifying the process of generating electronic documents and logistics labels based on customer test cases. We've also

begun working on a solution for handling documentation exchange in international transport (eCMR initiative).

Comarch Infraspaces Cloud (CIC) – in the past year, we have conducted numerous activities aimed at expanding and upgrading the system. These included the launch of new cloud regions in Comarch Data Center in Lille and Phoenix, the development of a Self Care portal for cloud users, and increasing the level of security by separating dedicated modules responsible for encrypting data and storage of keys and certificates used on the platform.

Research and Development Activities in the eHealth Sector

Software

Comarch's eHealth sector carries out a number of research and development (R&D) projects aimed at creating innovative technologies to support, among other things, the management of medical facilities, the production and processing of electronic medical records and the remote monitoring of patients. The sector also includes the iMed24 Medical Center, which provides an environment for the development of IT tools for medicine.

As a leading provider of remote healthcare solutions in Poland, Comarch undertakes numerous initiatives to popularise and increase the availability of telemedicine and remote healthcare.

Comarch e-Care 2.0 platform – The Comarch e-Care 2.0 telemedicine and remote patient monitoring platform has applications in cardiology, pulmonology, diabetology, remote sleep apnea diagnosis and senior care, among others. The research and development work carried out on it allowed the platform to expand from an alarm system to a service system. Functions include short-term and long-term monitoring, survey management, reporting and process automation. In addition, work has been undertaken to redesign the graphical interface and the way services are managed. The changes that are being made enable far more patients to be served (allowing for economies of scale and cost optimisation). An additional factor that optimizes the platform's performance is the support with algorithmics. Functionalities are currently being developed based on customer needs in Poland, the rest of Europe and the Middle East, including, among other things, integration with HIS class systems using international interoperability standards.

Comarch Diagnostic Point – is a product that is constantly and intensively developed. Diagnostic points are stations equipped with measuring equipment (e.g., blood pressure monitor, ECG event recorder, thermometer, scales and pulse oximeter), where patients can also have their vital signs measured outside medical facilities. The research and development work carried out included extending the application used to operate the Diagnostic Point, adding new measuring devices, integrating directly with the Optimed NXT system and refining the desktop and mobile form.

Medical Analysis Platform (CMAP) – An important element of the company's solution ecosystem is the Comarch Medical Analysis Platform (CMAP), which receives remotely recorded ECG recordings, as well as the signal from the Comarch Sleep Polygraph (a medical device for remote diagnosis of patients' sleep apnea). Algorithms implemented in it interpret it and perform advanced analysis of the recordings automatically detecting significant abnormalities, creating the possibility to react earlier to

the detected disturbances. The solution allows the analysis time of long-term monitoring signals to be significantly reduced, and full verification of the recording to be carried out without manual signal processing. Comarch's Medical Analytics Platform uses algorithms that allow early detection of tachycardia, bradycardia, cardiac arrest or atrial fibrillation, among others.

ML (machine learning)-based algorithms have seen great development in recent years. A stage has been reached where ML algorithms are on a par with classical digital signal processing (DSP) methods. This has opened up opportunities for the effective diagnosis of disorders and improved the analysis of the tests performed.

With regard to **algorithms**, research and development work includes:

- Preparation of algorithms using machine learning methods for the recognition of atrial fibrillation in ECG signals
- Preparation of algorithms for ECG signal quality assessment
- Preparation of algorithms to classify the morphological types of beats in the ECG signal
- Use of ECG signal databases collected during projects to teach algorithms (semi-supervised and supervised learning)
- Development of methods for the detection of abnormalities in the ECG signal with particular emphasis on rhythm disorders: atrial fibrillation, supraventricular disturbances - the results of the work will be used in a system for the analysis of long-term ECG studies
- Preparation of an expert system to help predict potential problems in patients based on data collected in the electronic medical records database
- Work is also underway on structuring medical documents to enable the presentation of the most relevant information, data summaries and to facilitate the search of patients' medical records.

In terms of **software**, research and development work includes:

- Preparation of the CMAP platform to work in a service model, successful completion of CMAP certification as a platform for signal analysis.
- Preparation of a unified remote monitoring platform based on services understood as collections of complementary surveys.

Equipment

With regard to medical devices, the R&D activities carried out focused on:

- Development of the functionality of a proprietary arm-band for monitoring vital signs of elderly, dependent people.
- Development of the HomeHealth application (for patients who have been requested by a physician to monitor their health remotely).
- Development of a new CardioNow Lite device for long-term cardiac monitoring and event-type monitoring.
- Development of a new Comarch Sleep Polygraph device for remote diagnosis of sleep apnea.
- Development of the new Comarch e-Consultant product, a system for remote consultations with clients.

"City of Health" project

As part of the development work, Comarch specialists developed an innovative solution dedicated to local authorities. It enables the efficient, integrated delivery of healthcare and prevention services for residents. This is the Analytics and Reporting Platform, a component of the "City of Health" Project. It is used to analyze the data

collected, produce reports and recommend pro-health measures. Pilot projects under the Health City program have been launched in Łódź, Zabrze, Suwałki, Płock and Brzeg, among others. More than 3,000 patients across Poland have so far benefited from remote medical services as part of the pilot programs.

7. Sustainable business

Comarch S.A.'s Management Board's Statement Addressed to the Company's Shareholders in the Field of Reporting Non-financial Issues

Dear Shareholders,

The Comarch Group, due to the size of the company and the scope of its activity, exerts a significant influence on its environment, especially in the economic and social spheres. Sustainable development is one of the key foundations of the company's strategy from the very beginning and, in the opinion of the Group's Management Board, contributed significantly to the company's market success.

Regardless of the formal requirements, Comarch has been using good practices in the field of non-financial reporting for many years. This results both from the internal need to communicate with shareholders, as well as compliance with the Corporate Governance Principles for listed companies and the provisions of the Accounting Act.

Due to the business profile of the company, social issues related to employment and human rights as well as issues related to diversity management, especially in the area of management and supervisory bodies, are the key issues for Comarch Group regarding sustainable development. In the opinion of the Management Board of the Comarch S.A., adherence to relevant standards and reporting on them is essential for proper human resources management, and thus is a key element for ensuring long-term development and maintaining the competitive advantage of the company.

The key events related to sustainable development and non-financial reporting, recorded in the reporting period, were continuous improvement of management quality, increased role of "soft" incentives, increased promotion of physical and cultural activity among employees, increasing awareness of diversity among management and employees, as well as improving suppliers' management procedures. The Comarch Group constantly conducts activities to protect the natural environment, invests in its own renewable energy sources and promoting pro-ecological attitudes among the crew. Last year, the Comarch Group was actively involved in helping refugees from Ukraine and was invariably a patron of culture, art and sport, supporting local initiatives, local government and non-governmental organizations, health care units and charity campaigns.

In 2023, the company faced a number of external challenges, similar to those experienced in previous years. These included the war in Ukraine, geopolitical tensions worldwide, significant currency and energy price volatility, high inflation, and rising labour costs. Unfortunately, over the past year, there were also tragic internal events, including the death of the long-standing Chairman of the Board and one of the main shareholders of Comarch S.A., Professor Janusz Filipiak, and the death of the long-standing Vice President of Comarch S.A., Mr. Paweł Prokop. Despite these challenging circumstances, the Comarch Group has continued to develop its activities throughout 2023, achieving impressive financial results. This demonstrates the Group's resilience and ability to operate effectively in any market conditions. The Comarch Group is well-positioned to fulfil its mission of spreading innovative technical ideas created in Poland around the world. Its strong financial position, product, industry, and geographic diversification, ability to adapt to rapidly changing environments, and the commitment of its employees enable it to meet this goal.

The Management Board of Comarch S.A. points that the Non-Financial Information Statement includes non-financial information regarding Comarch S.A. and the Comarch Capital Group. The statement was prepared in accordance with the requirements of non-financial reporting included in the Accounting Act of 29th September, 1994, European Commission guidelines on Directive 2014/95/EU on reporting on non-financial information and on the basis of the National Non-Financial Information Standards (SIN) issued by the Reporting Standards Foundation. The disclosure of KPI data was also made in line with Regulation (EU) 2020/852 of the European Parliament and of the Council of the 18th of June, 2020 on the establishment of a framework to facilitate sustainable investment (EU Taxonomy). This report includes data for 2023 and comparative data for 2022. No significant adjustments were made to the information contained in previous reports. This report is not subject to certification or external verification by professional auditors.

Management Board of the Comarch S.A.

Integrated Management System

Comarch puts a particular emphasis on the quality of provided products and services. Efforts for increasing this value are undertaken to satisfy the growing and well-defined expectations of clients operating on the domestic and international market. Thanks to continuous work on the improvement and development of the Integrated Management System, Comarch obtained:

- Certificate of Integrated Management System compliant with the requirements of PN-EN ISO 9001:2015-10 Quality Management Systems, PN-EN ISO 14001:2015-09 Environmental Management Systems, PN-ISO 45001:2018-06 Occupational Safety and Health Management Systems, PN-EN ISO/IEC 27001:2017-06 Information Security Management Systems,
- Certificate of Energy Management System compliant with the requirements of PN-EN ISO 50001:2018-09 Energy Management Systems,
- Certificate of the Internal Control System, which meets the requirements of Article 11(2) the Act of 29th of November, 2000 on foreign trade in goods, technologies and services of strategic importance for national security, as well as for maintaining international peace and security (as amended),
- Certificates which confirm that the Quality Management System meets the requirements of AQAP 2110: 2016- NATO requirements for quality assurance in design, development and production as well as AQAP 2210: 2015- NATO supplementary requirements for AQAP 2110 regarding software quality assurance.

Certificates of the Integrated Management System, Energy Management System and Export Control System Policy were issued by the Polish Centre for Testing and Certification (PCTC).

The Integrated Management System is certified in Comarch S.A., while its provisions are binding in the companies of all the Comarch Group.

Comarch Healthcare S.A. BU HIS, previously certified for compliance with ISO 9001: 2015 Quality Management Systems, was incorporated into the structure of Comarch S.A. in 2021 and covered by the IMS certificate.

The Integrated Management System Policy is the main document of the Integrated Management System. This policy includes the organization's overall intentions and objectives regarding quality, environmental protection, health and safety, energy management and information security, which are formally expressed by top management.

Detailed information on the Comarch's IMS Policy can be found at: <http://https://www.comarch.com/company/quality/>

Broadly understood technological development and rapidly growing competition put new requirements on software, implemented IT systems and goods in circulation. The necessity to meet these requirements means that the products provided by Comarch may be goods of dual-use and be used in a manner inconsistent with the principles of national and international law. To prevent such practices, the Internal Control System Policy has been implemented within the Comarch Capital Group, whose main document is the **Internal Control System Policy**.

The main assumptions of this policy are as follows:

- Excluding the possibility of making a profit contrary to the requirements of the Export Control System Policy,
- Omission to handle trade in goods when it is contrary to national and international law,
- Preventing transactions with customers involved in the proliferation of weapons of mass destruction,
- Enforce the rules of the Export Control System Policy at all workstations related to trade in goods,
- Supervision of the Transaction Control Officer over the course of the Export Control System Policy processes.

Each of the subsystems included in the Integrated Management System Comarch covers its scope with a different subject matter and is characterized by specific risks. The Quality Management System puts a special emphasis on the risks associated with the overall functioning of the organization and its processes, documentation and relations with Suppliers. Environmental and OHS management take into account risks related to employee issues and impact on the

environment. The Export Control System Policy regulates the issues of international trade in goods and technologies and ensures compliance of processes with specific legal requirements. The AQAP system, concerning the implementation of projects for the armed forces, contains restrictive requirements and is built on risk management as part of ongoing projects. An opportunity for the organization is to start cooperation with new clients, establish new business relations.

Within the Comarch Group, we have created a number of mechanisms whose effective functioning allows us to state, that we operate in accordance with the applicable internal regulations and laws - both at the national level, as well as internationally. These mechanisms include, among others:

- establishment of internal procedures defining processes and defining responsibilities,
- ongoing verification of the implementation of processes through internal audits, and the use of dedicated particular issues to internal information systems,
- constant supervision of legal requirements,
- monitoring and responding to the global situation, including possible sanctions.

Information Security Management System and Security Policy

Information and information processing systems constitute critical and extremely important goodwill, which is why Comarch places great emphasis on protecting data and own and customers assets. A comprehensive information protection system based on the PN-ISO/IEC 27001:2017-06 and PN-EN ISO/IEC 27002:2017-06 standards was implemented. The system is certified for compliance with the PN-EN ISO/IEC 27001:2017-06 standard by the Polish Center for Testing and Certification (PCBC) as part of the Integrated Management System. The system covers all internal processes supporting the company's activity and business processes and covers all of the company's assets. Its first certification took place in 2008.

The Security Policy regulations include organizational issues, raising of employee awareness, physical asset protection, IT technical security, business continuity and response to incidents of information security breaches. Internal policies and procedures have been defined to regulate the confidentiality, integrity and availability of Comarch and client's data.

Many organizational and technical measures were implemented to ensure comprehensive and multi-level protection of data and assets to counteract and minimize the effects of information security incidents. The system ensures a continuous process of monitoring and reacting to information security risks.

Within the company dedicated business units operate to deal with information protection, determination and implementation of standards and monitoring the security of Comarch's assets.

Business continuity plans were developed to maintain business continuity in key areas of the company.

Supplier Sustainability Policy

Comarch as a global organization specializing in the design, implementation and integration of advanced IT products has a significant impact on the functioning of the supply chain. In addition, as a company, we realize that the success of undertaken projects depends not only on us but also, to a large extent, on our business partners. The key issue is the appropriate selection of contractors who meet the criteria to the greatest extent possible. Thanks to this, we can be sure that cooperation with them will in no way disturb the stability and efficiency of processes implemented within the supply chain.

The Comarch Capital Group has a Supplier Sustainability Policy, which defines the most important principles that the company follows during realizing the cooperation with business partners. In addition, this document is a commitment to a sustainable development policy and sets out requirements for key suppliers.

These commitments are implemented mainly through:

- Supporting and encouraging our clients and suppliers to act in accordance with the principles of ethics, social responsibility and environmental protection,
- Ensuring high quality products and services for customers on the international market, while paying particular attention to the safety of information resources, environmental aspects and health and safety of employees,
- Building a good partnership with suppliers based on mutual cooperation, trust and integrity,
- Conducting activities related to orders in accordance with rules of law and legal regulations- domestic and international,
- Selection of suppliers with the conviction that only responsible practices in the supply chain can ensure the highest quality of the final product or service, while at the same time caring for the environment, good work standards, business ethics and local communities.

Policy of Respect for Intellectual Property of Third Parties

As a software development company, the Comarch Group understands the need to respect intellectual property rights and, for its part, strives to fully respect the intellectual property of third parties, including other software developers, as well as Comarch's suppliers and customers. Comarch abides by legal regulations concerning the principles of respecting intellectual property of third parties at the level of international, community and national law and supports the system of intellectual property protection. Comarch makes every effort to ensure the highest level of protection of intellectual property rights of third parties.

The Comarch Group has implemented the Policy of Respect for Intellectual Property of Third Parties.

The basic policy objectives in force regarding these issues are:

- Taking care to ensure respect for intellectual property of third parties,
- Ensuring respect of patents, trademarks and other industrial property rights of third parties,
- The use of intellectual property, patents, trademarks and other industrial property rights of third parties in accordance with the law and the licenses obtained by Comarch,
- Use of third parties' software only in the scope of licenses granted to Comarch,
- Protection of intellectual property, patents, trademarks and other industrial property rights of Comarch,
- Protection of Comarch's interests, in particular financial and legal,
- Care for the high quality of offered products and services,
- Risk management in the area covered by the policy,
- Intellectual property and licenses management.

Comarch aims to achieve the objectives of the Policy by training employees and acting in accordance with the procedures ordering the process of evaluation, selection and acquisition of software and storage of licenses for: Software for Comarch's internal utility and office needs, Programming components and source codes for use in Comarch products, as well as Programming components and source codes for use in programming services implemented in such a way that Comarch's work effects become the property of the client (Comarch dedicated products).

Management Systems implemented in Comarch Group companies

Quality Management System for Medical Devices Comarch S.A. and Comarch Healthcare S.A.

Besides the core activities related to software and IT systems development and the provision of services in this area, Comarch also conducts activities in the field of production and marketing of medical products and have a certified Quality Management System for Medical Devices in accordance with the EN standard. ISO 13485: 2016.

The scope of the certificate for Comarch Healthcare S.A. includes design and development, production, distribution and servicing of vital signs monitoring systems as well as post-implementation service, while for Comarch S.A. design and development, own and contract production, distribution, implementation and servicing of software as well as products and accessories as well as systems for monitoring vital functions as well as the implementation of post-implementation services in this area.

Certificates of the Quality Management System of Medical Devices were issued by TÜV Rheinland LGA Products GmbH for both companies.

Comarch Healthcare S.A. was act as a manufacturer of medical devices until its certificates expire in February 2023. From 2022, the main manufacturer of medical devices, also certified for compliance with the requirements of Regulation (EU) 2017/745 of the Parliament and of the Council of April 5, 2017 on medical devices (MDR), is Comarch S.A.

Comarch S.A. designs and manufactures medical devices with a view to improving the quality of life and a sense of security, and out of concern for the health of customers. Taking into account the problems with access to medical staff, solutions in the field of telemedicine and telemonitoring are being implemented, which allow to shorten the distance between the patient and the medical staff. The solutions allow remote care and monitoring of the health of many patients at the same time. The offered products are a response to the needs of the market in the field of prevention and treatment, moreover, they are prepared on the basis of the latest technologies, as a result of cooperation between qualified employees and the scientific medical community. Comarch guarantees the right quality and safety of the offered products, professional and ethical service, as well as help and advice tailored to the individual needs of customers.

In Comarch S.A. and Comarch Healthcare S.A. Quality Policy has been implemented. The means of achieving its above goals is the implemented and constantly improved ISO 13485 quality management system correlated with the applicable legal requirements.

Quality Management System at the iMed24 Medical Centre (Comarch Healthcare S.A.)

iMed24 Medical Centre, established in 2012, follows the principles of professionalism, innovation and cooperation based on trust and understanding. Years of experience have allowed us to develop the highest standards of services, which is reflected in the large volume of clients and subcontracting facilities.

iMed24 Medical Center operates within the framework of applicable legal requirements and is certified by the Quality Management System ISO 9001:2015. . The scope of the certificate covers the provision of health services as part of the clinics and laboratories, including the provision of remote services. The certification process is carried out by TUV Rheinland Polska Sp. z o.o.

The provision of medical services carries specific risks. Risks within the system are identified at the company-wide level. Within the system identified i.a.:

- Risk related to the occurrence of a medical error,
- Risk related to the exposure of medical personnel to harmful factors,
- Risk related to the failure of medical equipment, systems or power supply,
- Risk related to unauthorized access to medical data,
- Risk related to non-compliance with legal requirements and procedures in force at MC iMed24.

Risk management in a medical service provider is particularly important. The entity has appropriate internal mechanisms to minimize the identified risk areas, control them and exercise ongoing control. Particular attention is paid to the security of personal and medical data

Information Security Management System in Comarch S.A.S.

Comarch S.A.S. is a subsidiary of the Comarch Group, which aims to expand into the French market. The company's area of activity is offering IT infrastructure and software, especially in the health sector.

Comarch S.A.S. with Data Centre in Lezennes, France, has an Information Security Management System. The company has obtained an appropriate certificate, which proves that the management system meets the requirements of ISO/IEC 27001: 2013. The scope of certification for Comarch S.A.S. includes the infrastructure and services hosted at the Data Centre location in Lezennes, France, managed by the French team of Comarch S.A.S. The certification process is carried out by Bureau Veritas Certification Holding SAS - UK Branch.

Comarch S.A.S. also obtained the HDS certificate, which allows the storage and processing of personal data concerning health, and confirms that it operates in this area in accordance with the highest standards of security and data protection. The obtained certificate makes Comarch S.A.S. will be able to offer its customers and partners highly secure data hosting with controllability. The certification process is carried out by Bureau Veritas Certification France.

Risk management within the system is carried out on a continuous basis, using an appropriate methodology. As part of risk management, with regard to the implemented systems, appropriate internal audit and verification mechanisms were introduced.

Information Security Management System at Comarch Aktiengesellschaft (Comarch AG)

Comarch AG is a subsidiary of the Comarch Group, whose goal is to expand into the German market.

Comarch Aktiengesellschaft (Comarch AG), with a Data Centre in Dresden, Germany, has an Information Security Management System. The company has obtained the relevant certificate, which proves that the management system meets the requirements of the ISO/IEC 27001:2013 standard. The scope of certification for Comarch AG covers IT services including data centre operation, IT services and software development. The certification process is carried out by TÜV Rheinland Cert GmbH.

Climate Policy

Taking care of climate-related issues is one of the priorities of the Company's Management Board. When planning new investments and conducting current operations, the Management Board of Comarch S.A. takes into account climate issues, which was reflected both in office investments (low or zero-emission buildings, the use of photovoltaic installations, using of energy-saving lighting solutions, heat recovery), as well as in established internal rules related to the organization of workplaces and building climate awareness among employees (introduction of company-wide solutions for waste segregation, application of energy-saving lighting solutions, promoting and supporting pro-climate initiatives and activities).

Due to the fact that managing risk and issues related to the climate is one of the important responsibilities of the Management Board of Comarch S.A., the identified risks are monitored on an ongoing basis by the Management Board, which takes all necessary actions to minimize the occurrence of events that could have a negative impact on the climate and natural environment. Starting from 2020, risk management activities have assumed a systemic nature, reflected in the annual verification and analysis of the Company's activities in this area.

Regardless of systemic analytical and verification activities, the Management Board of Comarch S.A. is properly prepared to take all necessary preventive measures to minimize the negative impact of potential risks and events on Comarch's climate policy.

“Declaration of Polish business for sustainable development”

The Vision 2050 project follows an international initiative launched by the World Business Council for Sustainable Development (World Business Council for Sustainable Development, WBCSD). Vision 2050 is a joint project of the Ministry of Economy, the Ministry of Environment, the Responsible Business Forum and the consulting firm PwC. The aim of the activities undertaken is to integrate business in Poland around the idea of sustainable development, to show business representatives the importance of challenges in this area, and to strengthen the dialogue between administration and business for the purpose of working out specific solutions to support the realization of Poland's development goals.

By signing the “Declaration of Polish Business for Sustainable Development,” we pledged to:

- base its activities on broad cooperation, innovative thinking and education of both its own
- employees, as well as society
- conducting business based on trust and dialogue
- undertaking cooperation with academic centers and schools in educating future employees,
- Creating conditions and opportunities for employees to development,
- Promoting and supporting new technology,
- Creating infrastructure and conducting investments based on dialogue and in accordance with the principles of sustainable development
- taking action to reduce our negative impact on the environment,
- Introducing solutions to reduce energy consumption, both in terms of implementing new technological solutions, optimization of processes, as well as education
- engage in dialogue with the government and share their experiences on issues of importance to businesses and the economy,
- raising the level of ethics in business, including in relations with all stakeholder groups.

The risk for the declaration we signed is the failure to meet its objectives. Therefore, we successively strive to meet them through the effective implementation of processes within the Integrated Management System and the implementation of all the policies described above.



Declaration of Polish Businesses for Sustainable Development

Aware of the challenges faced by the Polish economy and fully recognizing the need to pursue a path of sustainable development, we, the undersigned, hereby commit:

- I. To running our operations based on extensive cooperation, innovative thinking and education of our own employees and society at large.
- II. To carrying out business based on trust and dialog.
- III. To cooperating with academic institutions and schools in the education of future employees.
- IV. To creating conditions and opportunities for the professional advancement of employees.
- V. To promoting the implementation of new technologies and their support.
- VI. To building infrastructure and running projects based on dialog and in line with principles of sustainable development.
- VII. To taking steps to reduce our adverse impact on the environment.
- VIII. To introducing solutions designed to reduce energy consumption by deploying new technologies, streamlining processes and education.
- IX. To communicating with the government and sharing our experience in areas relevant to business and economy.
- X. To enhancing ethical standards of business conduct, including relations with all groups of stakeholders.

Declaration of Polish Businesses for Sustainable Development

The Code of Conduct

Ethics standards

As one of the IT market leaders, Comarch feels obliged to promote ethics and wants to join the group of world leaders in terms of corporate responsibility, respect for human rights and environmental protection. Responsibility for achieving this goal lies with all employees of Comarch. Our Code of Conduct has been approved by the Management Board of Comarch SA and its assumptions are valid throughout the Comarch Capital Group.

The Code reflects our values. It serves as a benchmark for us in our behavior toward co-workers, superiors, and customers, partners and communities, both in business and non-business relationships. This Code is disseminated and popularized among Comarch employees.

Our mission

We are responsible for the success of our customers. As a global provider of business IT solutions, we handle end-to-end customer relationships and optimize operations and business processes. The main asset of our company is our deep sector knowledge, which we pass on to our clients in the form of integrated IT systems.

Our goal is to provide innovative IT solutions to all key sectors of the economy. Several thousand experienced professionals and consultants work for our clients around the world. Based on state-of-the-art technologies, knowledge of market trends and a sense of responsibility, we have so far completed thousands of complex projects successfully completed in more than 100 countries on 6 continents. Comarch software is used by several hundred thousand companies at home and abroad.

From the beginning, our emphasis has been on providing the highest quality applications and professional services so that they can be optimally used in the daily operations of customers. In this dimension, we have achieved a very strong position.

Our values

In both internal and external relations with its stakeholders we honor universal values, promoting: honesty, diligence and conscientiousness in the performance of assigned tasks, quality and innovation as goals set individually of their

own work, open cooperation for the common good, building and maintaining trust among colleagues and business partners, as well as respect, forbearance and assistance, regardless of one's position or diversity of views.

How do we ensure the highest standards of work?

We respect and adhere to international human rights standards and international labour standards, treating them as fundamental and universal. We respect and implement the laws of labour law and health and safety, and we ensure that employees are always treated in accordance with applicable requirements. Recognizing the right of employees to free association, we engage in dialogue with an elected council of employee representatives.

sexual orientation, union or political affiliation, age or marital status. We guarantee freedom of opinion, conscience and religion, and freedom of belief and expression. We promote teamwork free from any prejudice, we draw strength from and appreciate the values derived from the diversity of its employees.

We adhere to the prohibition of discrimination based on: race, social status, ethnicity, religion, disability, gender,

In return, we make every effort to provide them a decent and regularly paid salary, the opportunity for development, interesting and ambitious challenges and very good working conditions.

We respect the intellectual property of third parties by respecting the law, as well as taking into account international standards in this regard. We comply with the prohibition of child labour under 16, forced labour, corporal punishment,

mental and physical coercion and physical coercion and insult, as well as the prohibition on sexual harassment, and we consider the workplace to be free from such practices.

Fair competition

The Comarch Group respects the principles of fair competition, prevention of bribery, illegal payments and corruption.

The Anti-Corruption Policy, implemented in the Comarch Group, is a set of obligatory rules and standards of conduct aimed at preventing and responding to activities that may be marked by corruption. It is the duty of Comarch Group employees to avoid activities that lead to conflicts of interest,

i.e., accepting and offering gifts in the course of conducting business and commercial activities. It is not allowed to pay or offer bribes or illegal benefits to government officials or representatives of political parties in order to enter into or retain business. Comarch employees must not take any advantage or assist in taking advantage of opportunities that may arise from the use of information or position in the company.

Business partnerships

Customer relations

Our most important principles are: responsibility for the success of our customers and respect and openness to their needs. Comarch provides its customers with innovative IT products of the highest quality, which is achieved as a result of the use of high skills, experience and competence of employees, cooperation with leading research and scientific centers both in Poland, as well as abroad.

Contacts with government customers

In terms of dealing with public sector clients (central and local administrations, municipal companies, state-owned

companies, public health care institutions) we apply the provisions of the Law of September 11, 2019 Law of Public Procurement. These provisions regulate how to communicate with the contracting authority during the tender procedure, the scope of actions that can be taken by the parties to the proceedings, as well as legal protection measures.

Security in international business

To ensure control and security of foreign trade of goods, technologies and services of strategic importance to the security of the State, we have implemented an Internal Control System to ensure the application of international and domestic standards and legal requirements.

Corporate governance

In compliance with the Code of Best Practices for Companies Listed on the WSE, as a listed company we operate according to the principle of "Comply or explain," the mechanism of which is that the company provides the market with unambiguous information about the violation of good practice.

All principles contained in the Code of Good Practices for Companies Listed on the WSE 2021 are subject to annual reports on compliance with the principles of corporate governance, prepared by the Company.

Environmental awareness

We comply with legal regulations for the protection of the environment. We consciously reduce the impact of our activities on the environment, minimizing consumption of natural resources and the generation of waste generated

as a result of current operations. We also promote an ecological lifestyle among our employees, by conducting campaigns to encourage active participation in protecting the environment.

Socially responsible business

We are extensively involved in social activities, promoting the idea of creating a broad social platform, on the grounds of which sports and the latest IT technologies are promoted. Within the framework of activities for sports, the main object of Comarch's social involvement is MKS Cracovia SSA - the oldest sports club in Krakow, which participates in professional leagues and competitions in several disciplines, the most important of which are soccer and ice hockey.

We provide our employees with permanent and free access to the Recreation Center built on the campus of Comarch in Krakow, encouraging an active lifestyle.

The second idea we intensively promote is the popularization of knowledge regarding the latest IT technologies. Every year, about 300 IT students take three-month summer internships at Comarch, which enable young people from all

over the world to learn about the most modern IT solutions in business. In addition, we support Polish science by participating in scientific conferences and co-financing them.

The third pillar of our social activities is the sponsorship of cultural events - cultural festivals, concerts or events of significant social importance.

Comarch does not carry out stationary ethical audits with suppliers, however, as part of the Supplier Sustainability Policy, Comarch supports and encourages suppliers to follow ethical principles in their activities. In the survey of suppliers carried out in 2023, on a question in the survey: Does your company have implemented the Code of Conduct? „YES” was answered by 48% the companies, which sent back the questionnaires. Suppliers who answered “YES” to this question in 2022 accounted for 66% of respondents.

How do we implement and enforce the Code?

Adherence to the principles set forth in the Code of Conduct is the responsibility of each of us. All ambiguities, problems related to the interpretation of the content of the Code of Conduct are solved by the Compliance and Internal Audit Department. Comarch employees are encouraged to submit any comments and modifications related to the content of this Code of Conduct.

The Compliance and Internal Audit Department is responsible for:

- Supporting employees in compliance with the Code of Conduct,
- Promoting the idea of the Code inside the company,
- Updating the content of the Code,
- Responding to appropriate work on current employees' problems related to the ethics of their business activities.

In addition, reports of any infringements of ethics and with the regulations or procedures applicable in the Comarch Group in the area of compliance may be reported by employees to the Compliance and Internal Audit Department to compliance@comarch.pl or anonymously by internal mail.

As part of the Code of Conduct of the Comarch Capital Group, the following critical risks were identified:

- Risk of violation of ethics, corporate responsibility, respect for human rights and environmental protection,

- Risk of discrimination in all its manifestations,
- Risk related to non-compliance with the rules of fair competition, prevention of bribery, illegal payments and corruption,
- Risk related to non-compliance with legal requirements, international standards regarding human rights and labour standards, internal procedures in the field of ethics.

In the Comarch Group, an additional infringement reporting channel was implemented in the form of an application, enabling anonymous reports along with the possibility of anonymous two-way communication with the person reporting the infringement. At the same time, appropriate procedures regulating the principles of filing notifications, conducting explanatory proceedings and protection of persons reporting violations have been implemented.

The verification of compliance in Comarch is continuous. Employees are periodically trained and may use various paths to report irregularities related to non-compliance with the Comarch Code of Conduct. Other interested parties, e.g., clients, often use the opportunity to verify ethical issues in the form of meetings, audits of the other party and by collecting information through questionnaires. Compliance with the rules adopted in the organization, including the Code of Conduct, is also one of the elements of the periodic evaluation of employees.

8. Most important events

A breakthrough year in Comarch's history

The year 2023 was in many ways a defining moment in the history of Comarch. Last year we bid farewell to Prof. Janusz Filipiak, co-founder and President of Comarch, and Paweł Prokop, Vice President of the Board of Comarch SA and Head of the Public Administration Sector.

We also celebrated the 30th anniversary of Comarch, which was a great opportunity to pause and reflect on what we have achieved together over the past three decades.



For 30 years, the future has been our inspiration.

Comarch's 30th anniversary

In 2023, we celebrated the 30th anniversary of Comarch - an organization that has grown over the past three decades from a small company employing students to an international corporation with a broad portfolio of products recognized by clients worldwide.

Comarch was founded during a period of rapid political, economic and social change. From the very beginning, our

goal has been to create value, develop our own products, grow our team and attract new customers. Thanks to the efforts of many involved in the company's development, we have not only maintained this course, but also become a trusted business partner and provider of award-winning IT services recognized by experts.

1993 – Establishment of Comarch.

1994 – We execute our first contract - development of an IT system for Telekomunikacja Polska SA.

1999 – Initial Public Offering on the Warsaw Stock Exchange. The construction of our headquarters in Krakow begins.

2000 – Launch of Interia.pl, one of the largest Internet portals in Poland.

2002 – Hiring of our 1000th employee.

2003 – Becoming the title sponsor of Poland's oldest football club – Cracovia.

2005 – Launch of first data center in Krakow.

2009 – The Training and Conference Center in Krakow is opened.

2012 – Opening of the iMed24 Medical Center in Krakow.

2015 – Hiring of the 5000th employee.

2016 – Opening of the 90th office worldwide.

2017 – Launch of IoT Plant in Krakow.

2021 – Launch of Apfino, a modern financial platform for businesses.

2023 – Celebrating the 30th anniversary of Comarch.

Awards and rankings in 2023

Awards in rankings and competitions

"ITwiz Best 100"	Comarch S.A. took first place in the following categories: for the sale of ERP systems, for sales to the telecom sector, for sales to the trade sector.
"Computerworld TOP200"	Comarch S.A. took the first place in the following categories: The largest providers of IT solutions and services for the telecommunications sector, The largest providers of Enterprise Resource Planning (ERP) systems, The largest provider of RPA systems and business process automation in 2022.
Pipeline Innovation Awards	1st place in the "Innovation in IoT and Connected Devices" category and 2nd place in the "Innovation in Assurance" category.
The "IT in Administration" Product of the Year plebiscite	The Comarch e-Urząd platform took 2nd place in the category: Software for Public Administration.
Report IDC „Poland Enterprise Application Software Market Analysis and 2022 Vendor Shares"	The company ranked second among suppliers of ERP systems and first among Polish manufacturers.
Competition Prize "Zdrowa Przyszłość – Inspiracje"	Comarch Healthcare received a prestigious award in the category "Innovative solutions, products and services that improve the quality of life, health and access to services" for the project "ZdroWiem – an innovative tool for health prevention". The project took 3rd place.
Top Brand	5th place among software manufacturers in the 16th edition of the survey by Press Magazine and PSMM Monitoring & More
SME Banking Club	Award at the CEE23 SME Banking Conference organised by the SME Banking Club at the ICE in Krakow - the Comarch Open Platform solution was awarded in the "Best ecosystem software for SMEs" category."
Telecom Review Excellence Awards 2023	Comarch S.A. won an award in the "Best Smart Infrastructure Management/Solution" category for its mobile OSS application.
BEPOLUX	Award for the best Polish company in Luxembourg in a competition for Polish companies operating in Belgium and Luxembourg
Banking Tech Awards 2023 in London	Comarch received an award in the category "Best BankingTech - Digital Engagement solutions provider".
White Letter of the Polityka Weekly	Award given by Polityka, Deloitte and the Responsible Business Forum for sustainability efforts.

Mentions in IDC industry reports.

IDC	Comarch ranked as a Major Player in the "Market Scape 2023-2024" report on field service management applications worldwide.
Gazeta Finansowa	Honorable mention in the "Turbines of the Polish Economy" report for Comarch Open Platform as an innovative product driving the SME sector.
Gartner®	Inclusion among 15 vendors in the "Market Guide for CSP Service Design Market Guide for CSP Service Design and Orchestration Solutions" report.
Gartner®	Inclusion among 19 vendors in the "Market Guide for CSP Customer Management and Experience Solutions" report.
Gartner®	Inclusion in the "Market Guide for CSP Revenue Management and Monetisation Solutions" report.

9. People



We work with the best

Comarch's culture is our unique value. We are committed to making Comarch a place where everyone can grow, learn and share their passion. We also take care of the good atmosphere. We focus on open communication when dealing with co-workers, as well as superiors, so we address each other directly by name. The company has

a diverse dress code, depending on the function the employee performs. On a daily basis, we dress according to our own style, maintaining the principle of good taste and appropriateness. We go to meetings with clients or on business trips in formal clothes.

What are our values as a team?



honesty, diligence and conscientiousness in the performance of assigned tasks,



building and maintaining trust among colleagues and business partners,



quality and innovation as goals set individually to our own work



respect, understanding and assistance regardless of our positions or diversity of views.



open cooperation for the common good,

We respect and comply with international human rights and labor standards, treating them as fundamental and universal. We respect and implement labor laws and health and safety, and we ensure that employees are always treated in accordance with applicable requirements.

We are also oriented towards business partnership. We adhere to the principles of fair competition, prevention of bribery, illegal payments and corruption. Our most important

principles in this regard are: responsibility for the success of our customers and respect and openness to their needs.

We also do not forget about environmental protection. Comarch is consciously reducing the environmental impact of its operations by minimizing the consumption of natural resources and the generation of waste resulting from ongoing operations. We also promote green lifestyles among employees, conducting campaigns to encourage active participation in protecting the environment.



The Employer Branding team

Professionalism and passion

A good atmosphere is the key to deriving job satisfaction, so we make sure that every employee feels comfortable with us. We value openness, respect and kindness.

We believe that a satisfying job is not only working in a close-knit team. It's also about working in a team that helps you grow. Our specialists and experts regularly raise

the bar for themselves and are eager to share their knowledge. Each of our employees is completely different. But what we all have in common is the passions that each of us has. Among the many categories, we will find enthusiasts such as painting, beekeeping, sailing, archaeology, rugby and even beatboxing.



It is said that people and atmosphere are the most important things at work. I am fortunate that every day I meet unique and irreplaceable people at work who give me golden advice and support whenever I need it

Katarzyna Muszyńska, Key Account Manager at Comarch

Training and investment in competence development

Comarch Training Center offers specialized training courses and IT and business consultations at any level of advancement, both as part of internal trainings directed to employees, as well as offered to a wide range of external clients. The center benefits from nearly 30 years of

experience Comarch Group as a knowledge-based organization. More than 300 training programs conducted by 90 qualified trainers involve an average of approx. 14,000 participants per year, the vast majority of whom are our employees.

Average number of training hours per employee (by gender and position)

Grupa Comarch		2023			2022		
All training	Staff managers	Others	Total	Staff managers	Others	Total	
Women	6,7	23,9	25,1	7,2	14,2	15,4	
Men	3,8	36,6	28,1	7,7	26,4	21,2	
Altogether	4,6	31,8	27,2	7,6	21,6	19,3	

Comarch Group		2023			2022		
Internal training	Staff managers	Others	Total	Staff managers	Others	Total	
Women	6,5	25,0	22,2	7,0	14,9	13,8	
Men	3,4	30,6	25,7	7,7	21,9	19,3	
Altogether	4,3	28,8	24,6	7,5	19,5	17,5	

The number of employees upgrading their professional qualifications, with an indication of the number of those to whom Comarch co-finances or finances training

Comarch Group		2023	2022
All training			
Women		1 625	1 368
Men		3 747	3 396
Altogether		5 372	4 764

Comarch Group		2023	2022
External training			
Women	227		219
Men	337		482
Altogether	564		701

10. Corporate Social Responsibility (CSR)

The background of the slide is a dark blue gradient. Overlaid on this are several large, overlapping, wavy shapes in shades of teal and light blue, creating a sense of movement and depth. The shapes are smooth and fluid, resembling liquid or soft fabric.

Corporate Social Responsibility (CSR)

At Comarch, we have been involved in social activities from the beginning, promoting the idea of creating a broad platform with the help of which we promote sports, healthy lifestyle, culture, help for the needy, as well as the latest IT technologies. We strive to support local social initiatives, and our actions in this regard are defined by the Code of Conduct. The Comarch Group's operational activities

do not cause a nuisance to the local community or pose a threat to its safety. In 2023, there were no complaints reported by the local community. We engage in various initiatives to support the local community, we actively support environmental protection in its immediate surroundings, and we work to popularization of science. Many initiatives and undertakings are implemented by MKS Cracovia SSA.

Support of local communities

IT Equipment for Those in Need

In 2023, Comarch S.A. made a donation of several hundred pieces of computer equipment for schools, foundations, orphanages, and public benefit organizations.

During the event, there is a silent auction during which funds are collected for the team and a tournament in which all participants form teams with Paralympic athletes and "fight" together to win. Comarch supported the auction by sending gadgets to the auction.

Polish Day in Brussels

Comarch was the main sponsor of the event organized periodically by the Embassy of the Republic of Poland in Brussels together with business partners. Polish Day in Belgium was an opportunity for Comarch to present itself as a leading Polish investor in Belgium, as well as to carry out activities in the field of HR and employer branding.

Meeting at Comarch

The Comarch France branch organized a visit to its data center by a group of children from western Ukraine (Jaworów). Young people came to France to relax, spend time with local families, forget about the cruelty of the war and the tragic fate of their country.

Cleaning campaign

A team of Comarch employees took part in a cleaning campaign in the region to celebrate World Earth Day. It was a great opportunity for integration in the company, but also a useful activity for environmental cleanliness.

Popularization of Science and Education

Last year, Comarch specialists took part in many meetings with students in Poland and abroad, and in career days in Poland, France and Germany. The company supported financially and substantively the organization of the Consult IT competition for students of Polish universities and the HAcK na Zdrowie training and project event, implemented by universities in Łódź. In individual departments, employees' initiatives are also created, which involve devoting time to students at dedicated courses or industry meetings and meetings with research clubs. Additionally, Comarch specialists are eager to share their knowledge by creating many expert articles and original podcasts.

Support for the Full Life Foundation

In 2023, Comarch once again supported the Full Life Foundation in the form of free assistance to Comarch ERP Optima.

The company also organizes internal knowledge exchange campaigns, including meetups or series of texts in the field of cybersecurity, created by specialists from the Internal Security Department.

Telco: Adaptive Spirit

Participation in an event organized by Adaptive Spirit, an organization supporting the U.S. Paralympics Ski & Snowboard Team.

In 2023, a partnership with the AGH University of Science and Technology in Krakow was also continued in the field of postgraduate studies in "Financial Analytics and Industrial Process Controlling".

Comarch for Education

Comarch popularizes knowledge about ERP systems among economic universities and vocational schools. This activity is carried out through:

- lending of Comarch ERP systems in educational versions (over 650 educational facilities and institutions equipped with educational versions of Comarch ERP),
- conducting product certification for students,
- employees giving lectures at universities on topics related to economics and finance
- training in Comarch ERP systems for pedagogical staff.

We also distribute special workbooks, dedicated to vocational education, preparing for state vocational examinations on the economist and accountancy technician profile.

Comarch Innovation Zone

The Comarch Innovation Zone is a space which presents the technological achievements of the Comarch Group in the field of IT systems, telecommunications, ERP, Finance and banking, as well as artificial intelligence (AI). Separate areas of the Zone are dedicated to individual sectors of the economy for which the Comarch Group designs and implements innovative solutions. Visitors have the opportunity to learn about various technological solutions such as Industry 4.0 and telemedicine.

The Comarch Innovation Zone promotes and teaches. A modern, multimedia space encourages interaction with new technologies and facilitates the organization of knowledge. It is a place for meetings and exchange of ideas, and at the same time an exhibition area presenting a vision of the future, extremely attractive and valuable for visitors.

The Innovation Zone can be visited not only by business partners, but also by young people. Organized tours give guests the opportunity to experience modern technologies and expand their knowledge. Trips to the Innovation Zone are an excellent opportunity for young people to inspire discussions about the future, choice of studies or



Innovation Zone, Comarch SSE7 building, Krakow

future career paths. During the tours, the students eagerly interact with modern solutions, and ask a lot of questions, which has a positive impact on the process of deepening their knowledge and interests.

A visit to a space full of innovative solutions can be a unique experience, regardless of age. The Comarch Innovation Zone was also visited by the students of the University of the Third Age. The latest solutions turned out to be familiar to them - they were an impulse for a lively discussion about the activities of the Comarch Group and further technological development. The zone is therefore a place for everyone - our youngest guests were 10 years old.

At the beginning of 2023, the Zone underwent a general renovation, which allowed for updating graphics, changing films and detailing even more technological curiosities. During 2023, the Zone was visited by almost 1,000 people, including business partners, schools, universities, hospital patients and many others.

Sport and Healthy Lifestyle

For almost 30 years, the companies of the Comarch Group have been actively involved in promoting sport and an active lifestyle among young people and the inhabitants of the Małopolskie Voivodeship. Since 2002, the company has been the titular sponsor of the oldest, existing football club in Poland, and the five-time Polish Champion - Cracovia, including the hockey section. The company also promotes an active lifestyle among its employees. The Comarch Recreation Centre is at the disposal of employees of the Comarch Group companies in Krakow and their families.

Sponsoring Śląsk Wrocław

Comarch, together with Infortes, are partners of the Ekstraklasa basketball team Śląska Wrocław in the 2022/2023 season. This is the third season of cooperation, the previous two seasons ended with the team from the capital of Lower Silesia winning the title of Polish Champion and Vice-Champion.

Sponsorship of Royale Union Saint-Gilloise SCRL

In June 2023, Comarch extended the sponsorship agreement with the Royale Union Saint Gilloise club for the next football season (2023/2024). By extending this cooperation, Comarch confirms its commitment to the development of sports and the promotion of local talents, and at the same time strengthens the presence of its own brand in the Benelux region.

Sponsorship of a hockey team EVZ Zug

Comarch supports the local EVZ ice hockey club from the Swiss town of Zug as the official sponsor of youth teams. This club holds the title of Swiss ice hockey champion.

Golf with Stars

Comarch Benelux supported the Golf with the Stars project, linked to the UZA (University Hospital Antwerp) Foundation. This inspiring initiative aimed to encourage cancer patients to regularly exercise in the soothing beauty of nature.



EVZ Zug Hockey Team

Golf Challenge

Sponsorship of the Golf Challenge event in honor of Christine Derom. This charitable event, organized by Afia Shuleni took place on 6th October, on the magnificent course of the Royal Latem Golf Club, showcasing a display of skills, sportsmanship, and above all - engagement in the charity. It reflects our dedication to corporate social responsibility and our desire to honor the memory of Christine Dero, who was a remarkable individual who dedicated her life to making a positive impact on the community of Congo and their well-being.

Comarch for Ukraine

The Comarch Group fully expresses its solidarity with the Ukrainian nation in the face of unjustified Russian aggression. In 2022, the Comarch Group ceased operations in Russia due to the military operations in Ukraine and the sanctions being introduced. The continuity of project implementation in Ukraine was maintained and new contracts with Ukrainian clients were concluded. The effects of the conflict did not have so far a significant negative impact on the company's economic situation, as customers from Ukraine and Russia before the outbreak of the war accounted for approximately 1.5 percent of the Group's sales revenues.

CSR activities carried out by MKS Cracovia SSA



My colleagues are masters of solving problems theoretically unsolvable. Thanks to composure and patience we are able to overcome any difficulty.

**Marcin Kaleta, Board Member,
Telecommunications Sector Director at Comarch
and coordinator of the "Share a Service" competition.**

Popularization of Science and Education

From the beginning of its activity, the Comarch Group has been actively cooperating with schools, universities and other educational institutions, including: AGH University of Science and Technology, Wrocław University of Technology, Śląsk University of Technology, Jagiellonian University, Łódź University of Technology.

Last year, Comarch specialists took part in many meetings with students in Poland and abroad, and in career days in Poland, France and Germany. The company supported financially and substantively the organization of the Consult IT competition for students of Polish universities and the HAcK na Zdrowie training and project event, implemented by universities in Łódź. In individual departments, employees' initiatives are also created, which involve devoting time to students at dedicated courses or industry meetings and meetings with research clubs.

Additionally, Comarch specialists are eager to share their knowledge by creating many expert articles and original podcasts.

Share the Service

In 2023, the second edition of the competition was held, in which employees joined in teams of two, and their task was to create a service that would be used by Comarch employees. The best submissions were later selected by competence teams to advance to the hackathon stage. During it, the teams presented the results of their work, i.e. a finished or incomplete service along with a demo. In the final stage, both the company's employees, architects and committee members voted for the best projects. As prizes, the first- and second-place podium teams went to Moab, Utah (USA).

Sport and healthy lifestyle

At Comarch, we try to invite our employees to a variety of activities, both online and in person. We support appropriate attitudes and behaviours, including those that are ecological or promote a healthy and active lifestyle.

Cycling to Work

For many years, the Comarch Group has been encouraging employees to use bicycles as an alternative means of transport for many years, providing bicycle infrastructure (e.g. stands, lockable bicycle storage, repair stations, locker rooms with showers) and occasional actions related to bicycles (organization of bicycle services for company employees or “Bikes & Breakfast” event which was held once again in the Polish branches of the company). Bicycle campaigns organized at the company are part of the environmental policy, which is embedded in the company's strategy and management model.

Cycling campaigns organised in the company are part of the environmental policy, which is embedded in the company's strategy and management model.

Catch the balance

A sense of safety and comfort, both mentally and physically of employees is the basis of a well-functioning organization. That is why in 2023, the wellbeing program was continued at Comarch - Catch the balance - body, emotions, healthy lifestyle. Webinars with experts in mental health and diet, exercises with physiotherapists, articles on a healthy diet, work ergonomics, time planning were organized, or with doctors about prevention and health promotion (on the occasion of international Women's Day and in November, the month of solidarity with men fighting prostate cancer, among others).



„Cycling breakfast” in Kraków



Year after year, interest in the competition is growing. Our employees add their "contribution" in the form of valuable kilometers, which translate into financial support. It is thanks to them that this year the "Faces of Depression" Foundation was able to pay for one hundred psychological and psychotherapeutic visits for its charges.

Aleksander Syrek, Chief EB Specialist at Comarch

We Run and Help

In 2023 employees Comarch SA returned to intensive participation in external sports events, many of which were of a charity nature for example Poland Business Run, Give a fiver for a kid or the IT Championship football tournament in Lublin. Among dozens of other events on which Comarch teams appeared, one can mention either Polish events such as, Cracovia Półmaraton Królewski, Biegnij Warszawo, 4Rest Run, Eco bieg z gwizdkiem, Survival Race,, Bieg Niepodległości, Szczęśliwa 13, Bieg Trzech Kopców, Bieg Powstania Warszawskiego, as well as events organised in France, Belgium and Germany.

Charity Sports Competition

Two months of competition, two tasks to be performed, two categories, one common goal - financial support for a selected aid organization. Last year's Comarch ONrun / ONbike / ONmove competition was attended by several hundred employees who travelled and ran over 63,000 km in total. Thanks to the involvement of employees, we managed to achieve the goal and financially support the foundation "Twarze Depresji", which runs programmes for free, remote psychological and psychiatric support.



Comarch representation during 4Rest Run



Winners of the Comarch 2023 World Cup with Professor Janusz Filipiak

Soccer struggles

The company tries to encourage employees to be physically active also in other disciplines than running or cycling. More than a dozen teams composed of Comarch employees from various departments took part in the September Comarch Mundial tournament. All-day football games were held at the Cracovia Training Center in Rączna.

Summer Likes Comarch

During the summer, we prepared a three-month holiday photo contest in which the winners awaited financial

prizes and gift vouchers. Participants had two categories to choose from: social media and digital photography.

Photography with passion

Photography allows us to capture the nature around us with the press of a shutter button. The increasing availability of better equipment makes this form of immortalizing moments is becoming an extremely popular hobby among our employees, who are eager to share their creations with us as part of internal competitions.



The winning photo in the 'Catch the 30' competition.

Catch the 30

Also on the occasion of Comarch's round birthday, we prepared a photo contest for our employees. Their task was to capture the number 30 in the lens. A specially appointed jury selected the finalists, for whom awaited attractive financial prizes.

Internship program

Last year, the 21st edition of the Comarch IT internship took place. The summer internship program is addressed to students of the best technical universities in Poland. The involvement of the entire company in accepting interns means that the refined formula of the internship program is developed and enriched with new elements. As a result, the internship program enjoys great interest and an excellent reputation among IT students and related areas, which influences a large number of applications.

In the recruitment process, the candidates first faced tests. The knowledge and competences of students who

obtained the best results in the tests were additionally verified during recruitment interviews conducted by future superiors .

The internship took place in 14 cities in Poland, and students had a choice of 4 profiles: programming, system engineer/ DevOps, Cyber Security and mobile applications.

For 3 months of paid internship, students worked in teams of several people under the guidance of experienced Comarch employees who acted as supervisors of internship groups. It is the experience, competences, preparation and talent for transferring knowledge by interns that interns particularly appreciated. They emphasized that due to the nature of the work, the opportunity to learn about complex applications and databases, the internship is a unique experience, impossible to repeat in the case of projects organized as part of university classes.

After the end of the summer program, 90% of the trainees were employed in Comarch, under conditions enabling them to adjust their work to the classes at the university.

Pro-worker, charity initiatives and competitions



Collection on the occasion of World Animal Day

Christmas charity

As in previous years and in 2023, employees from Polish Comarch Group companies in branches across Poland joined in organising Christmas collections in kind of items for people in need. More than a dozen organisations and institutions received support, including: „Pomóż Im” Foundation children’s hospice in Białystok, rev. E. Dutkiewicz hospice in Gdańsk, Zakątek Children’s Home

Pets

In October, to mark World Animal Day, we organised a collection of food and essentials for four-legged animals. Thanks to the support of our staff, the animals got at least a substitute for the warmth and love they deserve. Many organisations and institutions were involved in the campaigns, including: The “Futrany Los” Association in Żywiec, the “AS” Association of Defenders of Animals in Białystok, the “Promyk” Shelter in Gdansk, the Municipal Shelter for Homeless Animals in Katowice and the Shelter of the Krakow Animal Welfare Association.

in Katowice, Little Prince Hospice in Lublin, the Home Foundation in Łódź, the Neverland Socio-Therapeutic Community Centre in Poznań, Mother’s Home in Warsaw and St Lazarus Hospice and the „Parkowa” Centre for Care and Educational Facilities in Kraków. Rehabilitation bed, cleaning products, sweets, bedding, blankets, toys, games, handmade cards... This is just a drop in the ocean of presents that were collected together.



Christmas parcel collection in Kraków

A calendar of selected events for employees

March

- Wellbeing program:
- International Women's Day
- 19th Krakow Marzanna Half Marathon
- Wellbeing webinar on motivation

August

- Lucky 13 run
- Completion of the ComarchONbike/ONrun competition

April

- Hackathon - Share a service
- Completion of the spring edition of the job fair

September

- Poland Business Run - Krakow
- Run the:run
- 4RestRun
- Bieg Lechitów - Poznań
- The Three Mounds Run
- Photo contest completion - Summer Likes Comarch

May

- Vikings Run
- Run along Piotrowska Street

October

- Run Warsaw
- Collection - World Animal Day at Comarch
- Cracovia Royal Half Marathon
- IT Run in Wroclaw

July

- Start of summer IT internship
- Warsaw Uprising Run
- Start of ComarchONbike/ONrun competition

November

- Warsaw Independence Run
- RunPoland in Poznań
- Wellbeing program:
November - month of solidarity with men
struggling with prostate cancer
- Start of the photo contest - Catch the 30

June

- Third Eco-run with Whistle for Health
- Cyclist, be safe on the road - webinar
- IT Championships - Lublin
- Run Give a fiver for a kid
- Welcoming summer in Rączna
- Comarch World Cup
- Survival Race
- Start of photo contest - Summer Likes Comarch

December

- Christmas collection
- End of photo contest - Catch the 30
- Christmas meetings
- Christmas cinema in Krakow

International Day Against Racism

Part of the tradition of the oldest sports club in Poland is respect for multiculturalism.

Comarch together with MKS Cracovia SSA say a firm no to racism on the International Day for the Elimination of Racial Discrimination and every other day of the year.



Extrahelp

Comarch, together with MKS Cracovia SSA, continues to actively participate in the Extrahelp campaign, which involves mutual promotion of charity collections and donating memorabilia for auction by all teams participating in Ekstraklasa top league games. In 2023, the club got involved in helping Zosia, a little pupil from "Siepomaga". The girl was born with cytomegalovirus, which is a major threat to the health of young children.

Great Orchestra of Christmas Charity

Supporting the Great Orchestra of Christmas Charity foundation is already a great tradition at Comarch. In 2023, the club supported the 31st edition of the Great Orchestra of Christmas Charity by donating a Champions Hockey League T-shirt signed by the players, the opportunity to watch a Comarch Cracovia match combined with a visit to the dressing room and a meeting with hockey players, and a football T-shirt signed by Ekstraklasa players.

Day of Combating Discrimination of Disabled Persons

MKS Cracovia SSA, also remembered about the Day of Combating Discrimination of Disabled Persons. This day was meant to encourage reflection on the situation of people with disabilities in Poland, as well as a chance to express opposition to discrimination against people with disabilities in workplaces or offices.

Extra Class Academy

Comarch, in cooperation with MKS Cracovia SSA and the Ekstraklasa Foundation, once again organized the Extra Class Academy tournament. This is a project that involves

the organisation of football matches for children with the support of each Ekstraklasa club. The highlight of the event was the football tournament for U11 players, and for the slightly younger U9 players - the Funino tournament.

The whole event is also a family picnic, which is attended not only by the players but also by their parents and guardians.



Teddy Bear Game

In 2023, the second edition of the campaign initiated by the Cracovia Football Club took place

on Polish Ekstraklasa pitches - "Teddy Bear Game". Fans who came to this match brought stuffed animals with them, which flew onto the pitch after the goal.

The teddy bears collected during the campaign went to small patients of the University Children's Hospital in Krakow – Prokocim



Teddy Bear Toss

The ninth edition of the campaign took place in 2023, with fans bringing soft toys to hockey matches. After the first goal scored by Cracovia's hockey players, soft toys thrown from the stands land on the ice. After the match, the mascots are given to young patients at the University Hospital in Krakow - Prokocim and Krakow Children's Homes.



A total of 1,645 mascots were collected during the campaign. Cracovia ice hockey players played the match wearing unique sweatshirts designed in cooperation with the club and financed by the fans. Autographed T-shirts were donated to charity, with the proceeds going to the youth groups of the Cracovia Canpack Hockey Academy.

of healthy competition, mutual respect, and eliminating all signs of racism in sport. At the meetings, exemplary warm-up exercises for professional athletes, adapted to the level of teenagers, are also presented.

The hockey players also visited schools and kindergartens to show them professional equipment, explain the rules of the game and promote a healthy and active lifestyle.



“Striped” Children’s Day

Children’s Day in Cracovia is an inseparable tradition of the club in the month of June. Thanks to Comarch, the youngest fans could enjoy e.g. a tour of the Stadium, a raffle, “dmuchańce” or demonstration trainings and the Cracovia Kids tournament.



Action “Striped” Foretaste of Christmas

One of the club’s values is respect for tradition. In accordance with the guiding goal, for the second time in the club’s history, an event was organized for families with children who like to celebrate the holiday season. At the beginning of December, a dedicated event was held at the Stadium at Kałuży Street, during which children could create their own Christmas decorations with romantic Christmas carols and Christmas songs, which were then hung on the Christmas tree in the VIP area. The most original Christmas decorations were appreciated and the best could win one of several dozen prizes. They included,

The #PasiastaWizyta and #PasiasteLekcjeWF projects

The campaign conducted in schools and kindergartens in Kraków and throughout the Małopolskie Voivodeship was aimed at presenting fair-play attitudes by the players of Pasy and promoting love for sport and movement. Football players visited school and early childhood facilities at least twice a month, reminding the children present there

among others, participation in the children's escort before the start of the Pasy match, or a few copies of the latest football games in which you can lead Cracovia to great successes. In addition, those willing could also get to know the nooks of the facility that are inaccessible on a daily basis thanks to the possibility of visiting the stadium.



Striped Christmas tree in front of the stadium

At the beginning of December, in front of the stadium, next to the statue of Józef Kałuża, red and white lights were lit on a Christmas tree. The event brought together many supporters of all ages. It was a chance to chat, have fun with the players and sing Christmas carols with the help of a group of scouts.



Szlachetna Paczka (Noble Package)

As every year, the Club supported the popular all over Poland campaign to help those in need. Creating the image

of Cracovia as a socially responsible sports organization consisted in this case in purchasing the necessary goods by footballers and hockey players, and then handing them over to persons indicated by the Szlachetna Paczka. In 2023, we helped a multi-child family from Krakow.

Action "Classes in Stripes"

In 2023, the club continued the campaign which aims to disseminate the idea of safe cheering at stadiums and to promote a sports and healthy lifestyle among children and youth. The "Classes in Stripes" campaign is addressed to schools, educational institutions and sports schools, which are invited to matches for the Family Sector for free.

Hockey Players on Senior Day

Cracovia hockey players participated in Senior Day organized in Krakow's Grzegórzki district. The gathered guests had the opportunity to see professional hockey equipment and talk to the players about this sport, as well as listen to stories about Cracovia's greatest fan – St. John Paul II.



Cracovia's Action for Turkey

The earthquake that struck Turkey in February 2023 particularly moved the Cracovia team, as the club holds its training camps in this country every year before the spring round of the Ekstraklasa league. Therefore, the club decided to actively assist the victims and conducted a collection of the most necessary items, which were then donated to those in need. As part of the assistance, Cracovia also issued an appeal to other Ekstraklasa clubs to join the action.

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