

## Annual Report 2020

*Etisoft Sp. z o.o. has been a participant of the Global Compact initiative since December 2010.*



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## Table of contest

General Data .....	3
Etisoft Human Capital .....	5
Customer Satisfaction .....	9
Performance of environmental measures for 2020 .....	11

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## General Data

### Principles of conduct applicable at Etisoft sp. Z o.o.[Ltd.]

These principles of conduct apply at all the organizational units and non-resident branches of Etisoft Company.

### General Requirements

All the organizational units of the Company, non-resident branches, suppliers and their subcontractors are obliged to act under these principles of conduct. In case that suppliers outsource the supplies of products, materials, equipment, services, etc., for Etisoft Sp. z o.o., the supplier shall be responsible for ensuring that such subcontractor observes the requirements determined herein.

### Specific Requirements

#### Child labor

Etisoft does not accept any form of employing children below the age of 16. In justified cases concerning employing minors between 16 and 18 years of age, the employer is obliged to provide working conditions, working hours and remuneration adapted to the minors' age and pursuant to the applicable laws.

#### Forced labor

No form of labor provided against the employee's free will or conscious choice is tolerated at the Company.

#### Health and safety

All the employees of the Company should be provided with a safe and healthy labor environment. The employer should also take all the reasonable measures aimed at the elimination of the reasons for negative working conditions.

#### Discrimination of employees

Etisoft treats all the employees equally, disregarding any cultural, religious differences, political views, trade union membership, sexual orientation, age, sex, disability. Any decisions on employment, remuneration, professional promotion, training courses, etc. are made basing on the skills and qualifications held by an employee only.

#### Workplace harassment and abuse

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No employee of Etisoft may be discriminated or harassed, the result whereof being the violation of the employee's dignity, humiliating or degrading them. Such behavior may include physical, sexual, psychological or verbal elements.

### **Working hours**

Etisoft recognizes that the employer must not require from its employees work within hours exceeding the agreements contained in the "Working Rules".

### **Remuneration**

Etisoft employees are entitled to remuneration for the work provided in the amount as defined in the employment agreement, however, the remuneration, including the extra components, must be equal or exceed the level of minimum remuneration as defined by the applicable laws.

### **Freedom of association and right to negotiate collective agreements**

All the employees are entitled to free establishment and joining any organizations representing their interests as employees. No employee may be intimidated or harassed due to exercising its right to association. The employer must also observe the employees' right to negotiate any collective agreement.

### **Compliance with environment protection requirements**

The rules of conduct of Etisoft in the scope of the Company environmental impact have been defined in the „Integrated Management System Policy" at Etisoft Sp. z o.o.".

Our company is registered into Packaging Waste Management System (BDO).

### **Monitoring and conformity**

The obligation to monitor the conformity of the company functioning with the principles of conduct implemented and the necessity to inform the employees on the measures taken up and their results lies within the responsibilities of the Company management.

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*Employee turnover*  
22%

## Etisoft Human Capital

- Knowledge, competences, experience and motivating employees for the organization's development.
- Motivation for improvement and development of processes, products and services, including the abilities of employees related to leadership, management and cooperation.
- High safety culture.

*Employee retention*  
0,18%

### **Our aims in the scope of human capital management:**

*Implemented Kaizen Ideas*  
56%

- Guarantee of and development of all the employees, for the effective accomplishment of the business strategy.
- Permanent improvement of awareness and commitment level of managerial staff, employees and subcontractors in the improvement of occupational safety.

### **Key measures:**

- Responsible recruitment and adaptation to working environment.
- Introduce training and development programs: Employee Development Program (Teach employees to own their career development), Management Development Programs and Knowledge and experience sharing program (Internal Trainers Program).
- Creating an involving workplace.
- Observance of the ethical principles in business.
- Engaging the managerial staff in dissemination of proper Occupational Health and Safety attitudes among the employees.
- Promotion of healthy lifestyles (Etisoft Bike Team, Etisoft Ski Team, Etisoft Running Team).
- Involvement in activities for homeless animals (A warm blanket for a winter night – the third collection of gifts for homeless animals).

#### Employee turnover and Personnel costs in 2020

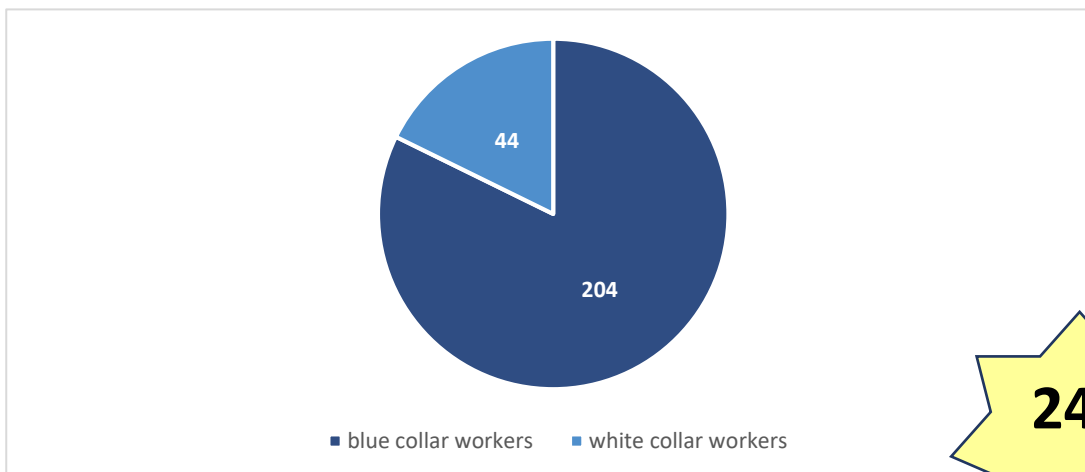
Employee turnover	Approximately monthly personnel costs/employee
22 %	6348,82 PLN

#### Business process improvement in 2020

Kaizen Forms	Implemented Kaizen Ideas
135	75

#### Professional promotions in 2020

Total number of promoted employees	Percentage of internal promotions
248	69 %



**248**

Training budget  
implementation  
28 %

All trainings  
162

Training hours  
468,5

Trained employees  
405

## Key development measures:

### Total amount of trainings in 2020 – 162 trainings

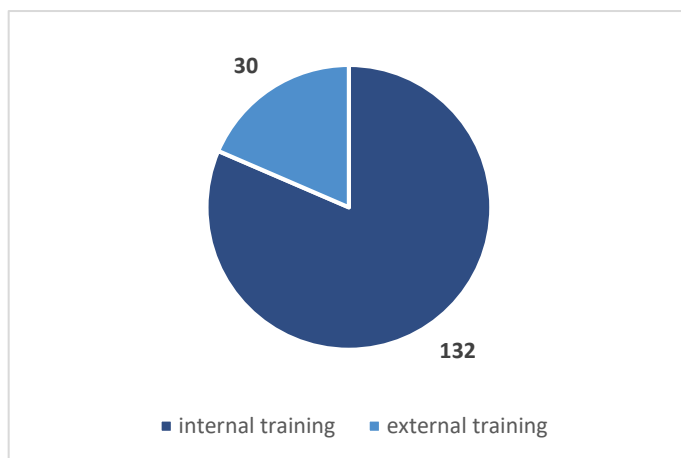


Diagram 1

### Total training hours in 2020 – 468,5 hours

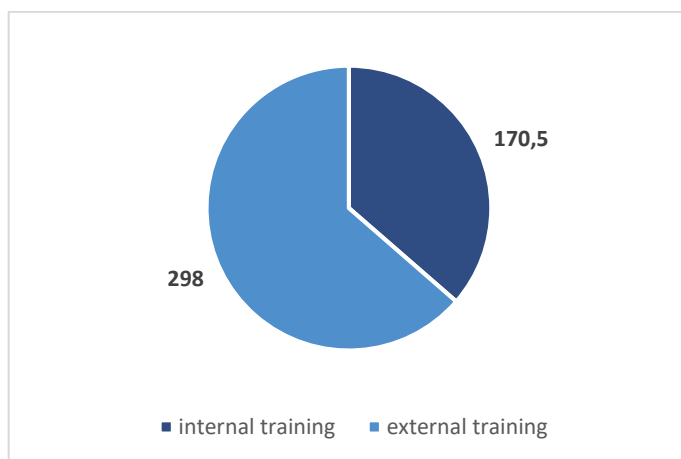


Diagram 2

### Total amount of trainings and trained employees 2019 vs 2020

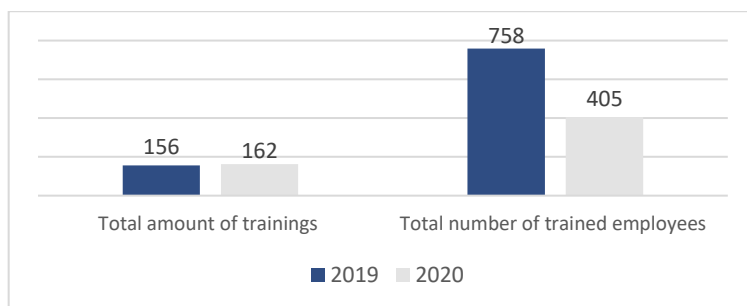


Diagram 3

Training, language and university education, conferences costs 2019 vs 2020

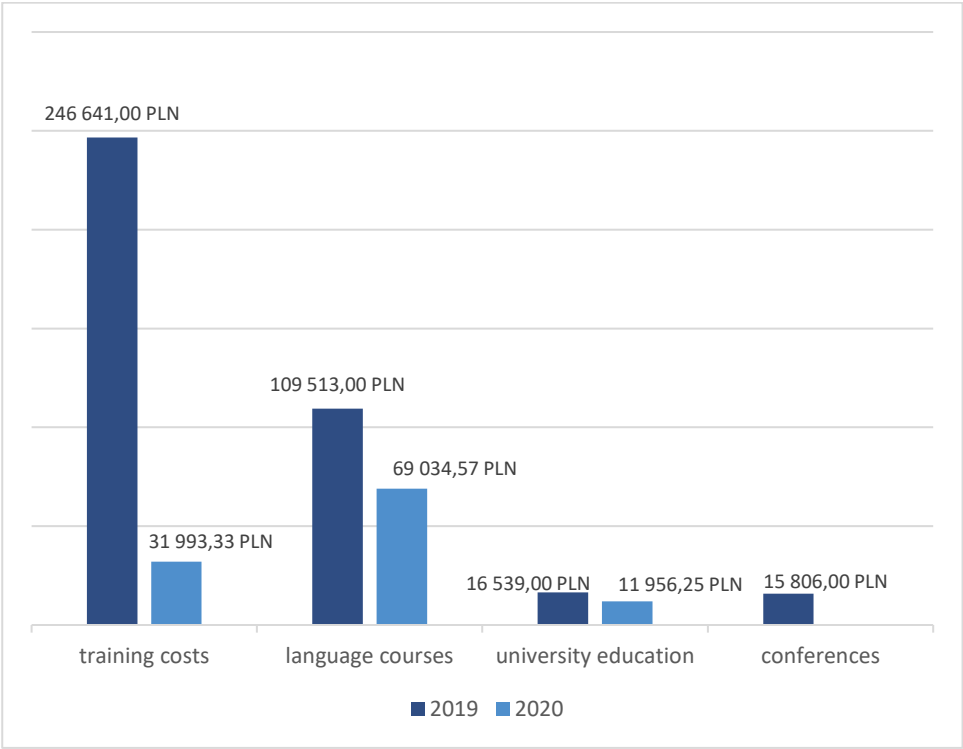


Diagram 4

Total amount of training costs 2019- vs 2020 (PLN)

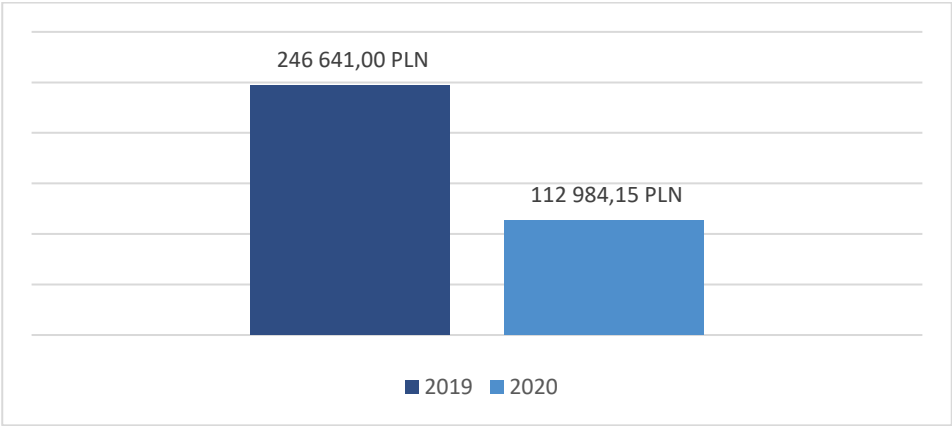


Diagram 5



Our headcount structure is as follows:

Headcount for the end of 2020		
Headcount	361	
women	175	48%
men	186	52%
Disabled employees	8	2%
Average age	38	
Distribution according to age		
18-25 years	38	11 %
26-30 years	61	17 %
31-40 years	129	36 %
41- 50 years	93	26 %
51-70 years	40	11 %
employment contracts	361	

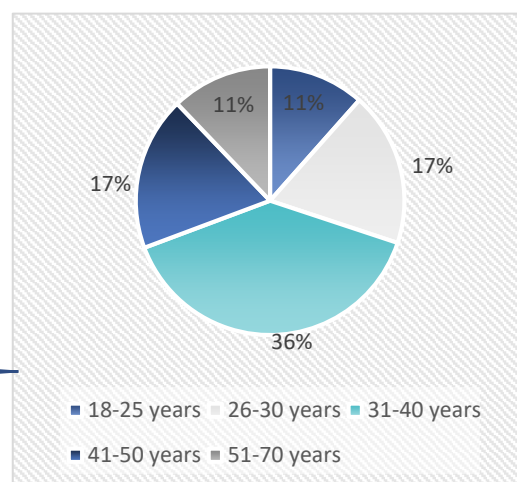


Diagram 4

## Customer Satisfaction

### Customer Satisfaction Key measures:

- In order to provide high quality of customer care, we conducted a Customer Satisfaction Survey at the end of December 2020.
- The Survey was conducted in a group of 44 clients.
- Customer Satisfaction Survey Report provides an overview of the satisfaction of Etisoft customers with a range of services offered by Etisoft.
- The survey was consisted of 9 questions. Questions from 1-7 assessed selected areas of the Company's activities: 1. Marketing 2. Sales 3. Research and Development 4. Customer Service Office 5. Production and Logistics 6. Service 7. Quality.

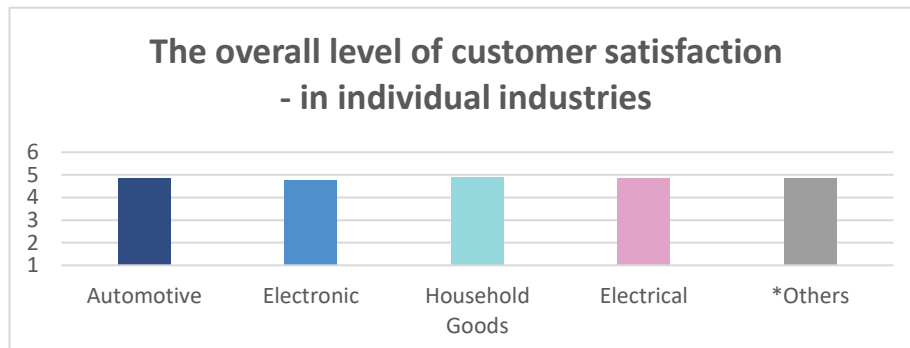
- Questions from 8-9 assessed two others areas: 8. Competition (reasons for making purchases from the competition). 9. Improvement and development (reasons for making purchases from the competition). As a result, the level of customer satisfaction in 2020, amounted to **4,83**.

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Diagram 5

- The Sales received the highest scores.
- The Customer Satisfaction Survey conducted in 2020 shows that the level of customer satisfaction remains at a high level.



\*Others industries: Chemical, Construction, Plastics, Service

Diagram 9

## Performance of environmental measures for 2020

### Waste management at Etisoft Sp. z o.o.:

- Quantities of hazardous and non-hazardous waste produced:

No	TYPE OF WASTE	2019		2020	
		QUANTITY (Mg)	Net AMOUNT payable	QUANTITY (Mg)	Net AMOUNT payable
1.	Hazardous waste	11,494	22 969,50	11,583	56 896,00 zł
2.	Non-hazardous waste	4,683	10 548,05	2,343	8 483,50 zł
3.	Non-hazardous waste (technological waste)	578,920	211 305,80	569,430	316 033,65 zł
4.	Non-hazardous waste (collected free of charge)	0,605	-----	1,634	-----
5.	Non-hazardous waste (collected free of charge), transport fee	-----	-----	42,390	16 740,00 zł
TOTAL:		595,702 zł	244 823,35 zł	627,380	398 153,15 zł
5.	Non-hazardous waste (the segregation of which we paid for)	53,730	16 550,80 zł	2,030	2 662,00 zł
TOTAL QUANTITY OF WASTE COLLECTED:		649,432 Mg		629,410 Mg	

- The quantities of municipal waste produced:

2019		2020	
QUANTITY (m <sup>3</sup> )	Net AMOUNT payable	QUANTITY (Mg)	Net AMOUNT payable
<b>461,10</b> w tym: Szara 21 – 297,50 Sowińskiego 11 – 135,00 Jeziorańskiego 39 – 28,60	<b>26 282,70 zł</b>	<b>384,70</b> w tym: Szara 21 – 240,00 Sowińskiego 11 – 115,00 Jeziorańskiego 39 – 29,70	<b>32 794,35 zł</b>