

COMARCH

Annual Report 2024

Consolidated
financial data of
Comarch Group as
of December 31, 2024.



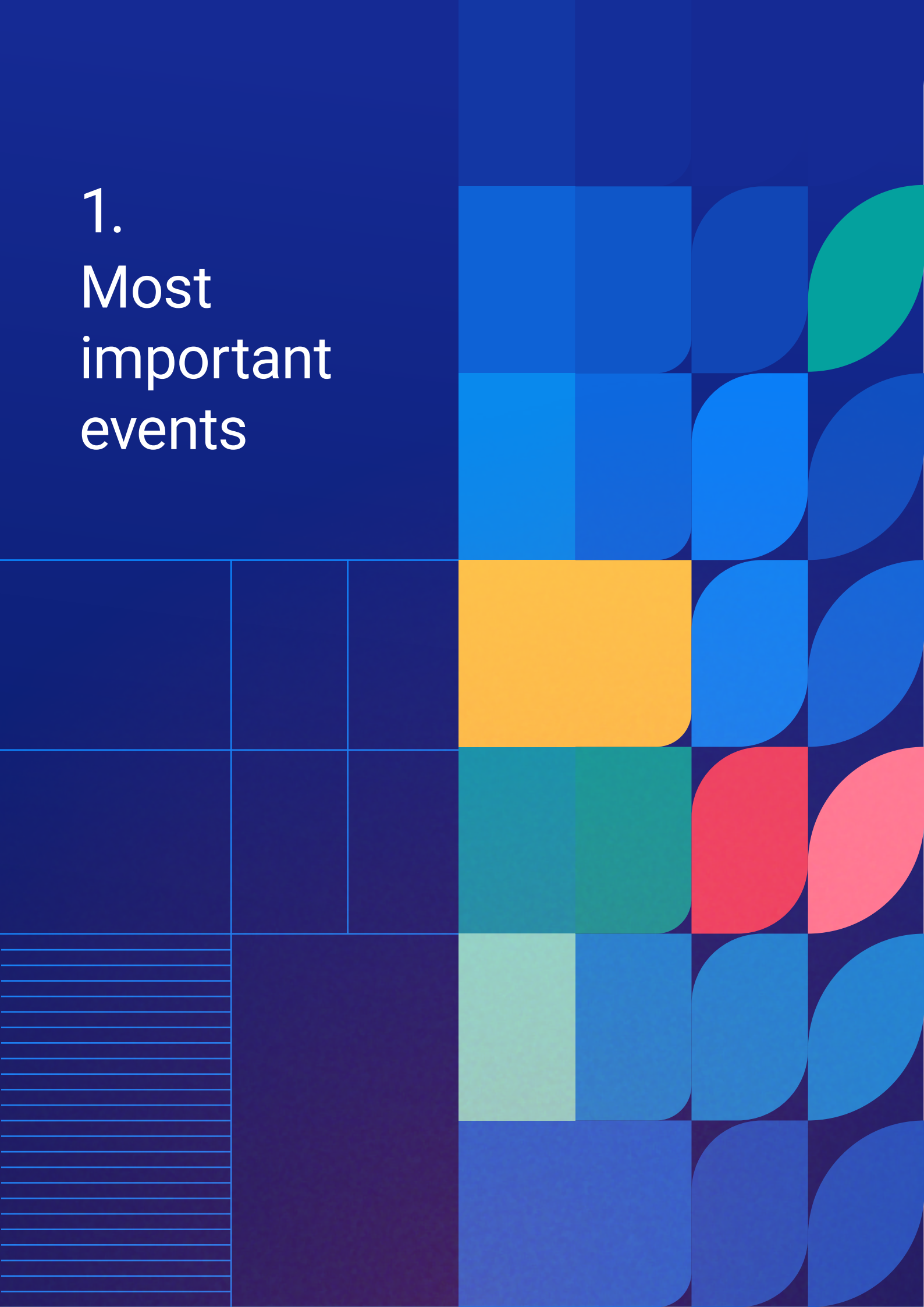
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1. Most important events



A pivotal moment in the history of Comarch Group, a global integrator and creator of innovative IT solutions and systems based in Krakow, Poland.

In July 2024, the Filipiak Family, along with CVC Capital Partners Fund IX and Anna Prokop, announced their intention to acquire full control of Comarch SA through a tender offer for all outstanding shares not already in their possession.

The goal of this transaction was to purchase all remaining shares of the company through the tender offer, allowing the bidders to achieve 100% of the total voting rights in Comarch SA. This move aimed to delist the company's shares from the regulated market and enable its further development as a private entity.

In August, the subscription period for tendering shares began. By early October, a significant portion of shares had been acquired from stock market investors.

In October 2024, the bidders announced the successful completion of the tender offer, having reached the 95% voting threshold in the company. This allowed for a compulsory buyout (also known as a "squeeze-out") of the remaining shares. The formal settlement of the transaction took place on October 29, 2024.

On November 29, the initiation of the compulsory buyout of the last shares still held by minority shareholders was announced.

December 2024 marked a truly transformative moment in Comarch Group's history.

As part of the compulsory buyout procedure, 160,003 shares of the company were acquired, representing 2.00% of the company's share capital and 1.09% of the total voting rights. The acquiring entity was Chamonix Investments Poland sp. z o.o. ("the Acquirer"), controlled by CVC Capital Partners Fund IX. Consequently, the Filipiak Family, along with CVC Capital Partners Fund IX and Ms. Anna Prokop (collectively, "the Parties to the Agreement"), came into possession of shares representing 100% of the company's capital and 100% of the total voting rights.

The decision by the Polish Financial Supervision Authority (KNF) on March 26, 2025, to delist the company from the stock exchange concluded over twenty-five years of Comarch's presence on the Warsaw Stock Exchange.

Thanks to the full acquisition by the Filipiak Family, CVC Capital Partners Fund IX, and Anna Prokop, the company gained a new ownership structure. This has paved the way for Comarch's continued growth and development as a private organization. The delisting, preceded by achieving 100% ownership of the share capital, was a strategic step towards realizing the company's long-term growth strategy in both domestic and international markets.

2. Comarch Operations



Comarch in numbers



1991

Comarch onset



1993

Founding year



1999-2025

Company listed on the
Warsaw Stock Exchange



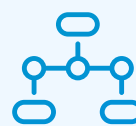
+6 500

Employees



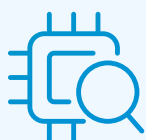
Headquarters

Krakow,
Poland



48

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

Comarch in the world - companies, projects, data centers

48*
companies

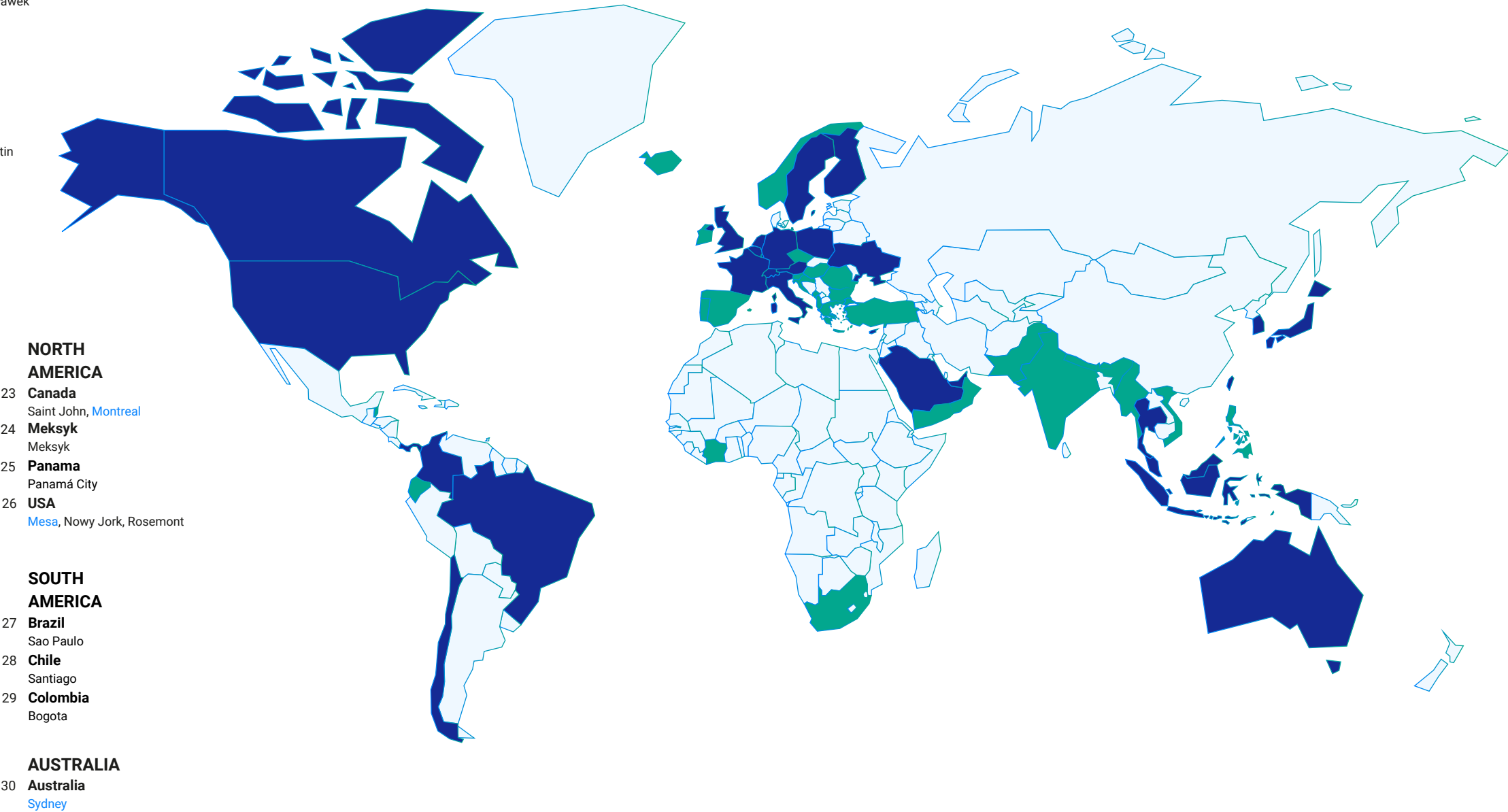
79
offices

in
70
cities

in
30
countries

on
5
continents

- EUROPE**
 - Poland**
[Kraków](#), [Warszawa](#), Gdańsk, Wrocław, Poznań, Łódź, Lublin, Bielsko-Biała, Gliwice, Rzeszów, Kielce, Białystok, Tarnów, Katowice, Częstochowa, Płock, Opole, Nowy Sącz, Mielec, Toruń, Włocławek
 - Austria**
Innsbruck, Wiedeń
 - Belgium**
Bruksela
 - Finland**
Vantaa
 - France**
Lezennes, Lyon, Montbonnot-Saint Martin
 - The Netherlands**
Rotterdam
 - Luxemburg**
Luxemburg
 - Germany**
Berlin, Brema, [Drezno](#), Hamburg, Hannover, Monachium, Münster
 - Switzerland**
Arbon, Cham
 - Sweden**
Stockholm
 - Ukraine**
Lviv
 - UK**
London
 - Italy**
Milan, Rome
- ASIA**
 - China**
Shanghai
 - Indonesia**
Jakarta
 - Japan**
Tokyo
 - South Korea**
Seul
 - Malaysia**
[Kuala Lumpur](#)
 - Thailand**
Bangkok
 - Turkey**
Istanbul
- MIDDLE EAST**
 - Saudi Arabia**
Riyadh
 - United Arab Emirates**
[Dubai](#)
- NORTH AMERICA**
 - Canada**
Saint John, [Montreal](#)
 - Meksyk**
Meksyk
 - Panama**
Panamá City
 - USA**
[Mesa](#), Nowy Jork, Rosemont
- SOUTH AMERICA**
 - Brazil**
Sao Paulo
 - Chile**
Santiago
 - Colombia**
Bogota
- AUSTRALIA**
 - Australia**
[Sydney](#)



Worldwide Subsidiaries, Customers, Projects

Customers and Projects

• data center

• data center only

*companies not conducting operational activity or in liquidation are not included


Comarch Capital Group activities

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

A leader in cloud-based IT services

Comarch specializes in delivering IT solutions in a service-based model, positioning itself as one of the leading players in this market segment. A key component of its offering is Comarch Cloud – an environment built on Comarch Data Center infrastructure and maintained to the highest security

standards. This technology provides clients with access to advanced software and data storage services without the need to invest in their own IT resources, ensuring high performance, flexibility, reliability, and security.

Sustainable development and global presence

Comarch's development strategy incorporates both social and environmental considerations. The company consciously reduces the environmental impact of its operations by minimizing the use of natural resources and the volume of waste generated. As of the report publication date, Comarch comprises 48 companies in 30 countries across 5 continents, operating from 79 offices worldwide.

Over the past year, the company has successfully continued its growth strategy, based on diversifying its business across different industries and regions, developing proprietary products, and expanding them into international markets.

One of the company's key strategic goals is to increase sales in foreign markets – particularly in Western Europe, Asia, Oceania, and North America.



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 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, Longévité 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 relevant to the development of the Comarch Group

Internal factors

- high degree of diversification of business operations, both in terms of industry, geography, and product range;
- significant share of export sales and importance of foreign operations;
- position and reputation influencing the nature of customers acquired;
- operation of the Comarch Group within a special economic zone in Kraków;
- significant share of standard (repeatable) products in sales, which means:
 - lower costs, particularly variable costs related to individual contracts,
 - possibility of significantly increasing the profitability of individual contracts while reducing the client's burden (license fees),
 - broader and more diversified customer base, resulting in a larger scale of operations;
- recognizable and highly popular annual summer internship program for students, thanks to which Comarch Group is one of the top-choice employers in the IT industry in Poland;
- attractive training policy and favorable working conditions offered to employees of Comarch Group companies;
- high brand recognition of Comarch among potential clients through marketing campaigns (including sports marketing) and social responsibility initiatives;
- necessity for continuous investment in human capital to maintain the company's competitiveness in the coming years;
- high level of investment expenditure allocated to research and development activities and the creation of new IT products and services;
- high level of investment expenditure related to the expansion of production facilities in Poland and abroad (tangible investments) and to international market expansion (capital investments);
- use of artificial intelligence in the IT sector, including the development of teams with AI solution-building competencies, modernization of proprietary products, and increasing employees' internal productivity.

External factors

- in connection with the acquisition by CVC Capital Partners, the Comarch Group has gained new opportunities, including:
 - access to a network of business contacts and new partners operating in international markets,
 - possibility of dynamic business growth as a private company, free from the constraints and costs applicable to public companies,
 - access to the know-how available within the CVC Capital Partners group and to professional external advisers, including for the preparation of a long-term strategy,
 - easier access to new sources and forms of financing;
- growing demands placed on IT systems by clients; increasing demand for large, complex IT systems dedicated to specific users, which benefits larger IT companies such as the Comarch Group, capable of offering a wide range of technologies and products and delivering technologically advanced solutions;
- growing importance of mobile technologies, now widely used in IT solutions for all customer segments;
- changes in business models across many industries and in companies' business strategies, driven by technological advancement and economic growth, shaping demand for new IT systems; the spread of software sales in the cloud computing model increases capital and resource requirements for IT companies;
- access for Polish companies, due to Poland's EU membership, to structural funds, part of which are allocated to the development of IT systems and financing of R&D work;
- increasing competition, leading to reduced profit margins; competition between IT companies;
- ongoing pressure for wage increases in the IT sector; decreasing number of graduates from technical universities with IT degrees;
- high competition in the local IT labor market in Kraków and other locations where the company operates; the spread of remote work in the IT industry makes it easier for IT specialists to change jobs;
- exchange rate fluctuations, particularly EUR/PLN, USD/PLN, GBP/PLN, JPY/PLN, affecting the profitability of foreign sales;
- global economic conditions, especially in Europe, affecting the demand for IT products and services in this market and the financial credibility of clients from this region;

- international political situation, including in Ukraine and the Middle East;

Financial risk management

Credit risk

The Comarch Group analyzes the financial credibility of potential clients before concluding agreements for the supply of IT systems and, depending on the assessment of financial standing, adjusts the terms of each contract to the potential risk. Concentration of credit risk is limited due to the diversification of the Comarch Group's sales to a significant number of contractors from various industries and different regions of the world. For balance sheet items exposed to credit risk, no significant change in the level of risk occurred during the reporting period.

Interest rate risk

The Comarch Group is exposed to interest rate risk in connection with its cash and cash equivalents, as well as long-term loans. Loans are based on a variable interest rate linked to EURIBOR; therefore, the Comarch Group has partially hedged interest rate risk using IRS contracts. The Comarch Group continuously monitors market conditions related to interest rate changes. The impact of interest rate changes on interest expenses from loans is offset by parallel changes in interest income from the Group's cash holdings. The sensitivity analysis of the Comarch Group's financial result to interest rate risk, conducted in accordance with IFRS 7, indicates that if, on the balance sheet date, interest rates were higher or lower by 50 basis points, net profit for 2024 would be higher or lower by PLN 2,398 thousand, assuming other variables remain constant. This would mainly result from a significant increase or decrease in interest income from cash holdings. An analogous analysis as of 31 December 2023 indicates that if interest rates were higher or lower by 50 basis points, net profit for 2023 would be higher or lower by PLN 1,976 thousand, assuming other variables remain constant. The sensitivity analysis of the Comarch Group's financial result to interest rate risk was carried out using a simplified method, assuming that the increase and decrease in interest rates would result in an identical amount of change.

Currency risk

Due to export sales or sales denominated in foreign currencies, the parent company is exposed to exchange rate risk, particularly regarding changes in EUR/PLN, USD/PLN, GBP/PLN, JPY/PLN, THB/PLN, BRL/PLN. At the same time, part of the Comarch Group's costs and liabilities are also expressed or linked to foreign currency exchange rates. In individual cases, the Comarch Group hedges future payments using forward contracts and also seeks to use natural hedging by matching the structure of assets and liabilities

- risks/opportunities associated with creating and using AI mechanisms in products;
- rising levels of cybersecurity threats.

denominated in foreign currencies (e.g., by changing the currency of investment loans).

The carrying value of the Comarch Group's foreign-currency-denominated financial assets and liabilities on the balance sheet date relates to receivables and liabilities from deliveries and services, liabilities from investment loans, and cash holdings.

The sensitivity analysis of the Comarch Group's financial result to currency risk, conducted in accordance with IFRS 7, indicates that if the exchange rate compared to the balance sheet valuation rate for EUR, USD, GBP, UAH, AED, RUB, CHF, CAD, and BRL increased or decreased by 5%, with all other variables remaining constant, the Group's net profit for the 12-month period ending 31 December 2024 would be higher or lower by PLN 22,020 thousand, including higher or lower by PLN 11,514 thousand for financial assets and liabilities denominated in EUR, higher or lower by PLN 6,202 thousand for USD, higher or lower by PLN 2,109 thousand for GBP, higher or lower by PLN 717 thousand for BRL, higher or lower by PLN 33 thousand for RUB, higher or lower by PLN 817 thousand for CHF, higher or lower by PLN 7 thousand for UAH, higher or lower by PLN 155 thousand for AED, and higher or lower by PLN 466 thousand for CAD. If the exchange rate compared to the balance sheet valuation rate for AED, USD, EUR, UAH, CAD, GBP, BRL, CLP, SEK, CHF, TRY, RUB, ARS, COP, CNY, PEN, AUD, KRW, ZAR, JPY, MYR, MXN, SAR, THB, DKK, NZD, CZK, and IDR increased or decreased by 10%, with all other variables remaining constant, the Group's net profit from the translation of long-term contracts for the 12-month period ending 31 December 2024 would be higher by PLN 29,588 thousand or lower by PLN 29,618 thousand (in 2023: higher by PLN 29,869 thousand or lower by PLN 29,869 thousand). This estimate of the impact of currency risk on the financial result was calculated using a symmetric method, assuming that an increase and a decrease in exchange rates would result in an identical amount of change.

Liquidity risk

The Comarch Group has a liquidity risk management system in place to manage short-, medium- and long-term funds. The main liquidity risk arises from the fact that most of the Comarch Group's costs are fixed, while sales revenues are subject to variability typical for service companies. The Comarch Group manages liquidity risk by maintaining an adequate level of working capital, keeping reserve credit lines in its current account, continuously monitoring forecast and actual cash flows, and analyzing the maturity profiles of financial assets and liabilities.

Prospects for the development of the Comarch Group's operations and the expected financial situation in 2025

In 2024, demand for the Comarch Group's IT services and products increased, with changes occurring in its structure. The Group recorded higher demand for ERP solutions for the SME sector in Poland, the financial-banking, telecommunications, public, and trade and services sectors, and the Comarch Group's order portfolio currently ensures full utilization of its production capacity in subsequent periods. In reference to the recommendations of the Polish Financial Supervision Authority dated 25 February 2022, the Management Board of Comarch SA reports that it is continuously monitoring the impact of the political and economic situation in Ukraine and Russia on the operations of the Comarch Group. The Management Board informs that as of the date of signing this report, the Comarch Group's operations in Ukraine are conducted without disruptions, and in Russia, the Comarch Group is currently not conducting operational activities. The consequences of Russia's invasion of Ukraine have not had a significant negative impact on the Comarch Group's economic situation.

The Management Board of Comarch SA is also continuously monitoring the impact of the political and economic situation in the Middle East on the Comarch Group's operations. The Management Board informs that as of the date of signing this report, the Comarch Group's operations in the Middle East are conducted without disruptions. The Comarch Group is not currently conducting operational activities in the countries of the region directly involved in armed conflicts.

The Comarch Group's business is highly diversified both geographically and in terms of products, with the Group running projects in over 70 countries across 6 continents.

In connection with the acquisition of the Comarch Group by CVC Capital Partners, the Management Board of Comarch SA anticipates dynamic development of the Group in 2025. The new ownership structure creates opportunities for intensifying development activities, increasing investment, and strengthening its competitive position in the market. The Management Board forecasts an acceleration of modernization processes, expansion into new markets, and the implementation of innovative solutions. The ownership changes will contribute to the long-term growth in the Group's value and open up new development opportunities.

The Group's operations and financial results in 2025 will also be influenced by developments in the political and economic situation in Poland and worldwide, as well as the situation in the labor market. Thanks to its long-standing

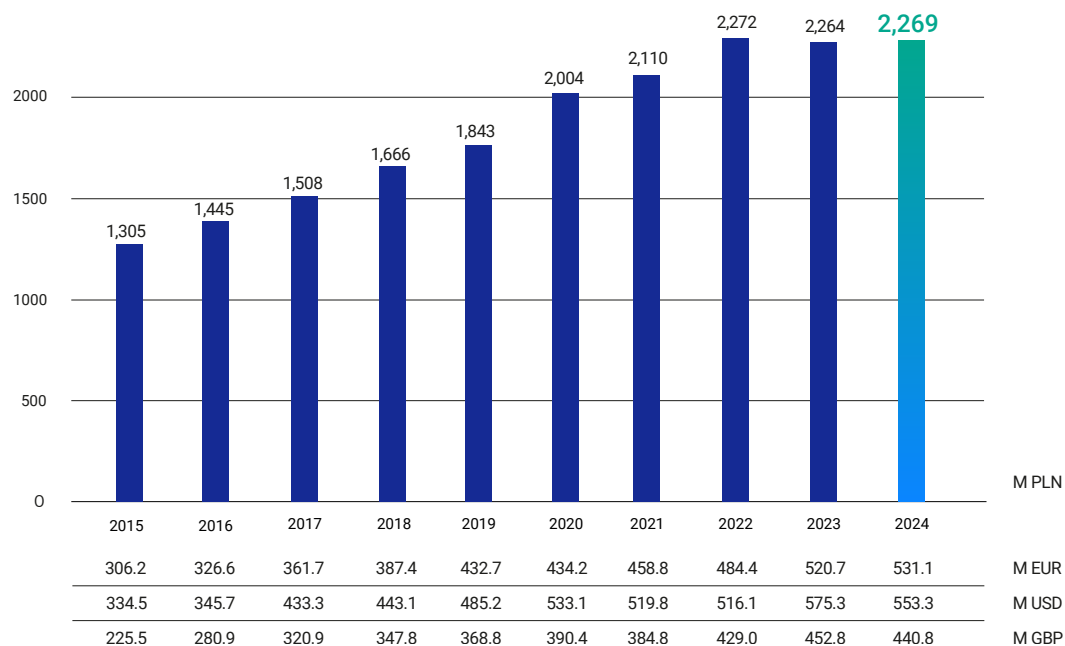
strategy of positioning itself as a technology and product-oriented company, Comarch's offering is highly diversified. The dynamically growing operations of Comarch in foreign markets further increase sales volumes and enhance the Group's image among customers, thereby strengthening the company's competitive position.

The implementation of the company's strategy largely depends on macroeconomic conditions beyond the Group's control, in particular the level of IT investment made by medium and large companies in Poland and abroad, as well as intense competition for skilled labor in the IT sector. At the same time, a prerequisite for the implementation of the strategy is effective operational risk management. The Group's strengths include its high level of innovation and the growing demand for IT delivered as a service – thanks to its broad portfolio of proprietary products, existing infrastructure, and human and capital resources, the Comarch Group can flexibly adapt to business models expected by customers.

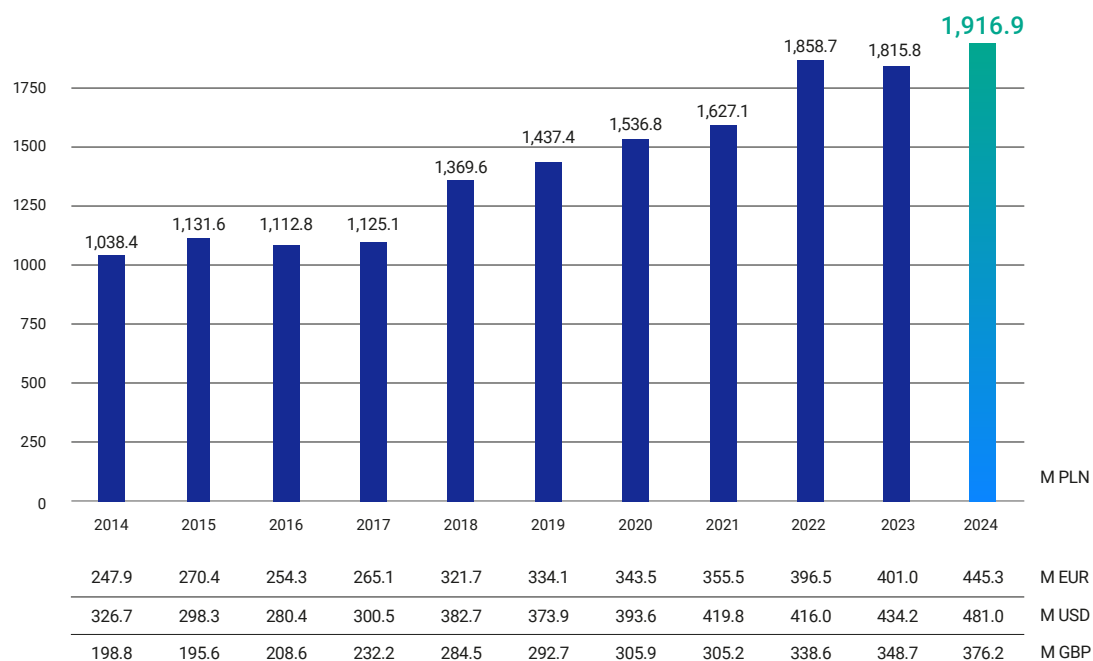
The main operational risks associated with the Comarch Group's activities include:

- risk related to R&D activities (development of proprietary software products)
- risk related to the functioning of management systems
- risk related to the execution of long-term contracts
- risk of failure to meet contractual terms and the possibility of customers making claims
- from performance bonds granted to them or contractual penalties to which they are entitled
- risk related to the economic, legal, and political environment abroad in connection with the execution of export contracts
- credit risk related to sales with deferred payment terms and often long contract execution periods
- risk of staff turnover, inability to hire a sufficient number of qualified employees, and rising labor costs
- risk of changes in exchange rates and interest rate levels
- risk related to international terrorism, hindering the delegation of employees
- on business trips to certain regions of the world
- cyber risk
- risk associated with the ongoing war in Ukraine and the political, economic, and social consequences of this conflict
- risk associated with the possible escalation of conflicts in the Middle East and the political, economic, and social consequences of this conflict
- risk related to the use of artificial intelligence

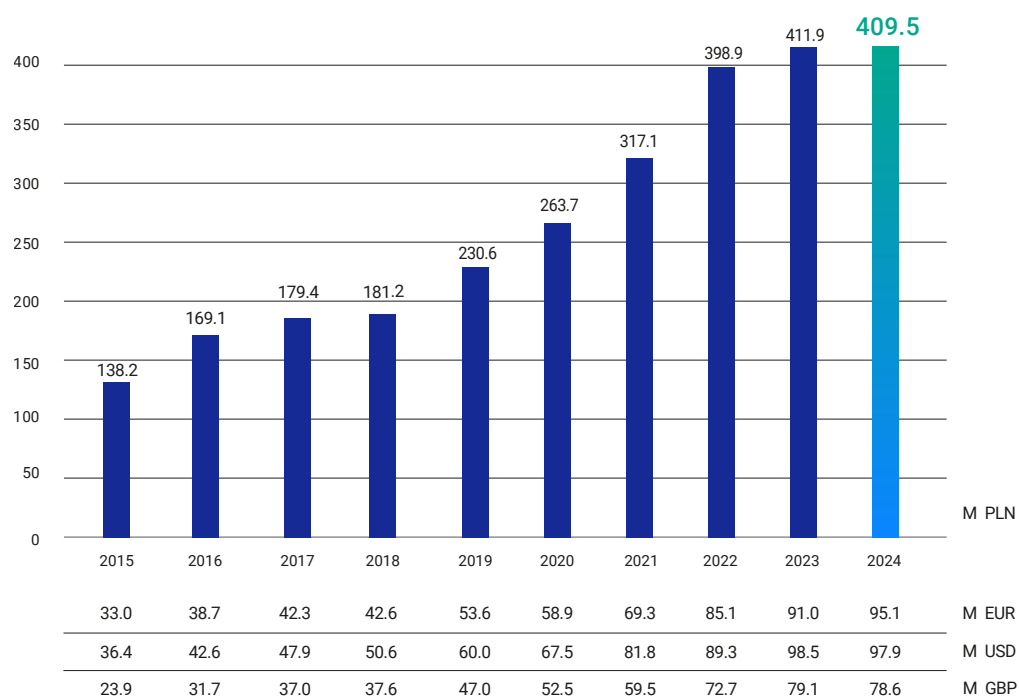
Balance sheet total



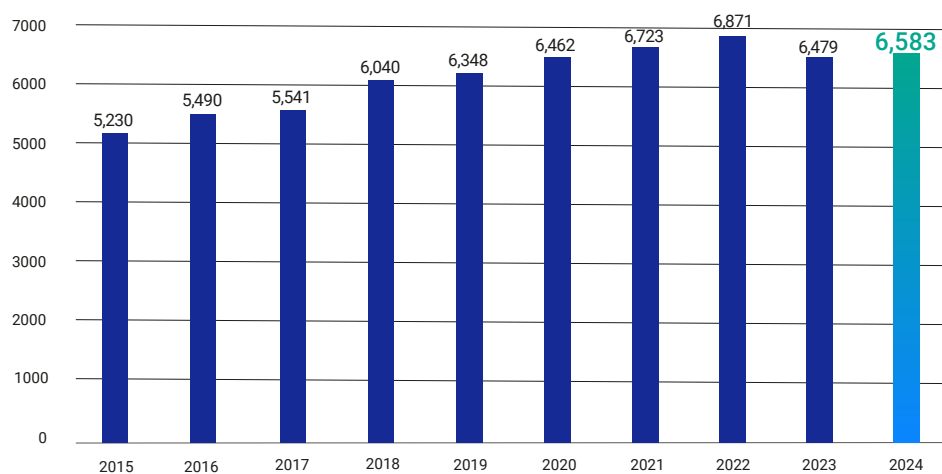
Revenues from sales



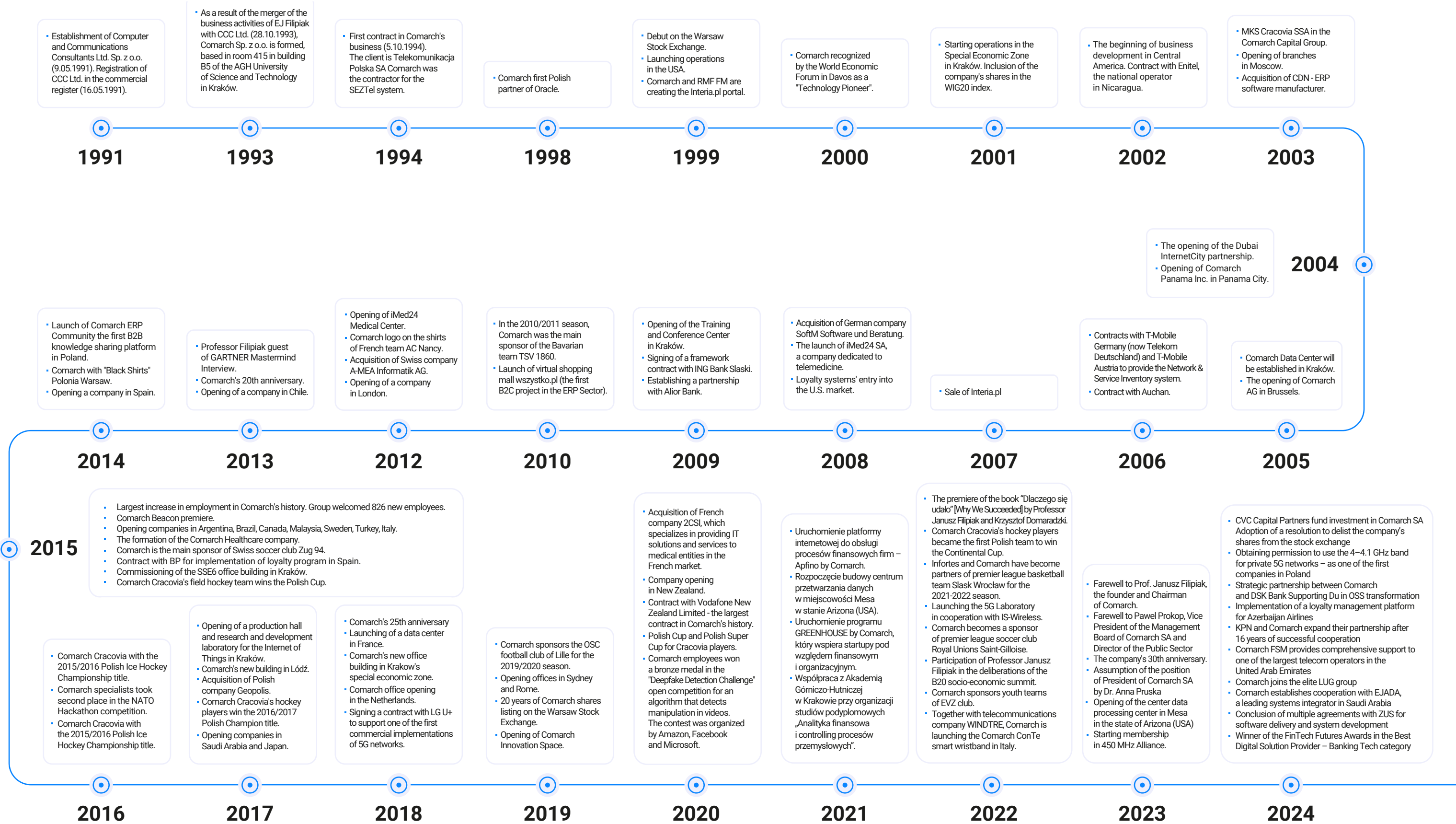
Research and development expenditures



Employment



Historia Comarch



3. Financial data



Basic economic and financial figures

In 2024, the Comarch Group demonstrated its resilience in crisis situations and its ability to adapt to changing external conditions, which were marked by numerous challenges such as the tense geopolitical situation worldwide, rising operating costs, currency exchange rate volatility, and dynamic changes in IT technology. In the course of 2024, an ownership change took place – the main shareholder of the Comarch Group became the private equity fund CVC Capital Partners. Thanks to the access thus gained to CVC's know-how and resources,

Comarch will be able to operate even more efficiently than before. In the past year, the Group achieved very strong financial results: sales revenues amounted to PLN 1,916.8 million, and net profit exceeded PLN 81 million. During the analyzed period, 93% of revenues came from sales of proprietary services and solutions, with more than half of sales generated outside Poland.

Comarch continued its investments in R&D activities, spending over PLN 400 million. At the end of 2024, the company employed 6,583 people, and its annual summer internship program for students attracted great interest. Throughout the year, Comarch also continued to improve its ICT infrastructure and cybersecurity solutions, which are key to the company's operations. Investments in the area of sustainable development and activities related to corporate social responsibility were also pursued.



Konrad Tarański
Vice President,
Chief Financial Officer

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

| | 2024 | 2023 | 2022 | 2021 | 2020 |
|---|-----------|-----------|-----------|-----------|-----------|
| Sales revenue | 1 916 871 | 1 815 839 | 1 858 715 | 1 627 149 | 1 536 753 |
| Revenues from sales of proprietary solutions | 1 822 177 | 1 719 234 | 1 759 866 | 1 527 472 | 1 448 379 |
| Operating profit | 99 023 | 96 261 | 147 606 | 187 227 | 191 561 |
| EBITDA* | 199 878 | 191 990 | 241 402 | 279 326 | 277 852 |
| Profit before tax | 111 851 | 152 315 | 153 367 | 174 290 | 164 254 |
| Net profit attributable to shareholders of the parent company | 81 970 | 100 608 | 107 848 | 123 038 | 120 631 |
| Earnings per share (in PLN) | 10,08 | 12,37 | 13,26 | 15,13 | 14,83 |
| Assets | 2 269 387 | 2 263 869 | 2 271 982 | 2 110 248 | 2 003 558 |
| Equity | 1 345 024 | 1 320 196 | 1 279 690 | 1 197 362 | 1 098 547 |

*) Operating profit + Depreciation and amortization

In 2024, the Comarch Group's sales revenues were higher by PLN 101,032 thousand, i.e. 5.6% compared to the previous year. Operating profit amounted to PLN 99,023 thousand and was higher by PLN 2,726 thousand, i.e. 2.9% compared to 2023. Net profit attributable to the shareholders of the parent company in 2024 amounted to PLN 81,970 thousand and was lower by PLN 18,638 thousand, i.e. 18.5% compared to 2023. Operating margin

reached 5.2% (compared to 5.3% in the previous year), while net margin stood at 4.3% (5.5% in 2023).

The value of the Comarch Group's assets at the end of 2024 increased by PLN 5,518 thousand, i.e. 0.2% compared to the previous year. Equity increased in 2024 by PLN 24,828 thousand, i.e. 1.9%, thanks to the net profit generated in 2024.

Sales structure

Revenue from sales – geographical structure (in PLN thousand)

| | 2024 | % | 2023 | % |
|----------------------|------------------|--------------|------------------|--------------|
| Country (Poland) | 934 334 | 48,4% | 878 426 | 48,4% |
| Foreign Countries | 982 537 | 51,6% | 937 413 | 51,6% |
| Sales revenue | 1 916 871 | 100,0 | 1 815 839 | 100,0 |

In 2024, the Comarch Group achieved domestic sales revenues of PLN 934,334 thousand, which accounted for 48.4% of total revenues and represented an increase of PLN 55,908 thousand (i.e. 6.4%) compared to 2023. This growth was mainly driven by stronger performance in the SME Poland, Public, and Finance & Banking sectors.

Foreign sales in 2024 amounted to PLN 982,537 thousand, representing 51.6% of revenues – an increase of PLN 45,124 thousand (i.e. 4.8%) compared to the previous year. Compared to 2023, the geographical structure of revenues remained stable, with the share of domestic and foreign sales in total revenues staying at a similar level.

Sales structure by customer (in PLN thousand)

| | 2024 | % | 2023 | % |
|-------------------------------|------------------|---------------|------------------|---------------|
| Telecommunications, media, IT | 328 175 | 17,1% | 313 866 | 17,3% |
| Finance and banking | 322 855 | 16,9% | 282 171 | 15,5% |
| Trade and services | 264 740 | 13,8% | 254 750 | 14,0% |
| Industry and utilities | 223 231 | 11,6% | 223 779 | 12,3% |
| Public sector | 189 549 | 9,9% | 155 232 | 8,6% |
| SME - Poland | 393 531 | 20,5% | 353 380 | 19,5% |
| SME - DACH | 93 186 | 4,9% | 104 117 | 5,7% |
| Medicine | 60 615 | 3,2% | 87 598 | 4,8% |
| Other | 40 990 | 2,1% | 40 946 | 2,3% |
| Total | 1 916 871 | 100,0% | 1 815 839 | 100,0% |

In 2024, sales to customers in the Telecommunications, Media, IT (TMT) sector amounted to PLN 328,175 thousand, representing an increase of PLN 14,309 thousand (i.e. 4.6%) compared to the corresponding period in 2023. Customers in the Finance and Banking sector purchased products and services worth PLN 322,855 thousand, which was higher by PLN 40,684 thousand, i.e. 14.4%, compared to the previous year. Sales to clients in the Trade and Services sector increased by PLN 9,990 thousand, i.e. 3.9% compared to 2023.

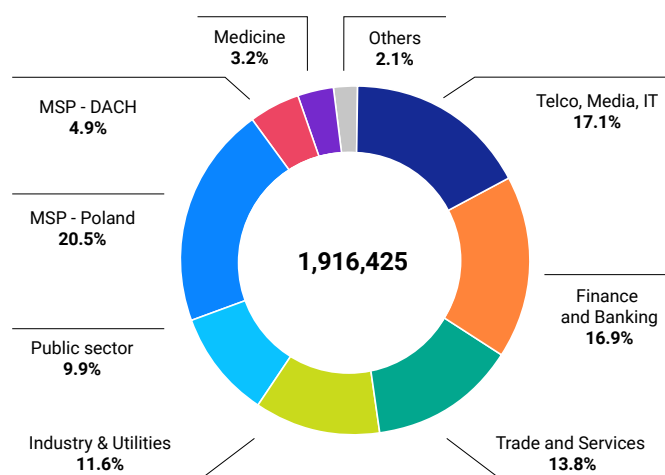
Revenues from sales to customers in the Industry & Utilities sector remained at a comparable level and amounted to PLN 223,231 thousand, representing a slight decrease of PLN 548 thousand (i.e. 0.2%). In the Public Sector, a significant increase was recorded – sales reached PLN 189,549 thousand, up by PLN 34,317 thousand (i.e. 22.1%) compared to 2023.

Customers from the Small and Medium-Sized Enterprises (SME) sector in Poland purchased products and services worth a total of PLN 393,531 thousand, an increase of PLN 40,151 thousand (i.e. 11.4%). A decline, however, was recorded in the SME-DACH sector – sales fell by PLN 10,931 thousand (i.e. 10.5%).

A significant drop in revenues occurred in the Medical sector – sales amounted to PLN 60,615 thousand, which represented a decrease of PLN 26,983 thousand (i.e. 30.8%) compared to 2023. Revenues from sales to other customers remained at a similar level, totaling PLN 40,990 thousand (an increase of PLN 44 thousand, i.e. 0.1%).

The business situation in 2024 confirmed that maintaining diversification of revenue sources and a broad product portfolio is beneficial for the Group's stable development. The structure of revenues by customer segments remained stable during the financial year.

Structure of revenues by customer (in PLN thousand)



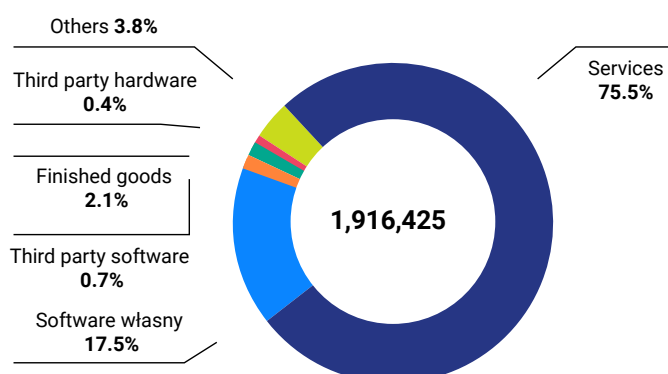
Structure of sales by type (in PLN thousand)

| | 2024 | % | 2023 | % |
|----------------------|------------------|---------------|------------------|---------------|
| IT Services | 1 446 866 | 75,5% | 1 388 896 | 76,5% |
| Proprietary Software | 336 060 | 17,5% | 300 093 | 16,5% |
| Third-party Software | 13 097 | 0,7% | 21 872 | 1,2% |
| Finished Goods | 39 251 | 2,0% | 30 245 | 1,7% |
| Computer Hardware | 7 654 | 0,4% | 8 107 | 0,4% |
| Other | 73 942 | 3,9% | 66 626 | 3,7% |
| Total | 1 916 871 | 100,0% | 1 815 839 | 100,0% |

In 2024, revenues from IT services increased by PLN 57,970 thousand, i.e. 4.2%, which was the main driver of the Group's overall revenue growth. Revenues from proprietary software sales were higher by PLN 35,967 thousand, i.e. 12.0%. Revenues from third-party software sales decreased by PLN 8,775 thousand, representing a decline of 40.1%.

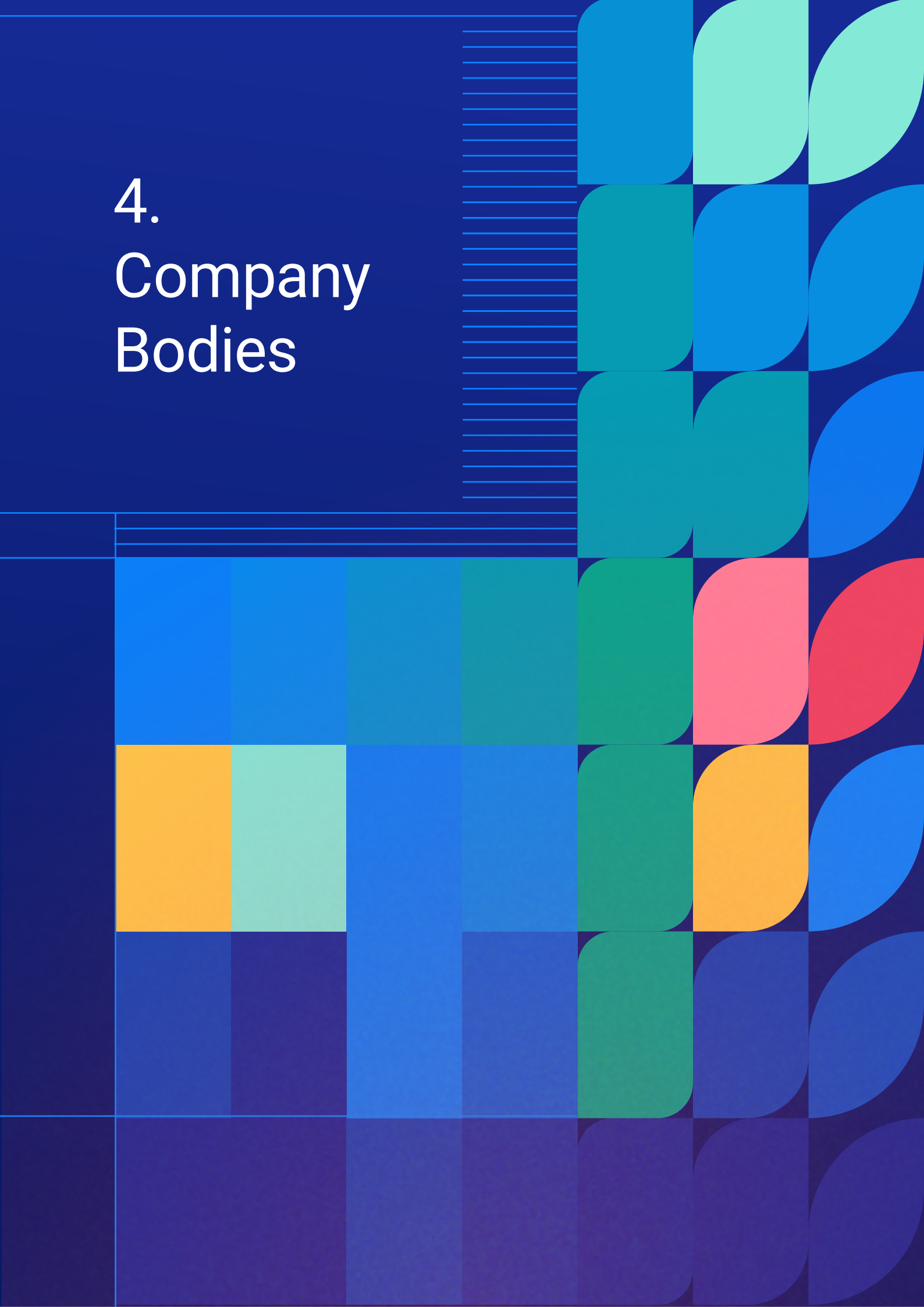
Sales of proprietary finished goods increased year-on-year by PLN 9,006 thousand, i.e. 29.8%, while sales of third-party hardware fell by PLN 453 thousand (i.e. 5.6%). In 2024, the category of other sales also grew – by PLN 7,316 thousand, i.e. 11.0%.

Structure of sales by type (in PLN thousand)



Throughout 2024, the sales structure by product type remained stable.

4. Company Bodies



Management Board

*As of June 2, 2025

Jarosław Mikos

President of the Management Board, Comarch SA

Marcin Kaleta

Vice President of the Management Board

Michał Mędrała

Vice President of the Management Board

Zbigniew Rymarczyk

Vice President of the Management Board

Konrad Tarański

Vice President of the Management Board

Supervisory Board

*As of December 31, 2024

Elżbieta Filipiak

Chair of the Supervisory Board

Krzysztof Krawczyk

Vice Chair of the Supervisory Board
(since December 8, 2024)

Andrzej Pach

Vice Chair of the Supervisory Board,
Member of the Board since December 8, 2024

Elżbieta Bujniewicz-Belka

Member of the Supervisory Board
(since December 8, 2024)

Joanna Krasodomska

Member of the Supervisory Board

Jarosław Mikos

Member of the Supervisory Board
(since December 8, 2024)

István Szőke

Member of the Supervisory Board
(since December 8, 2024)

*As of June 2, 2025

Elżbieta Filipiak

Chair of the Supervisory Board

Krzysztof Krawczyk

Vice Chair of the Supervisory Board

István Szőke

Member of the Supervisory Board

Organizational and Competence Structure of GK Comarch



Jarosław Mikos

President of the Management Board



Joanna Bilewicz

Chief People Officer,
PEOPLE DIVISION



Marcin Kaleta

Vice President,
Director of the
**TELECOMMUNICATIONS
DIVISION**



Wojciech Mach

Vice President,
Director of the
FINANCIAL SOLUTIONS



Tomasz Matysik

Director of the
PUBLIC DIVISION



Michał Mędrala

Vice President,
Director of the
SERVICES DIVISION



Marcin Romanowski

Director of the
E-HEALTH DIVISION



Zbigniew Rymarczyk

Vice President,
Director of the
ENTERPRISE SOLUTIONS



Konrad Tarański

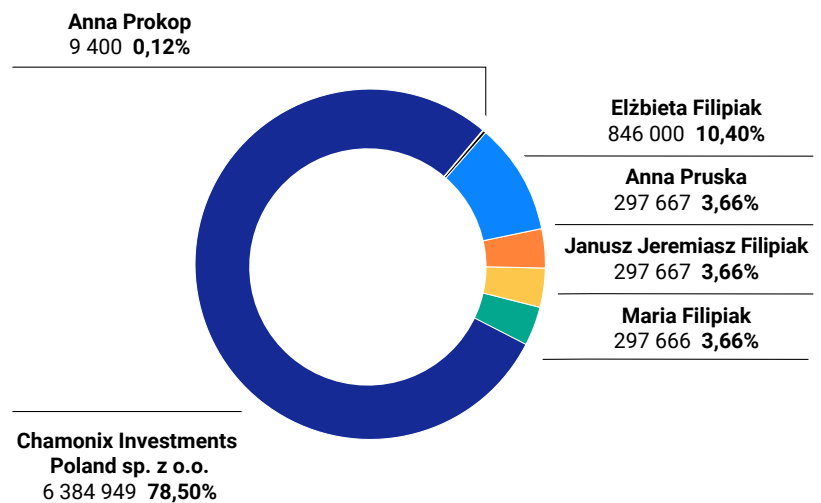
Vice President,
Chief Financial Officer

Shareholders

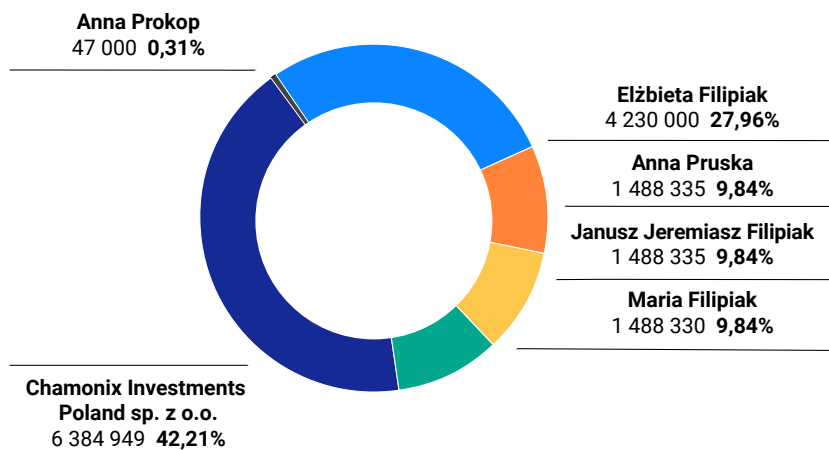
The share capital of Comarch SA consists of 8,133,349 shares with a total nominal value of PLN 8,133,349.

According to the information held by Comarch SA, as of December 31, 2024, the shareholders holding at least 5%

of the voting rights at the Company’s General Meeting of Shareholders were Chamonix Investments Poland sp. z o.o., Elżbieta Filipiak, Janusz Jeremiasz Filipiak, and Maria Filipiak.



Shareholders by number of shares. Status as of December 31, 2024.



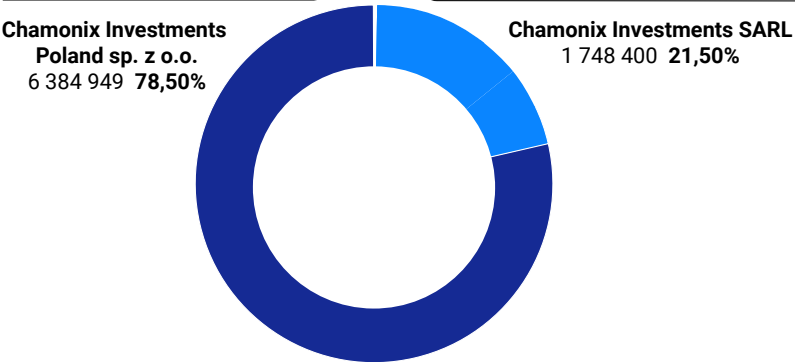
Shareholders by number of votes. Status as of December 31, 2024.

On May 15, 2025, changes occurred in the shareholding structure of Comarch SA, as a result of which Chamonix Investments S.A.R.L. obtained 100% control over Comarch SA, both directly and indirectly – through its subsidiary, Chamonix Investments Poland.

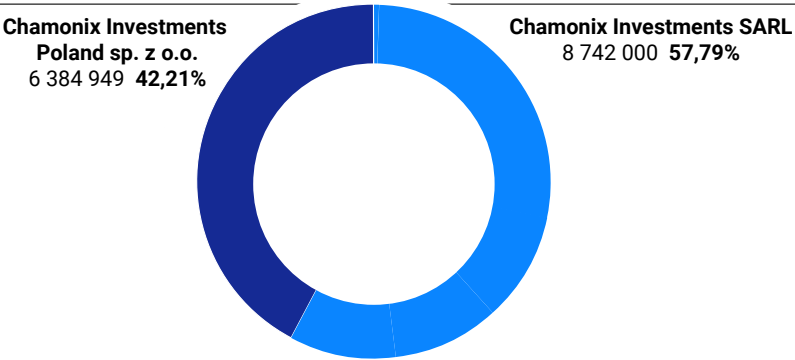
The share capital of Comarch SA consists of 8,133,349 shares with a total nominal value of 8,133,349 PLN. According to information held by the Company, as of May 15, 2025, the shareholders holding at least 5% of votes at the General Meeting of Shareholders of Comarch SA were:

- **Chamonix Investments Poland** – holding 6,384,949 shares, representing 78.50% of all shares and giving 6,384,949 votes, which accounts for 42.21% of the total number of votes;
- **Chamonix Investments S.A.R.L.** – holding 1,748,400 shares, representing 21.50% of all shares and giving 8,742,000 votes, which accounts for 57.79% of the total number of votes.

The total number of votes attributed to shareholders amounts to 15,126,949.



Shareholders by number of shares. Status as of May 15, 2025.



Shareholders by number of votes. Status as of May 15, 2025.

Organizational structure of Comarch CG

Comarch SA (Kraków, Polska)

Poland

- Comarch S.A.
- Comarch Cloud SA
- CA Consulting SA
- Comarch Finance Connect Sp. z o.o.
- Comarch Healthcare SA
- Comarch Infrastruktura SA
- Comarch Technologies Sp. z o.o.
- Comarch Polska SA
- iComarch24 SA
- Comarch Management Sp. z o.o.
- Comarch Management Sp. z o.o. SK-A Comarch Management Sp. z o.o. Consulting S.K.A.
- Bonus Management Sp. z o.o. II Activia SK-A Bonus Development sp. z o.o. SK-A Bonus Development sp. z o.o. II Koncept SK-A KS Cracovia SA

Europe

- Comarch AG - Niemcy
- Comarch AB - Szwecja
- Comarch BV - Holandia
- Comarch LLC - Ukraina
- Comarch Luxembourg S.à r.l. - Luksemburg
- Comarch R&D S.A.S. - Francja
- Comarch S.A.S. - Francja
- Comarch Software LLC - Ukraina
- Comarch Solutions GmbH - Austria
- Comarch SRL - Włochy
- Comarch Swiss AG - Szwajcaria
- Comarch Technologies Oy - Finlandia
- Comarch UK Ltd. - Wielka Brytania
- Comarch Yazilim A.S. - Turcja

Asia

- Comarch (Thailand) Limited - Tajlandia
- Comarch Japan KK - Japonia
- Comarch Malaysia SDN BHD - Malezja
- Comarch Software (Shanghai) Co. Ltd. - Chiny
- Comarch Yuhan Hoesa (Comarch Ltd.) - Korea Południowa

Middle East

- Comarch Middle East FZ-LLC - Zjednoczone Emiraty Arabskie
- Comarch Saudi Arabia LLC - Arabia Saudyjska

Australia and Oceania

- Comarch Pty Ltd. - Australia

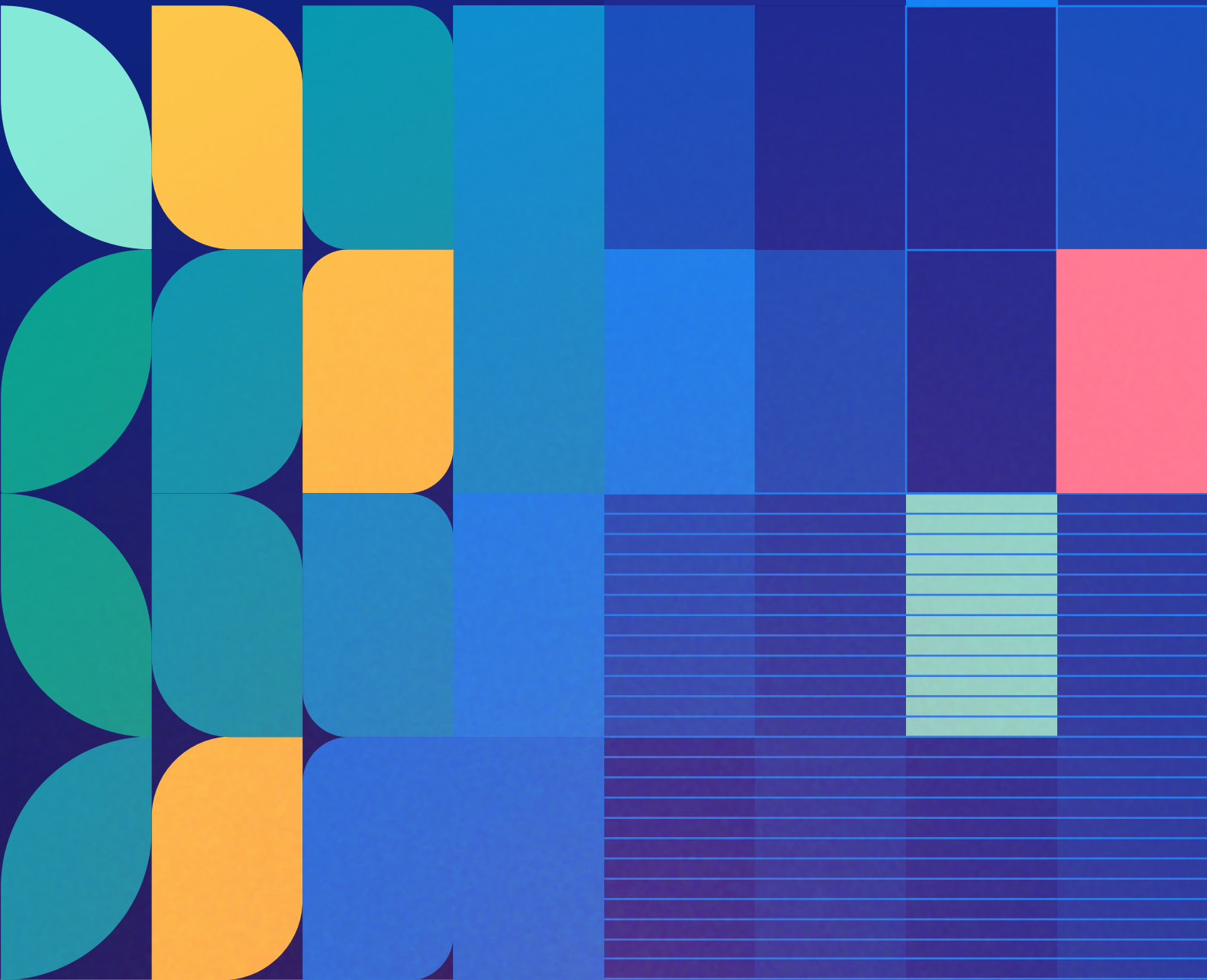
North America

- Comarch Inc – USA
- Comarch Pointshub INC - USA
- Comarch Canada Corp. – Kanada

Latin America

- Comarch Chile SpA - Chile
- Comarch Colombia S.A.S. - Kolumbia
- Comarch Panama Inc - Panama
- Comarch Sistemas LTDA - Brazylia
- Comarch Canada Corp. - Kanada
- Comarch Inc - USA
- Comarch Mexico S.A. DE C.V. - Meksyk
- Comarch Pointshub INC - USA

5. Comarch Products



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

Public Administration Sector Solutions

Comarch ERP Egeria Ecosystem


1. Comarch ERP Egeria 6/6 Plus

| | | | | |
|--|---|---|---|---|
|  <p>Approximately 400 entities, institutions, and enterprises, with over 10,000 users</p> |  <p>Comprehensive functional scope</p> |  <p>More than 30 modules</p> |  <p>Over 1,000 forms</p> |  <p>Flexible and open for integrations (via API)</p> |
|--|---|---|---|---|




2. Comarch ERP Egeria 8

| | | | | |
|---|--|---|--|--|
|  <p>Nearly 4 million lines of code</p> |  <p>Cloud-native solution</p> |  <p>Multitenant and multi-company architecture</p> |  <p>Developed using modern production tools and microservice technologies</p> |  <p>Compatible with any database engine</p> |
|---|--|---|--|--|




3. Employee Portal

| | |
|--|--|
|  <p>Over 30,000 users</p> |  <p>Tight integration with the ERP system</p> |
|--|--|






Comarch EOS

| | | |
|---|---|---|
|  <p>More than 50 clients</p> |  <p>Over 70 process applications</p> |  <p>More than 100 registries</p> |
|---|---|---|




Comarch EZD Cloud

| | | |
|--|--|---|
|  <p>36% growth in EZD Cloud users in 2024</p> |  <p>1,622 EZD Cloud users in 2024</p> |  <p>18 EZD Cloud clients in 2024</p> |
|--|--|---|

Comarch e-Office (e-Urząd)

| | | | | |
|---|---|---|--|---|
|  <p>170 services dedicated to local government units</p> |  <p>Around 200 dedicated services in total</p> |  <p>6 implemented e-Office platforms</p> |  <p>Over 50,000 e-Office applications submitted in 2024</p> |  <p>Over 150,000 e-Office decisions issued in 2024</p> |
|---|---|---|--|---|

Platforma Smart City

| | | |
|---|--|---|
|  <p>8,700 users of the Opole+ platform</p> |  <p>20,000 tickets sold in 2024</p> |  <p>15 integrated services</p> |
|---|--|---|

The Year 2024 as summarized by...

*Tomasz Matysik,
Director of Public Administration Sector*



What were the most important events in the digitalization of the public sector in 2024?

The year 2024 proved to be a breakthrough for the digital transformation of Poland's public administration. The Ministry of Digital Affairs focused on legislative changes, including the introduction of the new Electronic Communications Law. Work also commenced on the Digital Poland Strategy 2035. The draft strategy, presented at the end of the year, outlines key actions such as the development of public e-services, enhancing citizens' digital skills, and implementing modern technologies and innovations. The main objective is to ensure full online accessibility of administrative services by 2035, marking a complete shift away from paper-based documentation.

What challenges did IT companies face in supporting public sector transformation?

One of the greatest challenges for the IT services market was the need to adapt to rapidly evolving legal regulations and increasingly stringent cybersecurity requirements. The new legal framework aimed to improve the transparency and fairness of public procurement processes, demanding greater flexibility and responsiveness from IT providers.

These regulatory changes also led to a significant rise in demand for IT services within the public sector, which translated into a higher number of tenders. For IT companies, this meant the need to recruit qualified specialists and tailor their offerings to the specific requirements of public administration.





















What lies ahead for public administration?

The outlook for the near future is promising. In line with strategic goals and the new legislative agenda, the expansion of digital services for citizens, further development of digital skills across society, and widespread adoption of digital identity wallets are all planned.

In a broader geopolitical and economic context, Poland is striving to strengthen its position as a regional digitalization leader. Investments in cutting-edge technologies are crucial for ensuring cybersecurity. At the same time, the expansion of public e-services requires a stable legal framework, continuous monitoring of the digital landscape, and alignment with global technological trends.

Enterprise Solutions Sector Solutions

Integrated applications and services

| | | | |
|---|---|---|---|
|  COMARCH KSeF Tool for integration with KSeF (Krajowy System e-Faktur, ang. National e-Invoice System) |  COMARCH PPK Management of PPK (Pracownicze Plany Kapitałowe, ang. Employee Capital Plans) in the organization |  COMARCH e-Sprawozdania Creating and sending financial statements in XML format |  COMARCH IBARD Storage, backup and sharing of files and data in the cloud |
|  COMARCH MES Monitoring of production processes and information gathering |  COMARCH TNA Registering working time, business trips, holidays and other processes related to employees |  COMARCH e-Sklep E-commerce solutions: Comarch e-Sklep and Comarch e-Sale |  COMARCH sPrint Generating and editing printouts |
|  COMARCH APS Advanced production scheduling |  COMARCH POS Point of sale support, transaction management, in-store goods accounting |  COMARCH HRM Employee self-service, holiday, time and work schedule management |  COMARCH DMS Document flow management in the company, process automation |
|  COMARCH OCR Optical character recognition based on scanned documents |  ChatERP An intelligent AI assistant built into Enterprise Solutions |  COMARCH Shipping A service that communicates with courier companies' software to prepare waybills and dispatch shipments |  COMARCH ESEF A tool for generating financial reports in accordance with the latest requirements |
|  COMARCH Magazynier An application designed for mobile handling of simple warehouse processes |  COMARCH webPOS A program for comprehensive handling of tasks performed in retail sales |  COMARCH e-Sale An application that allows you to list your products on popular auction sites from the range available in the Comarch ERP system |  COMARCH B2B A modern B2B online platform for placing orders and serving business customers |
| COMARCH Hosting A comprehensive service for managing the customer's network infrastructure | COMARCH Mobile Mobile management of company areas | COMARCH Business Intelligence Support for business analytics and controlling of the company (including BI Point) | COMARCH WMS Coordinating work and warehouse operations |

Comarch ERP systems

| | | |
|---|---|---|
|  COMARCH MyAO |  COMARCH ERP XT |  COMARCH ERP Optima |
|  COMARCH ERP XL |  COMARCH ERP Enterprise | |

The Year 2024 as summarized by...

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



Polish businesses face significant hurdles, including shifts in legal frameworks, the rapid growth of AI and an increasing wave of cyberattacks. What kind of support do Comarch ERP solutions offer in these areas?

Our ERP systems are advanced solutions that support companies in adapting to the dynamic requirements of today's market. We invest in modern technologies, including artificial intelligence, a perfect example of which is Comarch ChatERP – an intelligent AI assistant that enables intuitive interaction with the ERP system. Thanks to this, users can quickly access data, perform analyses and use functions that automate everyday processes. The tool interprets queries, provides relevant information, suggests actions and performs tasks, making work easier for companies regardless of their industry. At the same time, our systems are designed to meet current legal requirements and ensure the highest level of cybersecurity, which is crucial in a rapidly changing business environment.

AI is becoming an important part of digital transformation in Polish companies. Are businesses prepared for this?

It is crucial that entrepreneurs realize that their competitive position depends on their understanding and adaptation of this technology. According to the 'Made in Poland 2024' report, prepared by us in cooperation with the research company PMR Market Experts, almost half of medium and large companies do not know how to effectively implement and use AI in their operations. Artificial intelligence isn't limited to language models gradually supplanting traditional search engines. It's also a vital tool

for optimizing and automating business and production processes, production planning, warehouse management, delivering personalized product recommendations to e-commerce clients, and much more.

What distinguishes Comarch ERP from other ERP software providers in Poland?

Using ERP systems from global providers comes with many challenges, such as rising maintenance costs, adaptation to Polish regulations, gradual phasing out of support for older versions and the necessity of migrating to cloud solutions. Our software effectively addresses these issues – the implementation and use of Comarch ERP systems is more cost-effective, supports the development of the Polish economy, and thanks to our in-depth knowledge of national regulations, we can quickly incorporate them into our systems. We regularly update our solutions and offer the option of migrating to the cloud, while still giving clients the freedom to choose.

What are the sector's plans for 2025?

We constantly support companies in their digitalization process and in preparing for upcoming changes, such as the implementation of the National e-Invoicing System. As a Polish manufacturer, we perfectly understand the realities and needs of domestic entrepreneurs and the dynamically changing regulations, which makes us a reliable alternative to global ERP systems.

Our goal is not only to meet market expectations, but also to actively adapt our solutions to new challenges.

Development of Comarch ERP 2024 systems

Comarch ERP XL is one of the most popular ERP systems in Poland, used by nearly 7,000 medium and large manufacturing, trading and service companies. The system supports process automation and robotization using workflow and AI tools. It enables integration with external systems and devices, e.g. via API. It also offers tools for production scheduling (Comarch APS), warehouse management (Comarch WMS), retail sales (Comarch POS) and electronic document circulation (Comarch DMS with Comarch OCR). The Business Intelligence module enables data analysis, while Comarch ChatERP allows communication in natural language.

The system is also prepared for data recording for ESG reporting. Each new version introduces new functionalities to better support production management. For companies seeking advanced production scheduling tools, Comarch APS is available. Functions in the areas of trade and logistics are also constantly being developed. Data exchange between Comarch ERP XL and the Comarch POS system is possible to an increasingly greater extent. In the fixed assets module, the system supports up to 5 depreciation tracks, which allows for precise management of company assets.

Comarch KSeF

As early as 2026, Polish businesses face a true invoicing revolution. The National e-Invoice System, used for issuing, receiving and storing structured invoices, is intended to standardize the method of settlement between entrepreneurs and improve communication between taxpayers and the tax administration. The National e-Invoice System (KSeF) will enable broad automation of many business processes, not just accounting ones, but also those related to purchases, warehousing, and payments.

According to the assumptions, the obligation to exchange e-invoices will be introduced in two stages:

- 1 February 2026 for businesses whose sales value (including tax) exceeds PLN 200 million in 2024,
- 1 April 2026 for other businesses.

Comarch software already supports businesses in the process of adapting to the upcoming regulations. The integration of Comarch ERP systems with the National e-Invoice System allows for the direct export and import of documents between the Comarch ERP system and KSeF.

Comarch ERP Optima is a system designed for small and medium-sized companies and accounting offices, available in both desktop and cloud versions. The system is constantly updated to comply with applicable legal and tax regulations, including integration with the National e-Invoice System (KSeF). It enables comprehensive accounting, finance, warehouse management, human resources and payroll, as well as customer relationship management (CRM). It has a built-in ChatERP, an AI-based assistant that supports users, automates many processes and is constantly being developed.

Regular updates introduce adaptations to new regulations, such as handling contribution holidays or files related to JPK_CIT, and also enrich the program with a series of significant improvements, including: the ability to calculate salaries in foreign currency, the option to link purchase invoices with external receipt documents, creating advance purchase invoices, entering customer reservation documents based on scans using Comarch OCR, and the ability to automatically create product descriptions and generate their translations into foreign languages, which streamlines customer relationship management.

The automatic exchange of invoices and messages with KSeF continues to take place as usual within financial and accounting systems, eliminating the need for additional platforms.

New ESG Ready features and areas in Comarch ERP systems

Comarch ERP systems are comprehensive solutions for companies that not only support daily operations, but also help implement sustainable development strategies.

Comarch ERP XL – ESG Ready

- Dedicated fields for entering detailed data on emissions, including CO2 for goods and services, with the option of assigning them to a specific contractor or supplier.
- Internal rating of contractors in all ESG areas.
- ESG data on vehicle cards, necessary for calculating CO2 emissions.

Selected ERP 5.0 Applications – ESG Ready

- Predefined workflows for managing the collection of ESG information with a built-in list of indicators.
- Dedicated reports and dashboards presenting ESG data.

Comarch ChatERP

An intelligent assistant using artificial intelligence algorithms opens up new possibilities for user support. It aims to streamline business operations by automating repetitive tasks and making the program easier to use. ChatERP can provide information about data stored in the system, explain how program functions work, and perform selected tasks requested by the user. The

solution is being developed simultaneously in Comarch ERP Optima, Comarch ERP XL, Comarch ERP Enterprise, Comarch DMS, Comarch e-Sklep, Comarch e-Sale and Comarch BI Point systems, with plans to implement it in all Comarch ERP products. Data is stored in the Comarch Data Centre infrastructure, which guarantees its security and high service performance.

Comarch OCR

A service that automates the process of entering documents into the system. Artificial intelligence mechanisms automatically recognize data from the uploaded file, classify it and then create a completed document in the ERP system or document flow.

This feature enables quick entry of documents such as invoices, warehouse documents, receipts, bank statements and orders into the system. It processes documents not only in Polish, but also in English, French and German.

Comarch WMS

A solution that supports warehouse processes through automation. The system analyzes the permissions, skills and work history of warehouse workers, predicts the time needed to complete a given task and automatically assigns orders, making optimal use of the time and potential of employees. It also supports managers in decision-making by suggesting similar orders for grouped goods

picking. Advanced location management algorithms support the inventory process. Comarch WMS enables the use of a wide range of identification technologies, this includes working with barcodes or utilizing RFID tags, which ensure fast and accurate product localization.

e-Health Sector Solutions

COMARCH

e-Health Sector

(R)evolutionary approach to e-Health



Hundreds of hospitals and outpatient facilities have chosen our systems.

Over **6,000** patients have been covered by our Remote Medical Care.
We provide support for the medical sector **24/7/365**.

Healthcare facility management systems



Comarch medNote

It enables the management of medical practices, patient appointments, and the collection and sharing of medical information.



Comarch Optimized NXT Cloud

A cloud-based HIS-class system dedicated to outpatient clinics and medical practices.



e-Monitoring

It collects data from devices provided by various vendors, generates documentation, and supports clinical decision-making in the Operating Room, Emergency Department, and Intensive Care Unit (including the Electronic Anaesthesia Record, Partogram, and Intensive Care Chart).



Comarch Optimized NXT

6 core modules and over 30 additional modules comprehensively organizing hospital operations.

Work Time Schedules

A flexible tool for managing employee work time, tailored to the specific needs and realities of your medical facility.

Treatment Cost Calculation with Cost Accounting

Ensures compliance with current healthcare regulations and integrates with any HIS and ERP systems.

Telemedicine IT systems



Comarch Concierge

Online patient portal.



Comarch e-Consultant

A system for remote client and patient service.

Solutions for regions

An integrated IT system designed for residents of the province, healthcare facilities, and their affiliated units



The Year 2024 as summarized by...

*Marcin Romanowski,
Director of the e-Health Sector*



What innovations are driving the global development of e-Health? How does Comarch's strategy adapt to these trends?

The year 2024 also brought further innovative solutions for the medical market that Comarch is implementing in its products. Most notably, we obtained the MDR certification for an important HIS system module – therapy plans. This means our solution is fully safe for patients. In the field of telemedicine, we began implementing the Hospital at Home concept developed by our partners Primary Care Group and Johns Hopkins Hospital. We expect this to be a game changer for hospital care in the coming years.

In your opinion, what was the biggest success of the sector in 2024?

The year 2024 was marked by recognition of our initiatives through numerous awards, including:

- **The European Economic Award 2024** granted by the European Center for Economic Development. Comarch was honored for its significant contribution to economic growth, building a stronger brand in foreign markets, and promoting Poland as a reliable business partner on the international stage.
- Awards granted by NIL IN – the Network of Innovative Physicians – in three competitions:
 - **Patient Portal** – facilitating comprehensive management of online patient service processes.
 - **eKontrahent Partner System** – supporting effective B2B collaboration in coordinated care.
 - **Virtual Receptionist** – alongside the Patient Portal and the eKontrahent PARTNER application, this was the third project recognized in the “Implementation of Innovation in Healthcare” competition.
- Additionally, the iMed24 Medical Center was honored in the Health category during the ceremonial Gala of Partners of the Kraków Family Card 3+.

Comarch e-Care 2.0 Platform

The Comarch e-Care 2.0 telemedicine platform is used in various medical fields, including cardiology, pulmonology, diabetology, remote sleep apnea diagnostics, and elderly care. Thanks to extensive R&D efforts, the platform has evolved from a simple alert system into a comprehensive service platform.

Key improvements include both short-term and long-term monitoring, exam management, reporting, and process automation. Additionally, work has been undertaken to redesign the graphical user interface and service management system. These enhancements allow the platform to serve a significantly higher number of patients, enabling scalability and cost optimization.

Another important factor in optimizing platform performance is the integration of algorithmic support.

Comarch HomeHealth 2.0

Comarch HomeHealth 2.0 is a mobile application designed for remote health monitoring, particularly for patients with chronic conditions or those recovering after hospital treatment. It forms part of a broader telemedicine system that enables physicians to track patients' health remotely – improving treatment outcomes and reducing unnecessary hospital admissions.

Key features of HomeHealth 2.0:

- **Health measurements:** Automatic or manual input of health data from external devices, including blood pressure, blood glucose, oxygen saturation, body temperature, spirometry, and more.

Comarch Diagnostic Point

Comarch Diagnostic Point is a mobile application offered in two formats: a stationary unit (booth) and a mobile version (diagnostic suitcase) equipped with a range of medical devices, including a blood pressure monitor, ECG recorder, thermometer, scale, pulse oximeter, stethoscope, otoscope, and dermatoscope. Using this equipment, patients can measure their vital signs outside of traditional medical facilities.

Comarch Medical Analysis Platform (CMAP)

A key component of our healthcare solution ecosystem is the Comarch Medical Analysis Platform (CMAP), which processes remotely recorded ECG data as well as signals

Currently, new functionalities are being developed in response to the needs of clients in Poland, Europe, and the Middle East – including integration with HIS-class systems using international interoperability standards.

Comarch e-Care 2.0 is a cloud-based solution offered in a Software as a Service (SaaS) model. This approach enables deployments for multiple clients using dedicated cloud instances prepared for strategic markets (Poland, Italy, Benelux, and the Middle East). The platform can also be installed on-premise within the client's existing infrastructure.

Comarch e-Care 2.0 and its components (such as medical viewers, including the ECG viewer) are classified as medical devices in accordance with the MDR (Medical Device Regulation).

- **Data analysis:** Measurements are automatically analyzed and sent to the Comarch e-Care 2.0 telemedicine platform, where healthcare professionals can access and review the results.
- **Alerts:** The app generates notifications when results exceed individually defined thresholds, enabling rapid medical intervention.
- **Medical contact:** Patients can contact the Care Center for assistance or remote consultation.

Comarch HomeHealth 2.0 is classified as a medical device in compliance with the MDR (Medical Device Regulation).

Ongoing research and development efforts have focused on expanding the application's capabilities by adding new measurement devices, enabling direct integration with HIS-class systems, and enhancing both the stationary and mobile versions of the product.

from the Comarch Sleep Polygraph, a certified medical device used for the remote diagnosis of sleep apnea.

The platform incorporates advanced algorithms that automatically interpret and analyze recordings to detect significant abnormalities — enabling faster response to potential health threats. This solution significantly reduces the time needed to analyze long-term monitoring data and allows full verification of recordings without manual signal processing.

CMAPI uses algorithms capable of early detection of conditions such as tachycardia, bradycardia, cardiac arrest, and atrial fibrillation. In recent years, the platform has benefited from significant advances in machine learning (ML), reaching a stage where ML-based algorithms match traditional digital signal processing (DSP) methods. This has greatly improved the accuracy and efficiency of medical data interpretation.

Ongoing R&D work on CMAPI algorithms includes:

- Development of machine learning algorithms for detecting atrial fibrillation in ECG signals
- Algorithms for assessing ECG signal quality
- Classification of morphological types of ECG beats
- Use of ECG signal databases collected during projects to train algorithms (using supervised and semi-supervised learning)

Devices

In the area of medical devices, development efforts have focused on:

- Enhancing the functionality of Comarch's proprietary wristband for monitoring the vital signs of elderly or dependent individuals.

Other Software Activities

A new product was developed – Comarch e-Consultant, a system for remote consultations with clients.

Other Projects

Comarch's e-Health Sector is involved in numerous projects aimed at developing innovative technologies that support, among other areas, the management of medical facilities, the creation and processing of electronic medical records, and remote patient monitoring using telemedicine solutions.

The sector also includes **iMed24 Medical Center**, which serves as a testing and development environment for IT tools in healthcare.

- Enhanced detection methods for arrhythmias, especially atrial fibrillation and supraventricular disorders
- Integration of results into a system for analyzing long-term ECG studies

Additionally, work is underway on:

- Building an expert system for predicting potential patient health risks based on data from Electronic Health Records (EHR)
- Structuring medical documents to support better presentation, data summaries, and easier searching of patient records
- OCR (optical character recognition) for scanned laboratory test documents, enabling efficient electronic archiving

Software-related R&D activities also include:

- Preparing CMAPI for operation in a service-based (SaaS) model
- Successful certification of CMAPI as a signal analysis platform
- The Comarch Medical Analysis Platform is classified as a medical device in compliance with the MDR (Medical Device Regulation).

- Developing a new device, CardioNow Lite, designed for long-term cardiac monitoring and event-based monitoring.
- Creating the Comarch Sleep Polygraph, a device dedicated to the remote diagnosis of sleep apnea.

As a leading provider of HIS-class systems and remote medical care solutions in Poland, Comarch undertakes multiple initiatives to promote and expand access to telemedicine and remote care.

In the past year, we launched the **two largest telecare projects in Poland**:

- **Małopolski Tele-Anioł 2.0** (Lesser Poland Voivodeship)
- **ROPS Poznań** (Greater Poland Voivodeship)

Financial Services Sector Solutions

Banking

COMARCH **Open Platform**

Cloud-native software, microservices/micro frontends, self-service software development kit, and ready-to-use, generic micro-applications.

COMARCH **Factoring**

Cloud and on-premises factoring, automation of factoring processes, integration with ERP systems and banking.

COMARCH **Loan Origination**

Comprehensive management of credit product sales for business and retail clients, automation of credit processes.

COMARCH **Business Banking**

A comprehensive digital banking management platform for the SME sector and corporate clients.

Capital Markets

COMARCH **Wealth Management**

Front-office advisor for private and retail banking with AI support, applications, and API interfaces for mobile and web clients.

COMARCH **Asset Management**

Managing capital at your fingertips.

COMARCH **Custody**

Securities operations support.

Insurance

COMARCH **Digital Insurance**

Omnichannel front office platform, agent support, and customer self-service.

COMARCH **Insurance Claims**

Faster and cheaper claims settlement, life insurance management.

COMARCH **Commission & Incentive**

Sales network management.

Support

COMARCH **Comarch Loyalty Management for Banking**

Identification of customer behavior patterns.

COMARCH **Business Intelligence**

Decisions backed by facts and data.

Cybersecurity

COMARCH **Smooth Authentication**

Detection of cyber threats in services, applications, and mobile devices.

COMARCH **Identity & Access Management**

Management of customer identity and access to business applications.

COMARCH **tPro**

Mobile token for multi-stage authorization for e-banking, e-services, and remote access.

COMARCH **PKI**

Electronic signature and digital identity confirmation.

The Year 2024 as summarized by...

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

**until April 22, 2025*



What was the year 2024 like for the finance industry?

2024 was a year of dynamic changes and steady growth in the financial sector, reflected in positive results for both Comarch and its partners. Capital markets were greatly affected by political events, including elections in Europe and the United States. Central banks continued their policy of lowering interest rates, which boosted economic growth. In Poland, there were significant changes in the management boards of state-owned companies, especially in the banking sector.

Despite global and local events, Comarch's partners demonstrated a strong tendency to invest in IT technologies, including cloud solutions. The company's products became more popular in Central and Eastern European markets and the Benelux countries, where upgrading technology stacks was a key focus. There was also a clear rise in interest in Wealth Management solutions, particularly in the Middle East and the ASEAN region, driven by changing regulations and the growth of capital.

Which Comarch products attracted particular attention from financial industry clients?

The development of cloud services was a key trend in 2024. Even traditionally conservative areas such as

Custodian Banking and Employee Benefits saw clients increasingly seeking support in digital transformation and migration to public clouds such as AWS and Google Cloud. Comarch offered comprehensive business and technological solutions, supporting both the generation of new revenue streams and the optimization of operating costs. The company specializes in advanced transformational projects in the areas of Corporate/SME Banking, Factoring, Life Insurance, as well as Wealth Management, Custody & Asset Servicing.

What were the biggest successes of the finance sector in 2024, and what can we expect in the next 12 months?

The biggest achievements of 2024 include system implementations for clients in Jordan, Malaysia, Belgium, Romania, and Poland, as well as securing new contracts in Business Banking, Insurance, and Factoring. The company also reported strong financial results and won numerous awards for its Wealth Management and Open Platform products at international forums.

Looking ahead to 2025, we anticipate continued interest in cloud solutions and those utilizing artificial intelligence. We plan to maintain our geographical expansion, but also to develop the partner cooperation initiated in 2024.

Comarch Training Center

Over
450
programs

Over
250
trainers

Over
15,000
students

Over
1600
training courses

AI

Business
Data Analysis

Office
Applications

Databases

Programming

Cybersecurity

Operating
Systems

Computer
Networks

Graphics
and Design

Cloud Solutions

Management

Comarch
product training

Solutions
for education

On-site

Remote

E-learning

Weekend

Hybrid Training

Training
Courses

Webinars

Boot Camps

Conferences
& Meetings

Consulting
Services

Competency
Puzzles

Polish
language

English
language

German
language

Comarch Training Center

The Comarch Training Center offers specialized IT and business training and consultations at all levels of expertise, both as internal training sessions for Comarch Group employees and as programs available to a wide range of external clients. CSC leverages over 30 years of

experience of the Comarch Group as a knowledge-based organization. On average, 15,000 participants take part annually in more than 450 training programs conducted by 250 qualified trainers.

Comarch for Education

Comarch promotes knowledge about ERP systems in universities and vocational schools with an economic profile. This activity is carried out by:

- Providing educational versions of Comarch ERP systems (over 650 educational institutions equipped with educational versions of Comarch ERP),
- Product certification for students,

- Lectures by Comarch employees at universities on topics related to economics and finance,
- Conducting trainings on Comarch ERP systems for teachers.

We also distribute special workbooks for professional education, which prepare students for state professional exams for the profiles of economist and accounting technician.

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.

The Year 2024 as summarized by...

*Marcin Kaleta, Vice President,
CEO of the Telecommunications
Division at Comarch*



The year 2024 was a breakthrough for the entire Comarch company. How did the Telecommunications division respond to these changes?

The past year was a time of dynamic growth for our sector, and of optimizing many areas of operations. We expanded our presence in international markets by investing in local sales and consulting teams, which allowed us to better address customer needs in specific regions. At the same time, we increased our marketing budget to continuously enhance the recognition of our products. Thanks to an effective cost-reduction strategy, we managed to reduce operational expenses significantly, while achieving a noticeable increase in the financial results of the sector, which were better in 2024 than in the previous two years.

Additionally, last year, we were able to officially present our collaboration with new international companies such as KDDI, Kyivstar, eir, and du. However, it is important to note that our business relationships with these companies have been ongoing for quite some time.

Artificial intelligence is becoming more advanced and increasingly impacts the automation of processes in telecommunications. What new AI applications did Comarch implement in its systems in 2024?

Our AI-based solutions follow a strategy that can be defined as achieving high automation efficiency through the cooperation of multiple AI instances that solve real and pressing problems for our customers. One example of such a solution is the use of AI to optimize tasks in weather-dependent situations. AI helps technicians prepare for work in difficult weather conditions by planning tasks and taking proactive actions to fix issues before the weather deteriorates.

Another significant innovation is the introduction of a GenAI-based solution, particularly for smaller techco operators. A key advancement in this area is training AI to understand industry-specific language unique to telecommunications. As a result, AI-powered systems developed for operators can be tailored to their specific needs more effectively than ever before.

Cloud transformation and 5G development are accelerating change in the telecommunications market. Which global trends had the greatest impact on the strategy of the Telecommunications sector over the past year?

Cloud transformation is already well underway and continues to expand rapidly. It encompasses more and more areas, has become a permanent factor shaping the telecommunications market, and plays a key role in our strategy. Similarly, our commitment to developing solutions for 5G technology is steadily growing. The year 2025 may prove pivotal for the widespread adoption of this technology and for improving its profitability. Much will depend on whether — and where — private networks emerge that fully leverage the innovations within 5G, as well as whether the trend of upgrading 4G technology toward 5G capabilities continues.

The last and perhaps most significant element shaping both our strategy and the global market is automation powered by AI. This is currently the single most influential factor in determining our strategic direction.

Today, telecom operators must not only invest in modern technologies, but also optimize costs and support sustainable development. What Comarch solutions help them achieve these goals?

We understand that balancing innovation, cost-efficiency, and sustainability is essential. That's why our network operations automation solutions — such as Comarch Network Inventory and Service Assurance — help operators manage their resources more effectively while reducing energy consumption. We've also introduced tools for intelligent network performance analysis, which allow for optimized data transmission routes and result in lower energy use. Additionally, we support our clients in migrating to the cloud, which reduces the need for physical infrastructure and helps lower harmful emissions.

All of these initiatives align with our strategy of supporting telecom operators in achieving their sustainable development goals — without compromising on innovation or service quality.

Services Sector Products Portfolio

Loyalty & Marketing

This AI/ML-based suite of IT solutions allows you to build loyalty programs from the ground up. This translates into increased customer lifetime value (CLV) and a greater return on investment (ROI).

| | | | | |
|---|---|--|--|--|
| COMARCH Loyalty Management is a comprehensive system for managing loyalty programs. | COMARCH Campaign Management is a system for managing marketing campaigns. | COMARCH Business Intelligence provides tools for data processing and analysis. | COMARCH Loyalty Consulting provides global consulting on loyalty strategies. | COMARCH Program Management Service provides support for the effective operation of loyalty programs. |
|---|---|--|--|--|


EDI

The Comarch EDI platform automates business processes and optimizes AP/AR and multi-channel distribution through data exchange and document management.

| | |
|--|--|
| COMARCH EDI is a B2B platform for dynamic data exchange. | COMARCH e-Invoicing Electronic invoice exchange that complies with the latest regulations. |
|--|--|

ICT

We offer services, systems, and technologies for IT infrastructure that optimize operating costs and provide business flexibility.

| | | | |
|---|---|--|--|
| COMARCH Data Center High-tech data processing centers with high availability. |  COMARCH Cloud Secure and flexible cloud infrastructure. | COMARCH IT Outsourcing offers comprehensive IT outsourcing services. | COMARCH IT Services provides technical support and IT services tailored to customers' needs. |
|---|---|--|--|

The Year 2024 as summarized by...

*Michał Mędrala, Vice President,
Director of the Services Division*



What were the key changes and achievements in 2024 that shaped the company's development? How do you assess the position of the Services sector in the context of the rapidly evolving technology market?

The year 2024 was a time of ownership changes for Comarch. The entry of the investor CVC Capital Markets into Comarch's ownership structure brought a shift in how the company's long-term growth strategy is understood and planned. The Services sector recorded a significant increase in sales, both in the Polish and international markets. We also succeeded in acquiring several global brands. We received prestigious industry awards, including Best Loyalty Rules Engine Technology Vendor from the South African Loyalty Awards, and were recognized as a "Leader" in the renowned IDC MarketScape report for our E-Invoicing product's alignment with European regulations.

Together with our investors, we're analyzing the market and the changes taking place—both economic and geopolitical. We are jointly working on solutions aimed at securing and driving growth in our sector over the next few years.

Which global trends in technology and business had the greatest impact on the sector's operations and its clients' needs over the past year?

Without a doubt, 2024 was the year of an "explosion" of tools and ideas for applying artificial intelligence in business. Early in the year, we established a dedicated unit within the sector focused on market analysis aimed at delivering added value to our clients through

the implementation of AI applications in our sector's products. Some standout areas include:

- Loyalty systems, with features such as offer personalization and recommendation, detection of potential fraud, and AI agents supporting daily tool usage;
- E-invoicing systems, where AI helps reconcile various data formats;
- Comarch Infraspace Cloud, where we automate operational processes and billing within the Comarch cloud.

Artificial intelligence is also having a significant impact on improving internal sector operations such as R&D, support services, testing, and documentation. In 2025, we plan to further increase our investments in developing AI within both our products and the operational activities of the Services sector.

Comarch isn't slowing down in 2025. Which areas of development and investment will be key to further strengthening our market position?

Over the past few months, we've conducted a detailed market analysis to shape Comarch's long-term development strategy in the area of Services sector products. A major focus will be long-term investments in artificial intelligence and generative AI, aimed at increasing the business value of Comarch's products for our clients.

This will be complemented by efforts to optimize and improve the operational performance of the Services sector to stay aligned with market trends, as well as by adapting Comarch's products to ongoing market shifts—namely, digitalization, new regulatory requirements, and the implementation of innovation.

6. Innovation and technology development



We are a knowledge-based company

Artificial intelligence is having a highly expansive impact on both regional and global business ecosystems. The rapid development of AI models, their integration into business environments, and the emergence of new services and products have led to what is now widely recognized as the AI revolution.

The international consulting firm Ernst & Young, in its report "How Are Polish Companies Implementing AI?", estimated that by 2033, AI adoption could contribute to an additional GDP growth of 1.8–3.7% in Western Europe, and 0.8–2.3% in Central and Eastern Europe.

From a sectoral perspective, Ernst & Young identified that the largest gains from AI implementation are expected in areas such as healthcare, advanced manufacturing, education, public administration, and professional services.

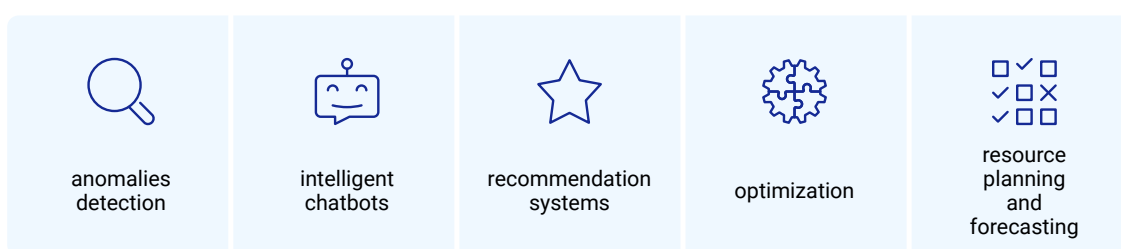
Comarch actively participates in shaping this new AI-driven business landscape by integrating innovative AI-based solutions into its product portfolio.



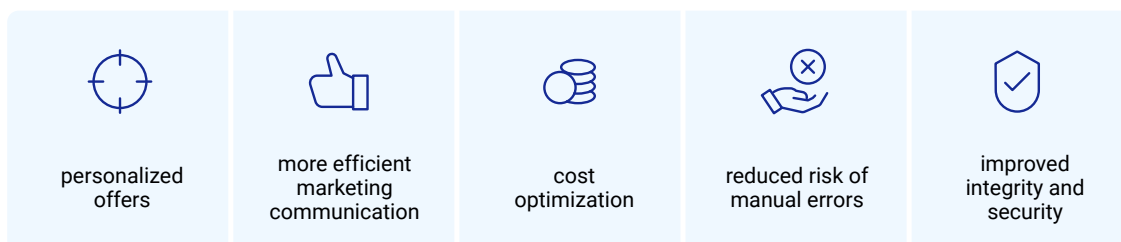
Zbigniew Rymarczyk,
Vice President of Comarch and Director of the Enterprise Solutions Sector, emphasized the importance of implementing artificial intelligence in the company:

Artificial intelligence is now gaining the ability to interact with the external world, for example, through robots. Why is AI implementation necessary? We have no other choice, as labor costs are rising and the workforce is shrinking due to demographic factors. That's why increasing productivity is essential. At Comarch, we have been investing in AI for years, and our most ambitious product currently – and still under development – is ChatERP, an intelligent assistant that enables natural user communication with the ERP system.

How Comarch uses AI:



Benefits for our clients:



Practical application of AI tools in Comarch systems

Public Administration

Comarch ERP Egeria 8 – Development of an ERP system based on a microservices architecture, encompassing modules such as HR and payroll, fixed assets, finance and accounting, logistics, controlling, planning, and budgeting. In 2024, R&D efforts focused on the finalization of the HR/payroll and fixed assets modules.

Employee Portal – In 2024, R&D activities were aimed at migrating existing functionalities to the latest technologies.

Development of an open Comarch ERP Egeria ecosystem based on the E8 and E6 Plus platforms as well as the Employee Portal.

Enterprise Solutions

Document entry automation (OCR)

In today's business environment, process automation and optimization are key to maintaining competitiveness. The Comarch OCR application uses optical character recognition (OCR) technology. Thanks to the use of AI, the system classifies the information contained in documents. This solution enables the extraction of data from invoices, warehouse documents and receipts. This allows the necessary data to be automatically entered

into the ERP system, eliminating the need for manual data entry. In practice, this means that employees only verify and approve, which leads to significant time savings and error reduction. Automating these processes helps lower operational costs and increase work efficiency, while also reducing the number of errors and their associated consequences.

Intelligent warehouse management

Within the Comarch WMS application, artificial intelligence algorithms have been used to optimize key warehouse processes in order to improve operational efficiency and reduce costs in companies. AI supports warehouse staff in the following processes:

1. **Work distribution:** By estimating the time needed to complete warehouse orders, which allows for precise task planning. The system intelligently assigns orders to the appropriate operators, taking into account their workload and competences. As a result, employees only receive the number of tasks they are able to complete within a given time.
2. **Optimal order combining:** Grouping multiple orders into a single order according to algorithms such as complex matching, fastest matching or average model. This approach allows for more efficient use of warehouse resources and reduces order fulfilment times.
3. **Inventory suggestions:** The system analyzes various criteria, such as goods turnover since the last inventory, product expiry dates, date of last movement of goods, minimum stock levels, historical discrepancies on inventory sheets and the duration of goods' presence in the warehouse. Based on this, it generates suggestions as to which goods or locations should be verified during the inventory.
4. **Optimal placement of goods on pallets:** Based on the data available in the system, AI algorithms can generate diagrams for arranging goods on pallets. Thanks to the use of artificial intelligence, companies will be able to reduce the time needed to prepare pallets, minimize transport costs and increase the safety of shipments. This functionality is planned for 2025.

Product&Shelf Detector, support for merchandisers

Appropriate product display affects brand image and sales. **Product & Shelf Detector** in the **Comarch Mobile** application uses, among other things, Computer Vision mechanisms to automatically analyze store shelves, saving merchandisers time and minimizing errors. This tool allows

for faster detection of stock shortages, enforcement of display standards and optimization of sales processes. Based on photo analysis, AI prepares a report with a list of products and their facing. The use of AI saves employees dozens of hours per year.

Forecasting and planning

Comarch systems use artificial intelligence to optimize forecasting and business planning. Algorithms analyze data to predict demand, plan stocking, forecast cash flows

and customer churn rates. With these features, AI helps optimize business processes, improving efficiency and resource utilization.

Financial continuity support

Maintaining financial liquidity is the foundation of a thriving business. To support companies in this area, Comarch systems use AI to automate key processes, minimizing the risk of payment delays and loss of receivables. AI algorithms analyze the history of cooperation with contractors, automatically setting credit limits and blocking transactions in case of increased

risk. The algorithms also forecast payment dates, allowing the company to better manage its cash flow. The debt collection process is also automated through the generation of interest notes and recommendations for appropriate actions, which facilitates effective debt recovery.

AI in e-commerce

The multitude of competitors, dynamic changes and constantly growing customer expectations in the e-commerce industry force companies to continuously develop and search for more effective tools. At Comarch e-Shop, we have met these expectations by implementing AI algorithms in two main areas: product recommendations and automatic generation of product descriptions.

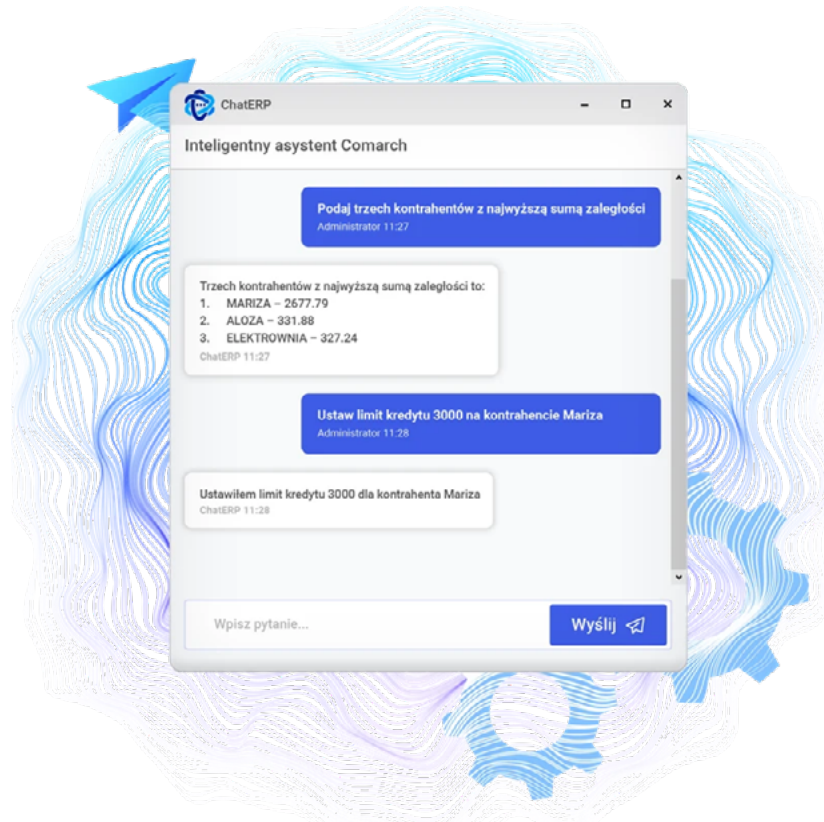
Recommendation engines are one of the most effective tools in e-commerce, used by all major stores and marketplace platforms. Based on user behavior, machine learning algorithms generate personalized shopping suggestions tailored to individual customer expectations, which increases basket value, engagement and loyalty.

In companies with a wide and changing product range, creating product descriptions is a significant challenge due to the time-consuming nature of the process. In the Comarch ecosystem, LLM models automate this process by generating descriptions based on photos and product attributes. The feature is available within Comarch ERP XT, Optima, and XL systems, where users manage product content published in Comarch e-Sklep. In 2025, we plan to make description generation available directly in the Comarch e-Sklep administrator panel. The use of AI in this case significantly reduces time-to-market for offers and improves the quality and consistency of descriptions.

Comarch ChatERP – an intelligent assistant in Comarch systems

AI-based chatbots are becoming standard in all large ERP systems. At Comarch, we're developing tools like ChatERP (an AI assistant) to streamline users' daily work. It does this by answering questions about how the system operates, providing information on the data it holds, and automatically performing key tasks—all simply by receiving commands in natural language. ChatERP has been integrated with key Comarch ERP systems, i.e. Optima,

XL and Enterprise (CEE), as well as with accompanying applications such as BI Point, DMS and sPrint. The Beta version currently available to customers allows them to test the tool and adapt it to their actual needs. In 2025, the implementation of ChatERP is planned for the ERP XT system and the Comarch e-Sklep panel, along with further functional development.



Financial Solutions

Comarch Wealth Management

As part of the Comarch Wealth Management product, two Proof of Concept (PoC) projects were developed in 2024, aimed at testing the integration of Comarch partners' tools with our systems:

1. The first supports the Customer Lifecycle Management (CLM) process and optimizes customer service using personalized videos generated in real time. This tool leverages artificial intelligence to adapt the appearance of a virtual assistant avatar and its speech using pre-prepared phrases.
2. The second tool is responsible for generating real-time portfolio recommendations for the client. It uses genetic artificial intelligence models to generate suggestions based on available market data, CIO configurations, as well as client data, profiles, and personal preferences.

The roadmap prepared in 2024 also includes functionality for generating next-best-actions for Relationship Managers to support them in advisory work and lead generation based on available data. This functionality will be further developed in 2025.



Telecommunication

MIRA

MIRA is Comarch's innovative system that leverages artificial intelligence for smart management of telecommunications network resources, adapting them to dynamically changing customer needs. This solution, already implemented in Asia and Africa, automates network planning and configuration, eliminating the need for expert involvement. By analyzing real-time data, MIRA responds to fluctuating demand, whether daily, seasonal, or event-driven, such as concerts or sports matches.

Compliant with the **Open Digital Architecture TM Forum** standard, the system enables flexible integration with solutions from various vendors. MIRA also supports environmental goals by allowing the temporary shutdown of unused infrastructure elements. This results in significant energy savings, which is crucial given that telecommunications networks consume approximately **3% of a country's electricity supply**.

AI

In 2024, we launched the "**Smart Choices for AI Revolution**" campaign to support telecom operators in effectively implementing AI and ML-based solutions. The key focus of this campaign is to demonstrate how AI can revolutionize Comarch's products, enhancing operational efficiency and flexibility.

By integrating AI, Comarch's systems enable the automation of complex operational processes, leading to significant cost reductions and improved service quality. Advanced algorithms analyze real-time data, automatically detecting anomalies, allowing for faster problem resolution and better network resource management.

AI in Comarch products also facilitates the creation of personalized product strategies, tailoring offerings to

individual customer needs and infrastructure capabilities. Automated analyses help operators quickly identify new revenue streams and optimize their service portfolios.

Moreover, AI plays a crucial role in achieving sustainability goals. Comarch's AI-powered systems enable **intelligent energy management**, optimizing network operations and reducing environmental impact.

Through the "**Smart Choices for AI Revolution**" campaign, Comarch highlights that AI is not just a future technology but a **practical tool already helping telecom operators enhance efficiency, improve service quality, and achieve ambitious business and environmental goals**.

MAIA AI Assistant

Current user id: 835882515

Choose assistant for module
Contact Center XAgent

Hi I am a Contact Center Agent Assistant. If you have any questions, please feel free to ask.

What is a Loyalty Program?

A Loyalty Program is a marketing strategy used by businesses to reward their customers for their continued support and engagement with the brand. It typically involves offering incentives, such as points, discounts, or exclusive benefits, to customers who make purchases or interact with the business in specific ways. The goal of a Loyalty Program is to encourage repeat business, increase customer retention, and foster a positive relationship between the business and its customers.

+1

-1

Your message *

Send

Services

Loyalty

In 2024, Comarch introduced MAIA (My Artificial Intelligence Assistant) – an intelligent AI chatbot that supports companies in building and maintaining customer loyalty. With advanced natural language processing and integration with loyalty systems, MAIA helps brands deliver personalized communication, quickly resolve issues, and boost user engagement. This groundbreaking solution leverages artificial intelligence to automate interactions while providing a real-time, personalized customer experience.

In 2024, artificial intelligence opened new possibilities for hyper-personalization in customer relationship management. By using predictive and recommendation models, we are now able to analyze data more effectively and anticipate user needs, allowing for the creation of real-time personalized offers and messages. This approach makes it possible to model customer behavior, resulting in more effective engagement in loyalty programs and increasing the business value of every interaction.

e-Invoicing

In 2024, Comarch significantly expanded the capabilities of its e-invoicing systems by introducing advanced AI-based mechanisms and ensuring full compliance with current legal regulations. The new AI algorithms integrated into the Comarch system automate the data mapping

process, enabling faster and more accurate adaptation of invoices to the requirements in various countries. This helps companies keep pace with changing regulations and technical requirements.

Comarch also introduced a number of important updates to align its solutions with standards such as the European Standard for e-Invoicing (CEN) and Poland's National e-Invoicing System (KSeF). The new features include,

among others, automatic invoice validation, support for VAT group structures, and compliance with local requirements in countries such as Romania, Malaysia, and France.

ICT

PowerVM – an Alternative to VMware Amid Market Changes

In response to the acquisition of VMware by Broadcom and changes to its licensing model, Comarch has introduced the PowerVM environment, based on IBM

Power10 technology. This solution provides companies with stability, predictable costs, and high virtualization performance. PowerVM is an excellent alternative for organizations seeking greater flexibility and long-term security for their IT environments.

AI Supporting IT Operations

In 2024, Comarch implemented artificial intelligence to support the work of its Global Operations Center (GOC) and Service Desk (SD) teams. AI helps automate monitoring processes and incident response, significantly reducing

problem resolution times and increasing operational efficiency. As a result, clients' IT systems are better protected, and their management becomes more proactive and effective.

7. Sustainable business



Comarch S.A. Management Board's statement to the Company's Shareholders on non-financial reporting

Dear Stakeholders,

The Comarch Group, due to the size of the company and the scope of its operations, has a significant impact on its environment, particularly in the economic and social fields. Sustainable development has been one of the key foundations of the company's strategy since its inception and, in the opinion of Comarch S.A.'s Management Board, has contributed significantly to the company's market success.

Irrespective of formal requirements and ownership changes, the Comarch Group has been following good practices in non-financial and corporate social responsibility reporting for many years. This stems both from the internal need to communicate with stakeholders and from the recommendations of corporate governance and the provisions of the Accounting Act.

The year 2024 was a period of intensive preparation for the Group to fully comply with the new regulations resulting from the entry into force of the CSRD and the European Sustainability Reporting Standards (ESRS). Among other things, the Comarch Group implemented a double materiality approach and developed ESG data management processes across the value chain.

In 2024, the Comarch Group reaffirmed its commitment to climate action by signing a letter of intent with the Science Based Targets initiative (SBTi). We thereby committed to validating climate targets in line with the current state of scientific knowledge and the objectives of the Paris Agreement. In view of the company's business profile, the key sustainability issues for the Comarch Group are social, employment and human rights issues, as well as diversity management issues, especially with regard to management and supervisory bodies.

In the opinion of the Management Board of Comarch S.A., adherence to and reporting on relevant standards is essential for the proper management of the company's human resources, and is thus a key element in ensuring the company's ability to grow in the long term and maintain its competitive advantage.

Guided by the principles of responsible business conduct, Comarch joined the United Nations Global Compact - the largest UN global initiative for sustainable business, bringing together more than 24,000 companies and organisations committed to implementing the UNGC Ten Principles in the areas of environment, human rights and corporate governance.

In the past year, the Group continued its activities in key areas related to sustainability and non-financial reporting, such as:

- improving the quality of management,
- promoting pro-social attitudes and healthy lifestyles,
- strengthening diversity awareness among management and staff,
- improving organisational and management procedures,
- environmental protection measures, RES development and environmental education,
- actively supporting culture, sport, local initiatives and charitable causes.

The private equity fund CVC Capital Partners became Comarch's leading shareholder in 2024. By joining the CVC portfolio, the Comarch Group has gained the opportunity to benefit from the experience of CVC and other portfolio companies in terms of sustainable development.

The past year was full of external challenges, such as ongoing global geopolitical tensions, high volatility of exchange rates and energy prices, high labour costs or technological changes in the IT industry. In spite of these unfavourable circumstances, the Comarch Group continued to develop its activities during 2024 and achieved very good financial results, thus proving that it is very well prepared to operate in crisis conditions, regardless of their causes. The Comarch Group, thanks to its very good financial standing, significant product, industry and geographic diversification of its operations, its ability to efficiently adapt to a fast-changing environment and the strong commitment of its employees, is able to fulfil its mission of spreading innovative technical thought created in Poland all over the world, to the satisfaction of its clients, employees, shareholders and the entire socio-economic environment.

The Management Board of Comarch S.A. emphasises that this Sustainability Report covers non-financial information concerning Comarch S.A. and the Comarch Group. The report has been voluntarily prepared on the basis of the European Sustainability Reporting Standards (ESRS) adopted by the European Union and introduced by the Commission Delegated Regulation (EU) 2023/2772. Although there is no formal obligation, the Comarch Group has chosen to apply these standards in order to ensure full transparency, comparability of data and preparation for future regulatory obligations. Disclosure of KPI data was also made in accordance with Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on establishing a framework to facilitate sustainable investment (EU Taxonomy).

This report includes data for 2024 and selected comparative data for 2023. No significant adjustments have been made to the comparative data presented in previous reports. This report is subject to certification as well as external verification by professional auditors.

Management Board of 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 the Integrated Management System compliant with the requirements of the standards: PN-EN ISO 9001:2015-10 Quality Management Systems, PN-EN ISO 14001:2015-09 Environmental Management Systems, PN-EN ISO 45001:2024-02 Occupational Health and Safety Management Systems, ISO/IEC 27001:2023-08 Information Security Management System.
- Certificate PN-EN ISO 22301 Business Continuity Management Systems.
- Certificate of the Energy Management System compliant with the requirements of the standard PN-EN ISO 50001:2018-09 Energy Management Systems.
- Certificate of the Internal Control System, meeting the requirements of Article 11 paragraph 2 of the Act of 29.11.2000 on the trade of goods, technologies and services of strategic importance for state security and maintaining international peace and security (with subsequent amendments).
- Certificates confirming that the Quality Management System meets the requirements of the following standards: AQAP 2110:2016 NATO Requirements for Quality Assurance in Design, Development and Production, and AQAP 2210:2015 NATO Supplementary Requirements to AQAP 2110 for 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:

- exclusion of the possibility of making a profit in a manner inconsistent with the requirements of the Internal Control System,
- cessation of handling trade when it is contrary to national and international law,
- prevention of transactions with contractors involved in the proliferation of weapons of mass destruction,
- enforcement of the Internal Control System principles at all workplaces related to the trade of goods,
- supervision by the Trade Control Representative over the course of the Internal Control System processes.

Each of the systems included in the Integrated Management System covers a different subject area and is characterized by specific risks. Within the Integrated Management System, risks and opportunities are identified and monitored. The Quality Management System places particular emphasis on risks related to the overall functioning of the organization and its processes, documentation, and supplier relations. Environmental and energy management consider risks related

to environmental impact, while occupational health and safety management considers risks related to employee issues. The Internal Control System regulates issues of international trade in goods and technologies and ensures compliance of the implemented processes with specific legal requirements. The AQAP system, concerning projects for the armed forces, contains strict requirements and is based on risk management within the projects carried out. An opportunity for the organization is the initiation of cooperation with new clients, establishing new business relationships. The Business Continuity Management System establishes procedures for rapid response in crisis situations; its goal is to maintain continuity of critical business processes.

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

- establishment of internal procedures defining processes and determining responsibilities,
- ongoing verification of process implementation within internal audits and use of dedicated internal IT systems for specific issues,
- continuous supervision of legal requirements,
- monitoring and responding to the global situation, including potential sanctions.

Information Security Management System and Security Policy

Information and information processing systems are an extremely important asset of our company, therefore, as the Comarch Group, we place great emphasis on the protection of data and assets of both our company and our clients. Implemented within the Integrated Management System at Comarch S.A. is a comprehensive information protection system based on the PN-EN ISO/IEC 27001:2017-06 and PN-EN ISO/IEC 27002:2017-06 standards. The system is certified for compliance with the PN-EN ISO/IEC 27001:2017-06 standard by the Polish Centre for Testing and Certification (PCBC) as part of the Integrated Management System. It covers all internal processes supporting the company's operation as well as business processes, and also encompasses all company assets. Its first certification took place in 2008.

The Comarch Group's Security Policy regulations cover organizational matters, raising employee awareness, physical asset protection, IT technical safeguards, business continuity, and response to information security breach incidents. We have defined internal policies and procedures regulating how to ensure the confidentiality, integrity, and availability of data of the Comarch Group and our clients.

We have implemented a range of organizational and technical measures providing comprehensive and multi-layered protection of data and assets aimed at preventing, and if occurring, minimizing the effects of information security breach incidents. The system ensures a continuous process of monitoring and responding to risks in this area.

Dedicated business units operate within the company, responsible for information protection, defining and implementing standards, and monitoring the security status of Comarch Group's assets. Additionally, we have developed action plans aimed at maintaining business continuity in key company areas.

Supplier Sustainability Policy

As a global organization specializing in the design, implementation, and integration of advanced IT products, the Comarch Group has a significant impact on the functioning of the supply chain. Moreover, as a company, we are aware that the success of undertaken ventures depends not only on us but largely also on our business partners. The key issue is the appropriate selection of contractors who best meet the specified criteria. Thanks to this, we are confident that cooperation with them will not disrupt the stability and efficiency of the processes carried out within the supply chain.

Within the Comarch Group, the Sustainable Development Policy for Suppliers operates, which defines the main principles the company follows in cooperating with business partners. Additionally, this document constitutes a commitment to conducting a sustainable procurement policy and sets expectations for key suppliers.

We fulfill these commitments mainly through:

- supporting and encouraging our clients and suppliers to be guided in their actions by the principles of ethics, social responsibility, and environmental protection,
- ensuring high quality of products and services for clients in the international market, while paying particular attention to the security of information resources, environmental aspects, and occupational health and safety of employees,
- building good partnerships with suppliers based on mutual cooperation, trust, and honesty,
- conducting procurement activities in accordance with legal provisions and regulations – national and international,
- selecting suppliers with the conviction that only responsible practices in the supply chain can ensure the highest quality of the final product or service, while caring for the natural environment, good labor standards, business ethics, and local communities.

Policy of Respect for Intellectual Property of Third Parties

As a software-creating entity, the Comarch Group fully understands the need to respect intellectual property rights and strives to fully respect the intellectual property of third parties, including other software creators as well as suppliers and clients. We comply with legal regulations regarding respect for the intellectual property of third parties at the level of international, EU, and national law, support the intellectual property protection system, and make every effort to ensure the highest level of protection of third parties' intellectual property rights.

Within the Comarch Group, the Policy on Respect for Intellectual Property of Third Parties has been implemented. The basic goals of the policy are:

- ensuring respect for the intellectual property of third parties,
- ensuring respect for patents, trademarks, and other industrial property rights of third parties,
- using intellectual property, patents, trademarks, and other industrial property rights of third parties in accordance with the law and licenses obtained by the Comarch Group,
- using third-party software only within the scope of granted licenses,
- protecting intellectual property, patents, trademarks, and other industrial property rights of the Comarch Group,
- protecting the interests of the Comarch Group, especially financial and legal,
- caring for the high quality of offered products and services,
- managing risks covered by the policy,
- managing intellectual property and licenses.

We aim to achieve the above goals through employee training and acting in accordance with procedures organizing the process of evaluation, selection, and acquisition of software as well as the storage of software licenses for the internal needs of the Comarch Group: tooling and office software, programming components, and source codes used in Comarch Group products, as well as programming components and source codes used in programming services implemented so that the results of the Comarch Group's work become the client's property (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 Centre 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, among others:

- 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 enables Comarch S.A.S. 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.

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 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.

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.

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

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.

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 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.

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

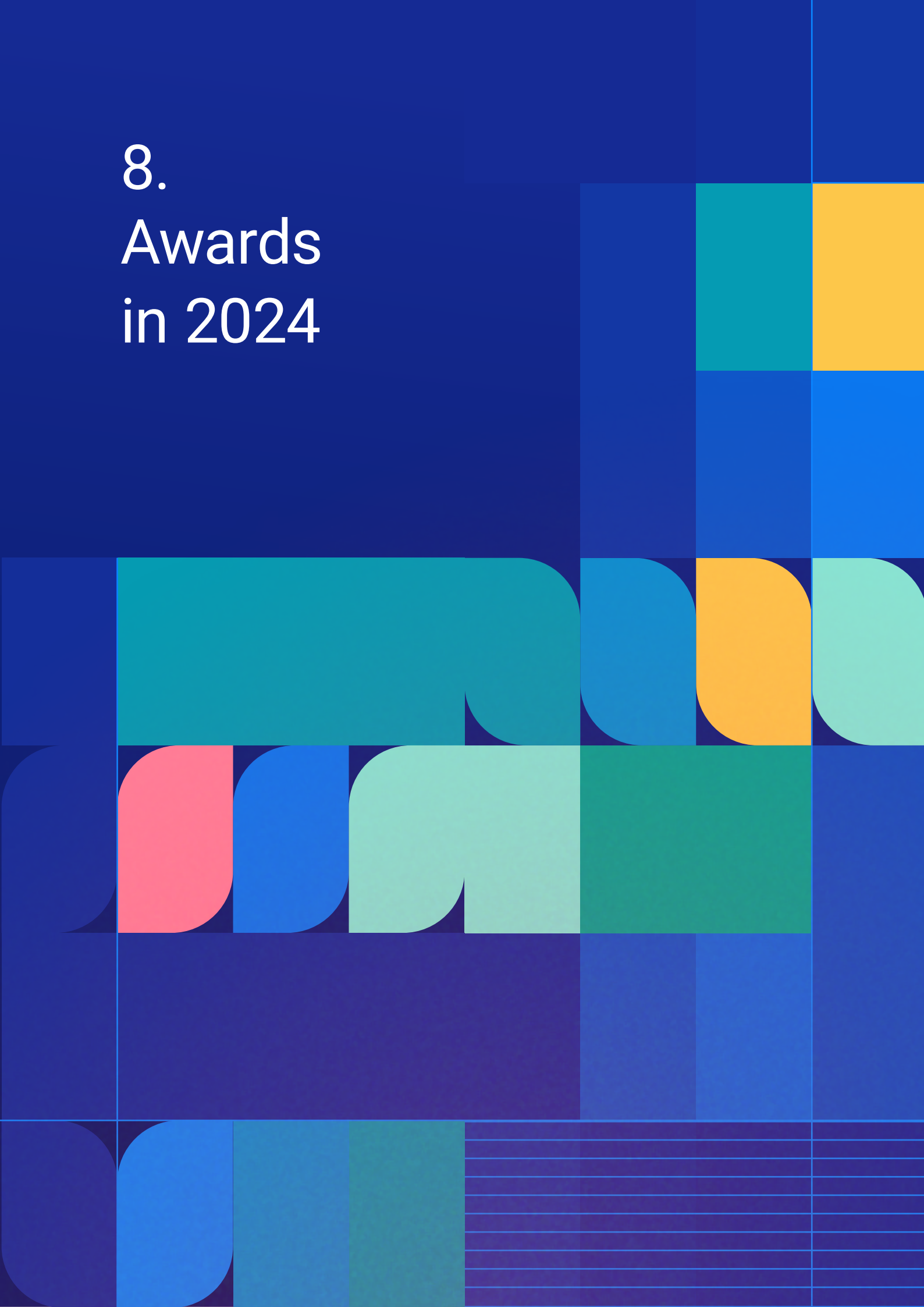
- Risk of violation of ethics, corporate responsibility, respect for human rights and environmental protection,

- 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. Awards in 2024



Awards in Rankings and Competitions

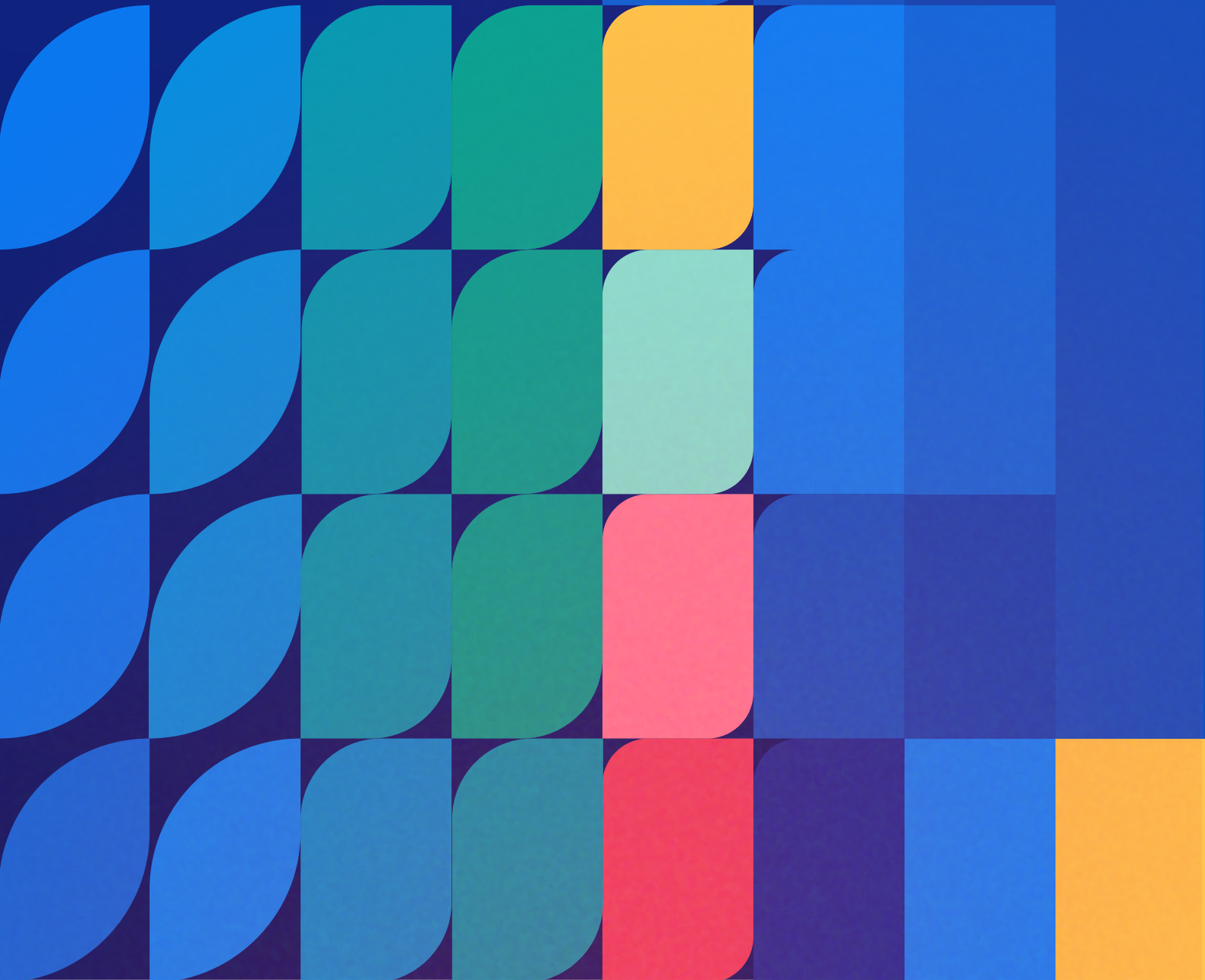
| | |
|--|--|
| Opole+ Application | Created by the Comarch and Solid Solutions Consortium, it was recognized at the Smart City Awards in the Smart City Solution category. The integration of key city services into one mobile platform was appreciated. Opole+ allows residents, among others, to make electronic payments, book services, and access local information, significantly facilitating the use of the city's offerings. |
| Poland Enterprise Application Software Market Analysis and 2023 Vendor Shares | 2 nd place among ERP system providers and 1 st place among Polish manufacturers. |
| COMPUTER WORLD TOP200 | 1 st place in the category of the largest providers of Enterprise Resource Planning systems (IDC). |
| ITwiz BEST 100 | 1 st place in the category of highest ERP system sales. 2 nd place in the category of highest sales to the SME sector. |
| Patrimonia | The "Digital Innovation" award in the "Advisory/Analysis" category at Patrimonia, the largest wealth management industry event in France. |
| The WealthBriefing MENA Awards | Awards in the categories "Best Risk Profiling Solution" and "Best Client Onboarding Solution" at The WealthBriefing MENA Awards 2024 event. |
| FINNOVEX Qatar Summit | Award in the category "Excellence in Wealth Management Solutions" during the 25th edition of the FINNOVEX Qatar Summit 2024. |
| WOA Digital | Award in the category "The Best Factoring Software Europe 2024" at the WOA Digital event. |
| Banking Tech Awards | Award in the category "Best Digital Solution Provider – Banking Tech" during the Banking Tech Awards 2024 organized by FinTech Futures. |
| GITEX Global | The "MenaTech Editor's Choice Award" at GITEX Global 2024, the world's largest technology exhibition held in Dubai. |
| IBSi Digital Banking Awards | Award in the category "Regional Winner: Europe" for Comarch along with Credit Agricole during the IBSi Digital Banking Awards 2024 organized by IBSintelligence. |
| Decavi Life-Insurance Awards | The "Digital Trophy" award for Comarch's client, Vivium, during the Decavi Life-Insurance Awards event. |
| DataNews CIO of the Year, ICT/Digital Project of the Year | Nomination for the "ICT/Digital Project of the Year 2024" award for the cooperation between Comarch, P&V Group, and Ensar NV at the CIO of the Year event organized by Data News in Belgium. |
| Decavi Life-Insurance Awards | The "Digital Trophy" award for Comarch's client, Vivium, during the Decavi Life-Insurance Awards event. |

| | |
|--|---|
| DataNews CIO of the Year, ICT/Digital Project of the Year Nomination | Nomination for the “ICT/Digital Project of the Year 2024” award for the collaboration between Comarch, P&V Group, and Ensar NV during the CIO of the Year event organized by Data News in Belgium. |
| IDC MarketScape Report 2024: European Compliant E-Invoicing Vendor Assessment | Comarch was recognized as a leader in European e-invoicing. IDC experts appreciated the comprehensiveness and innovation of Comarch’s solutions, emphasizing their ability to support international e-invoicing operations in compliance with dynamically changing regulations. |
| 2024 Pipeline Innovation Awards | Comarch products were awarded in six different categories, including the most prestigious – Editor’s Choice. |
| Małopolska Golden Hundred 2024 | Comarch was honored with the prestigious title of “Company of the Year.” |
| Broadband Nation Awards 2024 | Comarch was a finalist in the competition. The jury highlighted an innovative solution increasing broadband efficiency in the category Best Converged Solution—Cable & Connectivity. |
| European Economic Award 2024 | Comarch was honored with the prestigious European Economic Award 2024. |
| FutureNet MENA 2024 Awards | Comarch was among the finalists. Innovative solutions developed by the company earned a nomination in the Network Sustainability category. A second nomination, in the Automation Solution category, was awarded for the comprehensive overhaul of the OSS system of a major operator in the Middle East. |
| Asian Telecom Awards 2024 | Victory in two contest categories – AI Initiative of the Year - Japan and Technology Innovation of the Year - Japan. |
| BEPOLUX | Comarch recognized as the best Polish company in Luxembourg. |
| Telecom Review Excellence 2024 | Winner of the award “Best Digital Transformation Provider - Middle East.” |
| FinTech Futures Awards | Winner in the category Best Digital Solution Provider - Banking Tech. |

Mentions in Industry Reports

| | |
|---|---|
| Comarch mentioned in the IDC MarketScape Report: Worldwide Field Service Management Applications 2023–2024 Vendor Assessment | Comarch was classified in the Major Players category in the IDC MarketScape 2023–2024 report concerning field service management applications worldwide. This extensive publication, containing detailed analysis and evaluation of industry leaders, recognizes Comarch’s competencies as well as its contribution to the dynamically evolving telecommunications market. |
| Gartner | <p>Comarch Loan Origination in the “2024 Market Guide for Commercial Loan Origination Solutions” from September 2024.</p> <p>Comarch Business Banking in the “Market Guide for Digital Banking Multichannel Solutions” from September 2024.</p> <p>Comarch Open Platform in the “Market Guide for Commercial Banking Cash Management and Trade Finance Solutions” from November 2024.</p> |
| Forrester | <p>Comarch Wealth Management in “The Forrester Wave™: Digital Wealth Management Platforms, Q1 2024” from February 2024 and in “The Forrester Wave™: Customer Identity And Access Management Solutions, Q4 2024” from December 2024.</p> <p>Comarch Identity and Access Management in “The Customer Identity And Access Management Solutions Landscape, Q3 2024” from June 2024.</p> |

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,



quality and innovation as goals set individually to our own work,



open cooperation for the common good,



building and maintaining trust among colleagues and business partners, respect, understanding and assistance regardless of our positions or diversity of views.

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.

Professionalism and passion

Our team comprises a group of exceptional individuals who are not only experts in their fields but also put their hearts into what they do. Each of our employees stands

out for their professionalism, commitment and positive attitude, which makes working with them a pure pleasure.



Their knowledge, creativity and open-mindedness enable our company to continuously develop, and our customers can rely on the highest standard of service. They are the ones who create a unique atmosphere, building trust and shared success.

of our employees is completely different. But what we all have in common the passions that everyone has. The different talents we develop include painting, poetry, bee keeping, sailing, archaeology, rugby and even beat boxing.

and foremost, Comarch is a group of individuals with whom I enjoy spending I value stability and, at the same time, flexibility, which allows me to maintain a balance between work and private life.

Sonia Kulma, Consultant, ERP Systems Trainer.

Average training hours per employee (by gender)

| Comarch SA | | Average number of training hours |
|------------|--|----------------------------------|
| | | [h] |
| Women | | 19,32 |
| Man | | 23,78 |
| Total | | 22,29 |

| Grupa Comarch | | Average number of training hours |
|---------------|--|----------------------------------|
| | | [h] |
| Women | | 16,85 |
| Man | | 21,10 |
| Total | | 19,64 |



Sales Team, Comarch ERP

Pro-worker initiatives, charity initiatives, and contests

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



Cycling to work

In the spring and summer months, we encourage people to come to work by bike, developing the bicycle infrastructure (e.g. racks, closed bike rooms, repair stations and changing rooms with showers) and providing occasional bicycle-related activities (organisation of bicycle services for the company's employees, participation in "Cycle to work – home, bike, work... and so on, round and round" campaign organised by City of Kraków, or the „Cycling breakfast" which took place once again in Comarch's Polish branches). 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"

Good employee energy is at the heart of a well-functioning organisation. That's why the well-being programme "Catch the Balance – Body, Emotions, Healthy Lifestyle" was continued at Comarch in 2024. As part of the project, our employees (on the occasion of, among others, International Women's Day and in November – month

of solidarity with men fighting prostate cancer) could meet with mental health and diet experts, exercise with physiotherapists, read articles on healthy diet, ergonomics, and time management.

Towards a common goal

We also encourage our employees to be physically active in disciplines other than running or cycling. In 2024, football enthusiasts were treated to the Comarch World Cup, which was not only an opportunity to compete, but also, and above all, to have fun. For the past few years, the event has been held at the Cracovia Training Centre and every year it is full of spectacular action, goalkeeper parades and spectacular goals. During this year's edition, all teams received commemorative cups from the Chairwoman of the Supervisory Board, Elżbieta Filipiak, while the three best teams were additionally awarded medals.

Summer Likes Comarch

We organised a three-month summer holiday photo competition with financial prizes and gift vouchers for the winners. Participants had two categories to choose from: social media and digital photography.

Mountaineering club

After a long break, our Mountaineering Club has also returned to the trails. Workers from many Polish branches set off from Kraków to enjoy the mountain scenery together in spring and fall. This year, they managed to visit the Tatra and Pieniny Mountains twice, and the choice of routes was tailored to everyone – from beginners to true stalwarts. Even though the routes were long and pretty challenging, the stunning views made every step worth it.

Megapicnic

Sunny weather, good spirits, and more... In September, our employees once again had the opportunity to meet at the Megapicnic. This year's picnic, which took place at the Cracovia Training Center in Rączna near Kraków,

was also attended by colleagues from branches such as: Bielsko-Biała, Częstochowa, Gliwice, Katowice, Kielce, Lublin, Łódź, Mielec, Nowy Sącz, Rzeszów, Tarnów, and Warsaw. The Cracovia Academy also ensured that children and young people could spend their time actively. The youngest participants had the opportunity to take part in a mini football training session under the supervision of coaches.

Comarch riding high waves

They felt like fish in water! In June, the first swimming competition took place at the Comarch swimming pool in Kraków. Participants competed in three categories: 100 m freestyle, 50 m freestyle, and family relay. The sporting event was led by a former coach and coordinator of the national team, while the time was measured using specialized measuring equipment used in professional competitions. This allowed our players to feel like pros.





The Royal Game

November also witnessed the first chess tournament at Comarch, which attracted chess enthusiasts from many locations, including Kraków, Katowice and Warsaw. Both decorated competitors and promising players took part in the competition, ensuring a variety of styles and exciting matches. The tournament went down in a friendly and sportsmanlike atmosphere. Employees from different departments and branches had the opportunity to get to know each other better and share their common passion. There were also fans cheering on their friends and family, and live commentary added to the excitement of the competition.

a round-robin basis in the BO1 format. Then, the best team from each group advanced to the knock-out stage, where they played the semi-finals, the third-place match and the final in the BO3 format.

Ticket to Ride... and other games!

In a world full of technology and digital entertainment, board game meet-ups are a great opportunity to put down your phones and focus on face-to-face interactions. Our December board game party was a great example of this – an evening full of excitement, laughter and healthy competition.

E-sports challenges

Fourteen teams competed in Comarch's Counter-Strike 2 tournament, giving us a day full of excitement in a real e-sports setting. The tournament was split into two stages. In the first stage, the teams were randomly divided into four groups. The matches were played on



Popularisation of science and education

Since the beginning of its operation, the Comarch Group has actively collaborated with schools, universities and other educational institutions, including: AGH University of Science and Technology, Wrocław University of Technology, Silesian University of Technology, Jagiellonian University, Łódź University of Technology, or Lublin University of Technology.

In the past year, Comarch specialists also took part in various meetings with students in Poland and abroad, and career days. There are also staff initiatives in various branches of the company that involve dedicating time to students at special courses or branch meetings, and to meetings with study circles. In addition, our specialists are keen to share their knowledge, producing many expert articles and original podcasts for the largest industry portals in Poland.

Summer IT internship

Last year marked the 22nd edition of Comarch's summer IT internship programme. The summer internship programme is aimed at students from the best technical universities in Poland. The commitment of the entire

company to welcoming interns means that the refined formula of the internship programme is being developed and enriched with new elements. As a result, the internship programme is very popular and has an excellent reputation among the students of IT and related programmes.

In the recruitment process, candidates were first faced with tests, and the knowledge and competences of the students who scored best in the tests were further verified at interviews conducted by their future supervisors.

The internships were held in 10 cities in Poland, and students had 5 profiles to choose from: software development, systems engineer/DevOps, Cyber Security, business analysis, and mobile applications.

For the 3 months of the paid internship, students worked in teams of several people under the guidance of experienced Comarch employees who acted as supervisors of the internship groups. It was the experience, good preparation and talent for imparting knowledge of the internship supervisors that the interns particularly appreciated. They stressed that by the nature of the work, the opportunity to learn about complex applications and databases, the internship was a unique experience, impossible to gain in the course of projects organised as part of a university course.



I would recommend an internship to anyone considering a career in IT. This is an excellent opportunity to test your knowledge, learn lots of new things and find out whether this is a job you want to pursue in the future.
– **Justyna Kożuch**, former intern, currently Frontend Developer at Comarch.

10.

Corporate Social Responsibility (CSR)



Corporate Social Responsibility (CSR)

Working together for animals

As part of World Animal Day celebrations, we held a fundraiser to support animal care, purchase food and necessary supplies. Thanks to the commitment of our staff, we have been able to help homeless animals in 11 cities. Donations were sent to, among others: The Jedno Serce Nie Da Rady Animal Foundation, the Association for Homeless Animals in Żywiec – Futrzany Los, the Promyk Shelter, and the Niechciane i Zapomniane Foundation – SOS dla Zwierząt.



Christmas charity

In 2024, we once again stepped into the role of Santa Claus, making the dreams of those in need come true. As part of our fundraising activities, we have supported children's homes, hospices, foundations and other institutions. Thanks to our staff, the residents of each facility were able to experience the holiday season, filled

with peace and joy, even if only for a moment. Our aid reached, among others: The St. Lazarus Hospice and the Parkowa Care and Education Centre, the Pomóż Im Foundation, the Rev. E. Dutkiewicz Hospice in Gdańsk, the Felician Sisters Hospice, and the Wrocław Children's Hospice Foundation.



Running and helping

In 2024, running enthusiasts from various branches decided to take part in a number of external sporting events, some of which were of a charitable nature, such as the run for children in France, the "Lucky 13" run in Łódź, or the Company Run in Wrocław. Among dozens of other events attended by our teams, we can mention, among others, the PKO Rzeszów Half Marathon, the Warsaw Independence Run, the Silesia Half Marathon, the Piotrkowska Street Run, the Puszcza Festival, the Marceliński Spring Run, and the Run with a Whistle for Health.



The annual competition with Comarch consistently attracts a large number of employees who want to help others in even the smallest way. Not everyone can afford financial support, but each of us can contribute a valuable kilometre, which will ultimately contribute to the completion of the task. There was no lack of motivation – this year we helped individuals and families affected by cancer.
– **Aleksander Syrek**, Chief EB specialist at Comarch/coordinator of the campaign.

Precious kilometres

Two months of competition, two tasks to be completed, two categories, one common goal – financial support for a chosen charity organisation. Several hundred employees took part in last year's Comarch ONrun/ONbike competition and collectively cycled and ran more than 73,000 km. Thanks to the commitment of our staff, we were able to achieve our goal and provide financial support to the Rak'n'Roll Foundation.

Green help

This unique event brought together not only our Comarch team, but also their families and many residents of Kraków. The October tree planting campaign in Kraków's Aviators Park was not only an opportunity to spend time together outdoors, but also a step towards creating a more sustainable environment. Thanks to the commitment of all participants, we managed to plant as many as 400 common lilac and coral lilac seedlings, as well as hazel trees, which now adorn this beautiful park. Each new tree we planted is not only a decoration for the landscape, but also a real contribution to improving quality of air and life.



Calendar

March

- złapbalans well-being program: International Women's Day
- Start of the spring edition of job fairs

August

- End of the ComarchONbike/ONrun challenge

April

- PKO Half Marathon in Rzeszów
- #złapbalans well-being program: Brain Hygiene
- End of the spring edition of job fairs
- Spring Outdoor Cinema

September

- End of the summer IT internship
- Mega Picnic
- Comarch World Cup
- Poland Business Run – Kraków
- Vikings Run in Łódź
- 4RestRun in Kraków
- Three Mounds Run
- Fundraiser for World Animal Day
- Flood Relief Drive in Kraków
- Mountain hike in the Pieniny Mountains
- #złapbalans well-being program: Webinar on the Inner Critic

May

- Silesia Half Marathon
- Piotrowska Street Run
- Puszcza Festival
- Corporate Run in Wrocław
- Skawina Run
- IT Championships – Lublin
- Marcelesiński Spring Run
- #złapbalans well-being program: Webinar on Emotions
- Participation in the "Two Hours for Family" campaign
- Mountain hike in the Western Tatras

October

- End of the Summer Likes Comarch photo contest
- Webinar on Communicating with Animals
- Gliwice Half Marathon
- #złapbalans well-being program: Webinar with a Nutritionist
- Cracovia Royal Half Marathon
- Meet & Greet with Cracovia Athletes
- Counter-Strike Tournament
- Mountain hike in the Tatras
- Tree Planting Action in Kraków
- "The Art of Motivation in a Pressure-Filled World"
 - meeting with Cracovia athletes

June

- Survival Race in Poznań
- "Whistle for Health" Run
- "High-Five for Kids" Run in Łódź
- Swimming Competition in Kraków

November

- Independence Run – Warsaw
- Movember Awareness Month
- Chess Tournament
- Autumn Cinema Night
- Board Game Evening

July

- Start of the summer IT internship
- Warsaw Uprising Run
- Start of the ComarchONbike/ONrun challenge
- Launch of the Summer Likes Comarch photo contest

December

- Holiday Donation Drive
- Christmas Gatherings
- Board Game Evening
- Winter Cinema Night

CSR Activities Carried Out by MKS Cracovia SSA

Organization and cooperation with fan clubs and associations

KS Cracovia actively cooperates with fan clubs and associations, organizing joint actions aimed at promoting the club and building awareness of its presence in Krakow and the Małopolska region. An important element of this cooperation are events such as Children's Day, where activities for children are organized. Together with fans, accompanying events to matches are also prepared, which allows the club to fully integrate with the local community. Such activities strengthen the sense of belonging of the fans to the club.

Support of the Seniors' Council

Cracovia cooperates with the Seniors' Council, which includes former players and people distinguished for the club. The Council organizes activities aimed at continuing the traditions and history of the club. Members of the Seniors' Council also participate in organizing various events, such as meetings or ceremonies related to the club's past. Thanks to this, the history and values of Cracovia are nurtured across generations.



Thematic meetings related to the history of Poland and Cracovia

Cracovia regularly organizes events that combine sport with historical education, such as meetings devoted to the

history of Poland and the club. In June 2024, the Cracovia Collectors' Memorabilia Rally took place. Thematic matches are also organized, which remind about important historical events, such as the Warsaw Uprising. Thanks to these initiatives, the club becomes a carrier of patriotic values.

Support for the great Orchestra of Christmas Charity

The Great Orchestra of Christmas Charity is one of the regular charity actions supported by Cracovia. The club actively engages in organizing auctions where unique items related to the team can be won, such as match jerseys with autographs. The proceeds from these auctions are donated to charitable causes, which allows supporting those in need. Cracovia proudly participates in this important initiative, involving its players and fans.



Opposition to racial discrimination

Cracovia is a club that actively promotes equality and opposes all forms of discrimination, including racism. Every year, on the International Day for the Elimination of Racial Discrimination, the club publicly presents its position expressing opposition to all forms of racism. The club also organizes educational events and social campaigns aimed at raising awareness among fans about the importance of tolerance and respect for other cultures.



Support for hospitals and educational facilities

Cracovia engages in charitable aid by organizing actions such as the Teddy Bear Toss, during which fans bring stuffed animals to matches. After the team scores a goal, the stuffed animals are thrown onto the pitch and then donated to children in hospitals and orphanages. This initiative allows sports events to be celebrated while simultaneously supporting young patients, bringing them joy and a sense of support.

Supporting the idea of blood donation

Cracovia encourages its fans to participate in blood donation drives organized during matches. The club facilitates the organization of mobile blood donation points during sports events. Cooperating with the Honorary Blood Donors Club of the Polish Red Cross Kraków - Opatkowice, Cracovia supports this important initiative by promoting public awareness about the need for blood donation. This is an example of the club's involvement in socially beneficial actions.

Educational campaigns in schools

Cracovia organizes educational campaigns such as #PasiastaWizyta and #PasyZWiedzą, aimed at promoting physical activity and a healthy lifestyle among children. The club engages students to participate in meetings with players, where children learn values related to movement and cooperation. These activities are designed to inspire young people to take care of their health and develop sporting passions.





European Day Against Discrimination of People with Disabilities

As part of its activities supporting people with disabilities, Cracovia is involved in the observance of the European Day Against Discrimination of People with Disabilities. The club organizes events aimed at raising awareness among fans about the importance of ensuring equal rights and opportunities for people with disabilities. Additionally, Cracovia cares for the comfort of disabled persons by providing them with access to adapted seats in the stadium and organizing special events.

Cooperation with rehabilitation centers

Cracovia cooperates with rehabilitation centers by organizing stadium tours and enabling young people to attend the club's home matches. The club is engaged in activities aimed at supporting young people in difficult life situations by offering them the opportunity to experience sports. This is an important part of actions promoting social integration and equal opportunities.

Organization of football and sports tournaments

Cracovia organizes various football and sports tournaments, such as Akademia Klasy Ekstra and Ekstra Talent, which involve youth in sports competition. These competitions take place at the club's facilities, giving young players a chance to develop and improve their skills. The tournaments also serve as family events, involving not only children but also their families and guardians.

Organization of stadium tours for people with disabilities

Cracovia ensures that people with disabilities have full access to club events, including the possibility of stadium tours. The club has prepared a special route adapted to the needs of wheelchair users. Thanks to this, people with disabilities can fully enjoy the club's offerings and feel included in the sports life. This is an example of actions promoting social inclusion.



Assistance for victims Christmas campaign and events

Every year, Cracovia organizes events related to holiday celebrations, such as the New Year's Training or the Pasiasta Choinka actions. The club is involved in preparing these events, which integrate the fan community and the local environment. This is an opportunity for joint celebration but also for engaging in charitable and support actions.



Cultivating Fan Day

Together with fans and fan associations, Cracovia organizes the celebration of Fan Day. This event allows fans to integrate with the club and is an opportunity to celebrate their passion for sport together. Fan Day is also a moment when Cracovia thanks its supporters for their backing of the team throughout the year.

Pasiaste Motyle

Pasiaste Motyle is a project aimed at integration and leveling social opportunities, within which a team for children with intellectual disabilities is created in the Cracovia Academy.

The coach of Pasiaste Motyle is Paulina Wszolek, a smiling, empathetic, and passionate student of occupational therapy specializing in working with disabled people at the Academy of Physical Education in Kraków. She has previously participated in projects aimed at children. In Krosno, she coached the "World Champions," a football team for people with intellectual disabilities. She was also a coach in the "Academy of Agile Toddler" project, offering movement classes for children aged 2-5 years.



11.

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