

Corporate Social Responsibility Report

MakoLab
2022







Given the size of MakoLab S.A. and the extent of its operations, the company has a considerable impact on its environment, particularly in economic and social terms. Sustainable development has been a cornerstone of our strategy from the very beginning and the management board believes that this has contributed significantly to our market success. In view of our business profile, the key aspects of sustainable development for us are social issues relating to employment, human rights and diversity management, especially as far as our managing and supervisory bodies are concerned. The board considers compliance with the relevant standards to be vital not only to the proper management of the company's human resources, but also to ensuring the potential for its long-term development and the maintenance of its competitive advantage. In terms of sustainable development, the matters we deem essential are the constant improvement of management quality, the important role played by soft motivational factors, the promotion of physical and cultural activities amongst our staff, increasing the awareness of diversity at all levels and continually bettering our management procedures. The company also consistently supports local social initiatives and numerous charitable campaigns.

MakoLab S.A. runs an ongoing programme of activities directed towards protecting the natural environment and promoting a pro-ecological attitude amongst the staff. Climate-related concerns are a priority for the management board and are given full consideration both in our current operations and when planning new investments. This is reflected not only in our office buildings, which feature low emissions and energy-efficient solutions, but also in our internal regulations for workplace organisation, including company-wide solutions for segregating waste. At the same time, we work to build climate awareness amongst our staff, propagating and supporting pro-environmental initiatives. The company's ecological priorities include reducing our carbon footprint and minimising the amount of waste we generate, while maximising our recycling levels.

Wojciech Zieliński, President of the Board, CEO

MakoLab is a digital project house, a team of technology experts accomplishing projects in the digital transformation field. Our priority is providing our clients with the best possible support so that they can achieve their business goals. In line with our watchword, User-Inspired Solutions, we fuse engineering skills and creativity to create intuitive IT tools for ordinary end users.

Our focus is on building effective and lasting bonds between brands and their users by applying digital tools to solve current tasks and problems. In the era of the experience economy, we provide our clients with dedicated solutions and digital platforms designed to build relationships with their users, grow their businesses and develop their market value. We take on digital transformation projects for global concerns and sector leaders. Our solutions are providing support to clients from more than one hundred countries around the world, particularly in the automotive, financial, real estate and consumer goods sectors.

About MakoLab

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MakoLab

Company details

Company name:	MakoLab Spółka Akcyjna
Legal form:	Spółka Akcyjna (joint-stock company)
Country of incorporation:	Poland
Registered office:	Łódź, Poland
Address:	ul. Ogrodowa 8, 91-062 Łódź
National Court Register number:	KRS 0000289179
REGON:*	471343117
VAT number:	7250015526
Registering court:	District Court for Łódź-Śródmieście, 20th Department of the National Court Register
Telephone:	+48 42 683 74 60
Fax:	+48 42 683 74 99
e-mail	info@makolab.com
Website:	http://www.makolab.com

*National Official Business Register number

Shareholder Structure

The shareholder structure is shown in Table 1.

Shareholder	Total number of shares	Number of free float shares	Share of votes at the Shareholders' General Meeting
Krzysztofa Sopek	2,134,362	24,362	30.55%
Mirosław Sopek	2,134,362	24,362	30.55%
Others	2,718,256	2,438,256	38.90%
Total	6,986,980	2,486,980	100.00%

Table 1. MakoLab S.A.'s shareholder structure as at 14.02.2023, showing shareholders holding at least 5% of the votes at the Shareholders' General Meeting.

There are 2,486,980 company shares listed on the NewConnect alternative trading system run by the Warsaw Stock Exchange.

Summary of financial results

MakoLab S.A. publishes its financial results regularly at <https://makolab.com/pl/relacje-inwestorskie>. A summary of the results obtained by the company for the reporting period is shown in Table 2. The values are given in PLN thousands.

		Q1-Q4 2022	Q1-Q4 2021	Change
Total sales:	PLN K	69,161	54,489	27%
of which, foreign sales:	EUR K	12,015	9,445	27%
Sales result:	PLN K	3,673	1,655	122%
EBITDA:	PLN K	5,420	3,786	43%
Result for other operational activities:	PLN K	415	626	-34%
Result for financial activities:	PLN K	614	-20	-
Profit (loss) gross:	PLN K	4,702	2,261	108%
Profit (loss) net:	PLN K	3,803	1,740	119%

Table 2. Financial results obtained by the company for Q1-Q4 2022 and Q1-Q4 2021.



The capital group

Entities with ownership ties to MakoLab S.A. as at 31.12.2022.

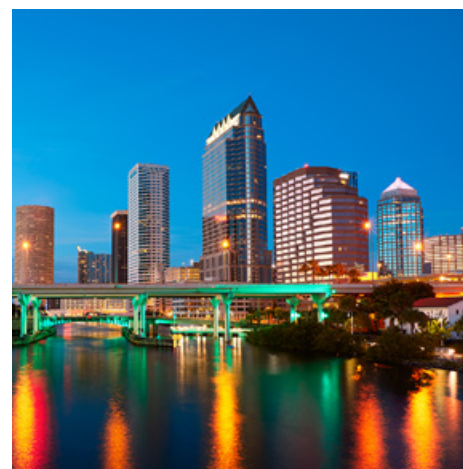
Subsidiaries



MakoLab Consulting Sp. z o.o., which has its registered office in Łódź, Poland. MakoLab S.A. holds 60% of the shares and 60% of the votes at the Shareholders' General Meeting. The company provides consultancy services in the sphere of strategic, change and project management, process optimisation and managing large quantities of data.



MakoLab UK Ltd., which has its registered office in London. MakoLab S.A. holds 100% of the shares and 100% of the votes at the Shareholders' General Meeting. MakoLab UK Ltd. provides digital agency services throughout the United Kingdom.



MakoLab USA Inc., which has its registered office in Tampa, Florida. MakoLab S.A. holds 100% of the shares and 100% of the votes at the Shareholders' General Meeting. The company provides digital agency services, including the promotion of the LEI.INFO solution on the American market.



MakoLab DE GmbH, MakoLab DE GmbH, which has its registered office in the Unterföhring district of Munich. MakoLab S.A. holds 100% of the shares and 100% of the votes at the Shareholders' General Meeting. The aim of MakoLab DE is to strengthen the company's presence and increase its sales in the DACH region, which is to say, Germany, Austria and Switzerland.

In comparison to MakoLab S.A.'s operations, the subsidiaries' economic activities are small in scale. As such, their financial data are not crucial to MakoLab S.A.'s results. For that reason, and on the basis of Article 58 of the Accounting Act of 29th September 1994 (Dz. U. [Journal of Laws] of 2013, item 33), the management board of MakoLab S.A. took the decision not to compile a consolidated report.

Selected financial data

for MakoLab S.A.'s subsidiaries and not included in the consolidation are shown in Table 3. The values are given in PLN thousands.

	MakoLab Consulting Sp. z o.o.	MakoLab UK Ltd.	MakoLab USA Inc.	MakoLab DE GmbH
MakoLab S.A.'s share:	60%	100%	100%	100%
Net revenues from sales:	834.26	63.27	1,649.32	1,649.94
Value of fixed assets:	-	-	-	-
Value of current assets:	283.28	533.97	404.05	686.13
Equity, including:	87.06	586.57	404.05	272.48
share capital:	285.00	0,53	44.02	58.62
supplementary capital:	300.00	-	-	-
reserve capital:	51.30	-	-	-
revaluation reserve:	-	-	-	-
Result for previous years:	585.25	607.23	252.11	173.66
Financial result:	36.01	20.13	107.92	40.20
Payables and reserves:	196.22	1,120.54	-	413.65
Balance sheet total:	283.28	533.97	404.05	686.13

Table 3. Selected financial data for MakoLab S.A.'s subsidiaries for Q1-Q4 2022.

Corporate governance

At MakoLab, business is very much more than providing services and solutions. Our approach to our clients, partners and associates is distinctive. We build lasting relationships which are grounded in an ethical attitude towards others and mutual respect, values that we work to promulgate amongst our staff and that help us to operate effectively, continually opening the door to talks about new projects.

Integrated management system

We collaborate with companies operating in the global arena. As a result, we are capable of meeting the most rigorous regulatory requirements for project management and information security. Daily working practices at MakoLab have long been rooted in ISO standards. At present, we are compliant with ISO 9001:2015 and ISO/IEC 27001:2014, as our Integrated Management System Policy bears out.



ISO 27001

MakoLab S.A. is accredited for compliance with the PN-ISO/IEC 27001:2017 information security management system. By the same token, we can certify that we ensure the security of the data we process in every area of the services and solutions that we offer.



TISAX

Trusted Information Security Assessment Exchange, or TISAX, is the security management standard for the automotive industry. TISAX accreditation confirms that MakoLab's work on projects complies with the stringent regulations covering the processing and exchange of information. We can therefore certify that we ensure the highest class of security for the data we process in the course of our collaboration with global leaders in the automotive sector.

Environmental, Social and Governance



Our guiding principles

In respecting the natural environment, we begin with ourselves, observing nine fundamental principles both within the company and beyond.

For details of our environmental management outcomes, please see the chapter entitled **Respecting nature**, which begins on page 26.

1

Comply with the law and international rules designed to protect the environment.

2

Rationalise in order to reduce the use of raw materials and natural resources, achieving the lowest possible level of water, energy, fuel and paper consumption.

3

Manage waste responsibly, by minimising the quantities generated, using selective collection, maximising recycling and sending it for neutralisation.

4

Educate and encourage staff members to get involved in environmental protection activities and pro-ecological management.

5

Promote the concepts of environmental protection among clients by implementing innovative solutions in the field, using pro-ecological insurance offerings and active marketing.

6

Actively promote sustainable transport, including cycling and taking public transport to commute to work and the use of video conferencing for daily business operations.

7

Nurture natural diversity both within the company and beyond.

8

Hold an open dialogue with our stakeholders as a way of seeking innovative, pro-ecological business solutions.

9

Communicate responsibly and ethically about our impact on the environment, via the channels we use in our business operations.

EcoMako

When we were hunting for a new HQ a few years ago, we were determined to select a place that accorded with our values. The office facility at ulica Ogrodowa 8 was designed to incorporate state-of-the-art construction technologies in line with the principles of green building and sustainable development. This is attested to by the internationally recognised **BREEAM** certificate awarded to it. These certificates are only granted to buildings where modernity and the highest levels of comfort go hand in hand with effective care for the natural environment, users and local communities. The aspects they cover include energy efficiency, the use and sustainable management of natural resources, land use, ecology, air quality and noise emissions, among others. We have the use of electric vehicle charging stations and parking for one hundred and fifty bicycles, along with changing rooms and showers. Our hot water is warmed by heat recovered from the server room and, as far as possible, the water we use is rainwater. Energy efficiency is another of the many environmentally friendly features.

At MakoLab, segregating waste is second nature to us and we never print anything out without first considering if we really need to.



Asset Performance:
Excellent
72.5%

<https://bregroup.com/products/breeam/>



2 independent power sources



an advanced air-conditioning and ventilation system, providing 60% more fresh air



electric vehicle charging stations in the underground parking facility



an infrastructure for cyclists; stands, changing rooms and showers



heat is recovered from the server room and used to heat water; rainwater is used to flush the toilets



LED lighting in all the common areas



a smart building management system



24/7 access control and professional security



certificates: BREEAM Excellent and WELL Health-Safety rating

MakoActive

We love taking action and we love to help. For years now, we have been involved in a **nationwide Christmas effort, Noble Gift**. We ran a **Give a computer a new lease of life** campaign, collecting equipment for children whose lack of a computer meant they had difficulty accessing their lessons and schoolwork during the COVID-19 pandemic. We are involved in assisting **Fundacja Dom w Łodzi (A Home in Łódź Foundation)**, a charitable foundation running a children's home. We have held an auction to raise money for the foundation and created Christmas cards which helped to spread the idea of donating to it. **We are also helping our friends in Ukraine**, both on our own initiative and by joining larger campaigns. It may be just a drop in the ocean of need, but we believe we are on the right track.

In 2022, the **Christmas tree went up in our offices** at the beginning of December, decorated with some rather unusual baubles that contained hand-written inscriptions. Some expressed **the individual Christmas dreams** of children under the wing of **Fundacja Dom w Łodzi** and some voiced **the collective dream** of those in the care of **Fundacja Mały Duży Człowiek (the Small Big Person Foundation)**. Our staff were free to take a 'dream bauble' from the tree, knowing that doing so committed them to helping Santa Claus out by providing the gift the writer had described on the decoration. Needless to say, our staff stepped up to the task and not a single dream bauble was left hanging on the tree! Thanks to the MakoLabbers' combined efforts, all the children's wishes, individual and collective, came true.

In 2021, we printed a thousand **Christmas cards**, which included a substantial backup. They all featured one of twelve seasonal drawings created by some very young, good souls who support the activities of Fundacja Dom w Łodzi on an everyday basis. In 2022, we gave the backups a new lease of life. Off they went, wending their way to our clients and business partners, telling them a story of the good deeds we can all do not only at Christmas, but the whole year round.

Our devoted marketing team sent out more than cards from our Łódź offices, though. In 2022, we also went for the unusual in the sphere of gifts to clients. Rather than generating a carbon footprint, not to mention adding to the strain on our friendly courier's back, we chose to support decarbonisation and wrote to our clients, telling them that we were making financial donations in their names. **The contributions went either to Fundacja DODO (the DODO Foundation)**, with its mission of protecting vanishing and endangered species in Poland and around the world in their natural environments and in conservation centres, or to **Posadzimy.pl**, an organisation involved in planting trees. Our clients' saplings will stand tall at the heart of the Polish Jurassic Highland.

When in doubt about what to do... do some good! This is the motto we have been guided by for the second year running, and we believe it will stay in our hearts for much, much longer.

More information:
<https://posadzimy.pl/firma/makolab/>



MakoLab Making Łódź greener

As a company, we operate in full awareness of the fact that our business decisions have a real impact on the world around us. Łódź is our city. It is dear to our hearts. We care about it, contribute whatever we can to its systematic development and are always happy to join prosocial initiatives launched by the local authorities and NGOs.

One example is the **Green Łódź** project, where local companies fund the establishment of oases of greenery in the city's squares. We are proud to be a part of it! At MakoLab, we are committed to making Łódź greener and fighting the onward march of concrete. We have a sense of responsibility towards the environment and so we always strive for sustainable development, sustainable resource management and the health and well-being of our fellow residents. The square in front of our offices is being transformed into a green enclave and, with three hundred square metres now given over to flora, the amount of planting has already outstripped our boldest expectations.

MakoLab has taken on seventeen square metres of the square and our involvement has allowed the city authorities to plant sixty-six shrubs, fifty-four grasses and one hundred and forty flowering plants there. We believe that our flowerbed will gladden the eyes not only of our staff, but also of everyone who passes by. We are also convinced that it will enhance their sense of well-being, since swathes of greenery like that act to reduce stress levels, providing a vision of calm, while the gentle, whispering rustle of the leaves has a soothing effect. Let it be a shared, green space for us all!

Climate change is one of the greatest challenges we are facing today. We have faith that we, the people of Łódź, will find a way through it and emerge unscathed. When it comes to transforming the fantastic projects our city authorities come up with into reality, MakoLab needs no persuading! Browse through our gallery to see some of the results for yourself.

During the summer holidays in 2022, we set up a **MakoMat** at our offices. A MakoMat?

In other words, a container of mixed meadow flower seeds. All of our staff were welcome to take as many of the seeds as they liked and sow them in their gardens.

What persuaded us to promote sowing meadow flowers?

- They provide shelter and food for pollinators, which extract nectar from them, as well.
- Their roots are as much as twenty-five times longer than grass roots. This means they need less watering. At the same time, a meadow absorbs twice as much water, helping to protect us against drought.
- They help to stabilise the soil and improve its ecology.
- They help us fight for good air. Thanks to their height, they are better at capturing the particles that cause smog and they lower the air temperature.

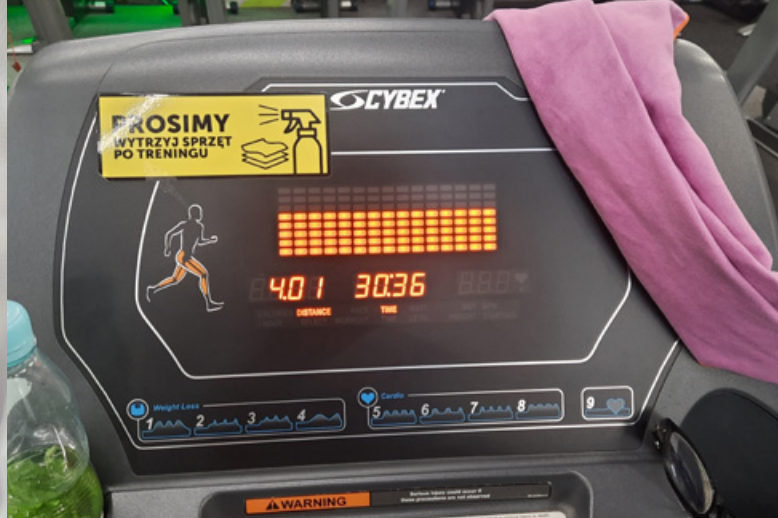
Plenty of staff members made the most of the opportunity and now Łódź is even lovelier and even more insect friendly.



We decided to take one of the islands of green on Wielka Orkiestra Świątecznej Pomocy Square under our wing because we identify completely with the idea of introducing greenery into the urban space and we're right behind any initiative that's designed to improve the comfort of life in Łódź. The junction of ulica Zachodnia and ulica Ogrodowa is now undoubtedly one of our city's landmarks and for us here, at MakoLab, it's a view from the windows of our headquarters at number 8 Ogrodowa street. As an IT company, we provide state-of-the-art solutions for businesses that make user comfort their priority. As residents of Łódź, it's important to us to live and work in an urban space that pleases the eye. We're delighted to be able to play an active part in making that happen.

Mirosław Sopek, PhD, founder of MakoLab





MakoLab runs to help

Every year, MakoLab takes part in the Poland Business Run charity event, pounding the roads in aid of an honourable cause which supports people who are physically disabled and women who have undergone a mastectomy. The event has always been a moment of integration for our company, even during the COVID-19 pandemic, when we joined the virtual runs held at the time.

Returning to the great outdoors in 2022, MakoLab entered six five-person teams. Although the majority of our thirty runners were men, women made up eighty per cent of some of our teams. Looking at the podium, we have to admit that we are certainly champions when it comes to shaping the event into a way of achieving other highly worthy goals simultaneously! The MakoLabbers optimised their time by engaging in family activities in tandem with the run... some exercised their dogs at an accelerated tempo, while others took their walks in their neighbourhoods at double time and lovers of mountains shifted into *prestissimo* as they tackled the peaks. There was no lack of contestants who decided to set new records, either! In total, the MakoLab teams ran approximately twelve hours, earning almost PLN 3,500 for Fundacja Poland Business Run.



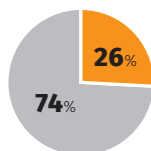
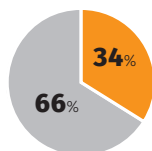
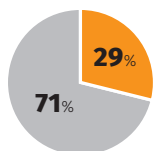
Staff numbers

Human resources are a fundamental factor in holding back production capacity. In order to carry on investing in new products and information technology, MakoLab needs staff members with the right educational background and a wide range of skills. We apply a flexible approach to managing our teams, continually optimising the allocation of our resources to current commercial projects and our in-house research and development work, which is focused on building new products and updating existing software not directly related to our contracts with clients. To do this, we use proprietary IT solutions.

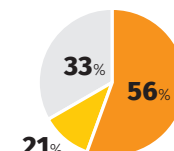
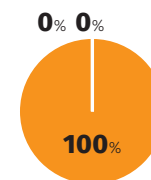
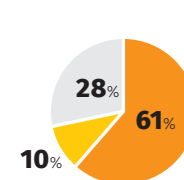


MakoPeople

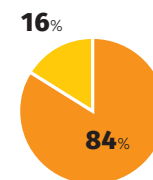
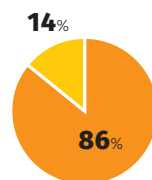
The following tables present our staffing status as at 31.12.2022.



Sex	All staff	Managers	Technical staff
Women	98	10	75
Men	236	19	210
Total	334	29	285



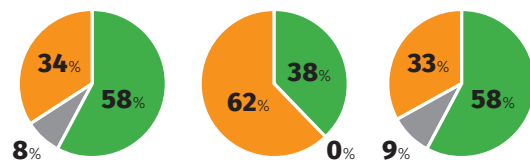
Education	All staff	Managers	Technical staff
Tertiary	205	29	160
Secondary	34	0	31
No data	95	0	94
Total	334	29	285



Education (with the lack of data spread proportionally)	All staff	Managers	Technical staff
Tertiary	286	29	239
Secondary	48	0	46
Total	334	29	285

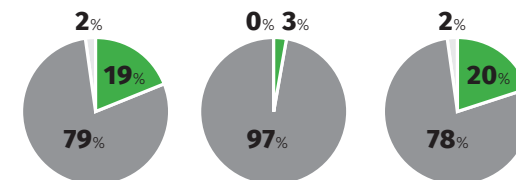
Seniority in years	All staff	Managers	Technical staff
Women	4.7	8.85	4.18
Men	4.5	9.34	4.06

Age in years	All staff	Managers	Technical staff
Women	35.7	42.3	33.6
Men	36.5	45.8	35.4

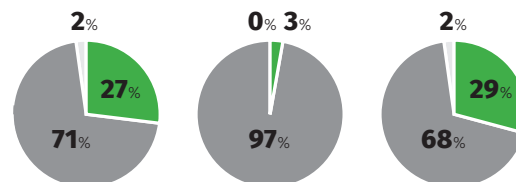


Type of contract	All staff	Managers	Technical staff
Contract of employment	194	11	166
Other	28	0	26
B2B*	112	18	93
Total	334	29	285

* Contracts with self-employed professionals



Contract duration	All staff	Managers	Technical staff
Fixed term	63	1	57
Open ended	264	28	221
Trial period	7	0	7
Total	334	29	285




Contract duration (taking into account that commission contracts are temporary)	All staff	Managers	Technical staff
Fixed term	91	1	83
Open ended	236	28	195
Trial period	7	0	7
Total	334	29	285

We prize diversity

A diverse work force is a source of success and measurable benefits for an organisation. In managing diversity, our primary goal is to create working conditions and an organisational culture where people have the opportunity of learning together and mutually sharing their knowledge. This results in better use being made of their talents and skills.

We promote diversity. In order to build a team which learns and mutually shares its knowledge to the full, we make sure that every candidate is given an equal opportunity during our recruitment process. As an organisation, we stand guard over equal rights and equal opportunities and we provide a sense of social justice. Equal employment rights and the prohibition of discrimination are fundamental values at MakoLab and we require absolute compliance with them.

We also promote the employment of women in IT, emphasising diversity in specialist posts and in leadership and management positions alike. Allow us to introduce some of the women from MakoLab:

 https://youtu.be/D_gm9unKbLo



Our door is always open to people who want to broaden their professional horizons while they are still in tertiary education. Although at present we do not have a formal graduate apprenticeship programme, we do have a number of students on our staff and we ensure that they are able to pursue their studies right up to graduation. Visit <https://makolab.com/insights/pro-level-multitasking> to discover more about how this works in the case of one of them.

Every year, as an active member of the International Association for the Exchange

of Students for Technical Experience, we work to build international ties by hosting interns from abroad as part of the association's programme, giving them a chance to experience Poland as they work with us.

In 2022, one of our interns came from Spain and one came from Iran. To find out more about their time here from their point of view, visit <https://makolab.com/insights/iaeste-interns-at-makolab>.

WHAT DO MAKOPEOPLE VALUE?

- Freedom (responsibility)
- Family (health)
- Trust (respect, openness, mutual communication, tolerance)
- Development (fulfilment, knowledge)
- Honesty (integrity, sincerity, truthfulness)

WHAT ARE MAKOPEOPLE LIKE?

- They want to develop professionally
- They are engaged in what they do
- They are skilled and capable
- They have wide horizons
- They like communicating, integrating and talking to other people
- Family values are dear to them
- They are committed to their leisure activities and want to develop them
- They are loyal

To meet some MakoPeople and see what they love doing, visit

<https://makolab.com/insights>

MakoLab TOGETHER

MakoLab S.A. nurtures a good working atmosphere and sets great store by staff relations. In 2022, we returned to the traditional integration activities that we had to abandon during the COVID-19 pandemic. Every year, we hold three company events for our staff; **MakoGaming**, the **MakoPicnic** and **MakoChristmas**.

MakoGaming, which usually takes place in March, is an event for everyone who loves bowling, pool, quizzes and simply talking to people. It begins with a presentation of the company's results for the previous year and then moves on to all the fun of integration.

The MakoPicnic is a family event. Held in the early summer, it provides an opportunity for our staff to come together along with their partners and children and enjoy themselves surrounded by nature.

MakoChristmas is an event for all our staff. This is when we express our thanks to people for their contribution over the past year and give out symbolic awards.

In addition, every MakoLab business area has an integration budget for organising get-togethers in smaller groups, offering a superb chance to go out as a team and enjoy attractions that are not really viable for a large crowd of participants.



MakoLab. Safeguarding human rights

The MakoLab S.A. human rights policy stipulates directions and rules for action and conduct concerning the protection of human rights. The policy, together with the corresponding practices, will be perpetuated over time as a result of the operational procedures in force within the company which have been established for the purpose of creating an environment where human rights are respected.

This policy is binding upon every member of the staff of MakoLab and its subsidiaries. In addition, we expect the policy to be observed by our subcontractors and we will also promote it among our clients and associates and encourage their commitment in this regard.

The MakoLab human rights policy sets out the activities designed to serve the protection of human rights as widely understood. Our implementation of the policy takes into account both the fact that we are subject to the laws of the various countries we operate in and our obligation to comply with those laws. The internal documents in force in our organisation constitute the detailed solutions and regulatory mechanisms we apply in respect of human rights.

When our policy, procedures and obligations in respect of other parties are more restrictive than provided for by local laws, we comply with our standards. Where local laws are less restrictive than the Universal Declaration of Human Rights, we make every effort to develop suitable rules in each case, with this policy as our guideline.

RESPECTING HUMAN RIGHTS

MakoLab S.A. respects human rights. The company identifies and averts situations which could lead to their violation in connection with the business operations we carry out. This is ensured by taking preventative actions with a view to providing full protection of those rights.

CREATING A SAFE WORKING ENVIRONMENT

Our overriding priority is the health, safety and well-being of our staff. We provide a safe and healthy workplace, in accordance with the applicable law. Our ongoing drive towards minimising the risk of accidents, injuries and health hazards is carried out by way of preventative activities and inspection processes. Together with our staff, we continue to improve our work environment, identifying potential dangers and further refining every aspect affecting health and safety.

ETHICAL RECRUITMENT

We take care to ensure that our recruitment and employment procedures maintain equal opportunities, particularly as regards establishing and terminating employment relationships, promotion and access to training opportunities which will improve our staff's professional qualifications. Our rules for employment

and remuneration are shaped on the basis of the highest standards for providing suitable and dignified working conditions, including equal remuneration for staff members doing the same job.

WORKING TIME, REMUNERATION AND ADDITIONAL BENEFITS

Our remuneration of our staff complies with all the laws concerning conditions of employment, including remuneration, working time and staff benefits.

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

We respect our staff members' right to freedom of association and collective bargaining without fear of repression, intimidation or harassment. We also work with our subcontractors and suppliers in order to put those principles into practice.

ELIMINATING UNLAWFUL DISCRIMINATION IN THE WORKPLACE

We are committed to ensuring that every staff member and potential member of staff is treated with honesty and dignity. We operate a policy of zero tolerance for discrimination on the grounds of race, colour, sex, sexual orientation, age, religion, ethnic, national or social origin, property, political or other opinions, disability, birth or other aspects. The company works to ensure that every staff member has equal opportunities for development, without discrimination.

ELIMINATING OF HARRASSMENT AND VIOLENCE

MakoLab is committed to promoting a working environment which is free of

any form of harassment, exploitation, maltreatment and violence, in accordance with the definitions set out in the laws of every country we operate in.

PROMOTING DIVERSITY AND OBSERVING WOMEN'S RIGHTS

We value the diversity of our staff members and their contribution to our organisation. The company works to ensure that every staff member has equal opportunities for development, without discrimination. We aim to provide a work environment which is free from discrimination and from harassment on the basis of race, sex, colour, nationality, social origin, faith, age, disability, sexual orientation, political opinions or any other form as defined under the applicable laws. Every aspect of our procedures for recruitment, employment, remuneration and benefits, provision of training, promotion and transfer is based on qualifications and skills meeting the requirements and standards for the position in question and the results achieved. The company operates a policy of zero tolerance for offensive or inappropriate behaviour, unfair treatment or any kind of reprisal, regardless of our staff members' personal characteristics and status. Under no circumstances do we accept abuse connected with work, either in the workplace or outside it. These rules apply not only to the company's staff, but also to the business partners we collaborate with.

ELIMINATING SLAVERY, FORCED LABOUR AND HUMAN TRAFFICKING

We neither accept nor consent to any form of forced labour or human trafficking in any field of operations whatsoever. Preventing any indirect benefits from, or the promotion of, these kinds of illegal activity is also one of our priorities when we select subcontractors and suppliers.

ABOLISHING CHILD LABOUR

We oppose benefitting from child labour. We do not employ minors who are not of an age to work legally under the local law and we expect the same of the subcontractors and suppliers we collaborate with.

RESPECTING THE RIGHTS OF MINORITIES AND INDIGENOUS PEOPLES

As a company, we are well aware of our impact on the societies we operate within. We engage in an ongoing dialogue with all the stakeholders in local communities in order to listen to them and take their views into account in the business activities we conduct. We firmly believe that local problems are best solved at the local level. In addition, we are involved in creating new opportunities for economic development and social well-being in those communities by way of a wide range of initiatives suited to a given sphere.

LAND, FOREST AND WATER RIGHTS AND FORCED EVICTION

All of our practices involving the use of land, forest and water resources are grounded in our awareness of the absolute imperative of protecting local communities' rights to those resources. At the same time, our business activities have never involved any kind of forced eviction of people whatsoever and we have no intention that they ever will. We do not employ public or private security forces at any of our sites and have no plans ever to do so.

We oppose any and all attempts to deprive local communities of their land, forest

and water rights, forcibly evict them or use any other kind of force whatsoever against them. We expect the same attitude from our clients, subcontractors and associates, and it is an inherent part of our binding requirements for our Tier 1 suppliers. Before entering into any collaboration, we verify potential clients and subcontractors in line with our in-house procedure, which includes a questionnaire and an in-depth interview, while associates and suppliers are verified in accordance with our *Collaboration with Suppliers Policy*, which replaces our *Statement on Cooperation with Suppliers* and incorporates our previous *Supplier Relationship Management Policy*. The document is based on, and complies with, the relevant international standards. In this, as in every other aspect of human rights, we also abide by the laws of the countries we operate in.

PRACTICES FOR THE USE OF LAND AND WATER RESOURCES

We are well aware of the absolute necessity of protecting natural resources. We are continually working on developing our rules for reducing the use of land and water resources in accordance with the applicable international practices. In our everyday operations, we limit the negative impact that our work might have on the surrounding environment.

REPORTING AND RESOLVING IRREGULARITIES

In our organisation, we maintain an environment where open and honest in-house communication is valued and respected. This policy is designed for compliance with the applicable labour laws in every field of our operations.



We encourage people to report any failure to follow the rules or doubts about the policy's conformity with the law or with workplace customs and practices. To this end, we have introduced a whistleblower system, providing a channel for people to voice their concerns anonymously without incurring negative consequences from MakoLab S.A. The company is obliged to analyse any and every human rights violation without delay and take the appropriate action in order to eliminate the outcomes thereof, as well as preventing and combating all such violations.

The MakoLab S.A. secure channel for whistleblowers can be found at <https://whistleblowersoftware.com/secure/9930375f-77e8-4279-b1f4-dc600ef126ee>.

WORKING FOR PEOPLE BEYOND THE COMPANY

On 24th February 2022, the first day of Russia's war on Ukraine, we began our 'MakoLab for Ukraine' campaign. Our staff gave their time and money, launching a wide range of initiatives, including providing transport from the border for refugees and collecting food and all sorts of indispensable items. During the MakoGaming event that year, they held a collection of toiletries which were immediately transported to the Polish-Ukrainian border.



Technology communities

The Central Poland ICT Cluster was established at the initiative of Łódź University of Technology on 1st July 2012. It brings together ICT businesses, institutions providing business support and the HEIs of Łódź, including the project coordinator, the University of Technology. The cluster's activities serve to integrate the organisations in the sector and build social awareness relating to the potential for education, work and further development in the region's IT industry as a whole. It also creates conditions for the implementation of new information technologies, a field which includes the commercialisation of research results.

Another vital aspect of the cluster's work is the development and education of staff for



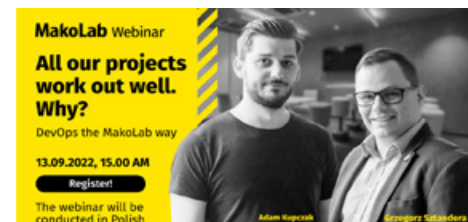
One of the events the Central Poland ICT Cluster organises is the Łódź IT Days conference. At the most recent edition, MakoLab was represented by:

Rafał Cegliński, a Java developer at MakoLab, who introduced the youthful attendees to the world of IT. In a presentation entitled *Five Basic Errors Made by Junior Developers*, he shared his experience and observations with the audience, providing them with information they can usefully employ in their current or future careers;

the region's dynamically growing ICT sector. These activities are carried out as part of the ongoing collaboration between university departments and the cluster's member companies and they are leading to the HEIs' adaptation of their educational offerings to the needs of the labour market.

The Central Poland ICT Cluster also works with government administration and local authorities as regards the existing and future potential of the sector in terms of creating a labour market, investment and the region's economic development.

<https://www.ictcluster.pl/>



Grzegorz Sztandera and Adam Kupczak gave a talk on doing DevOps the MakoLab way, providing the students with the MakoLab recipe for avoiding disasters during projects.

The event also gave technology students an opportunity to visit MakoLab's offices, where they took part in a workshop prepared for them by senior QA engineer Jakub Konicki, who introduced them, by way of an interactive game, to how our company manages projects.

The SoDA team supports member companies in promoting Polish programmers and software both in Poland and internationally. The organisation holds training courses and events for experts and managers, providing opportunities for networking and exchanging information freely.

MakoLab took part in the 2022 SoDA Conference, with our CEO, Wojciech Zieliński, featuring on a panel addressing the question as to whether or not an initial public offering is a good move for a software house.

<https://sodapl.com/>

As part of our fundamental principle of exchanging knowledge, we regularly publish articles and interviews sharing our know-how and our thoughts on our sector. The articles are available on our website, free of charge, to anyone who is interested.

Before the SoDA conference, we published an interview with Wojciech Zieliński, where he talked about MakoLab's place in an organisation like SoDA and the need for integration within Poland's IT community.

<https://makolab.com/news/makolab-at-soda-conference-2022>

In addition, he also provided another article on the topic for public consumption, this time offering a subjective analysis of highlights of the conference.

<https://makolab.com/insights/soda-conference-2022-a-subjective-overview>

MakoLab makes the most of the potential offered by both organisations as a means of further enhancing our growth on the market and contributing value as an aware employer.



Working with the City of Łódź

MakoLab has financed a grant for the most outstanding students at Łódź University of Technology and the University of Łódź and has also funded a specialist IT English course, which was prepared in conjunction with the British Centre Szkoła Języków Obcych (Foreign Languages School) in the city. Supporting ambitious young people is one of our major commitments.

The Young People in Łódź programme is run by the city's Office of Economic Development and International Relations in conjunction with the largest HEIs and leading local employers. It includes:

- **no less than 121 grants** worth from PLN 7,200 to PLN 10,000;
- **10 reimbursements of accommodation costs** in a hall of residence;
- **90 places on English, German and Danish language courses, IT courses and other courses** improving the attendees' qualifications.

The city is also the Titular Partner and Event Host of an event entitled Fintech & e-commerce linking days Łódź. It brings together representatives of sectors where

a technological revolution is being born thanks to the synergy of their activities. The 2022 conference was the first in a series of events which have become fixtures on the calendars of the fintech and ecommerce industries and MakoLab was, and will continue to be, actively involved.

Our collaboration with the city authorities occurs over a number of fields and we are active participants in their projects.



MAKOLAB GRANT PROGRAMME gala, 2022. The winners are flanked by Michał Hertel, the then Marketing Director, on the left and CEO Wojciech Zieliński on the right.

The FinTech Community initiative

This is a city initiative related to the need to integrate the FinTech sector. The aims of the integration are to:

- identify FinTech companies and institutions operating in Łódź;
- develop a strategy for the FinTech sector's growth in the city;
- work together in order to promote the enormous potential of the region as a place where FinTech projects are already being successfully accomplished and partners can be found to carry out projects of that kind.

MakoLab has taken part in a number of FinTech Community activities, as follows:

- our CEO, Wojciech Zieliński, plays a part on the FinTech Community Programme Committee and MakoLab's representatives are ongoing contributors to the team developing an operational strategy;



- Wojciech Zieliński is also part of the Programme Committee for a new postgraduate course of study at the University of Łódź. A FinTech Community initiative, the course, which will be focused on Fintech, is due to start in October 2023;
- we provided organisational support and sponsored the first Fintech & e-commerce linking days event.



The Invest in Lodz programme

MakoLab is active in supporting this initiative, which is intended to acquire investors for Łódź. Invest in Lodz is the operational name for the Office of Economic Development and International Relations team, which is responsible for promoting the city, economic collaboration and attracting investment.

Our collaboration on the programme includes:

- involvement in promotional initiatives, such as creating material showing Łódź as an excellent place to run a business, co-financing the production of advertising videos, together with other IT companies, and posting informative and promotional content on our communication channels;

- playing an active role in events organised in the city as part of the Invest in Lodz programme, including meeting potential investors and presenting our case studies as a Łódź company;
- taking part in economic missions, such as the one which visited Leeds in October 2022;
- being an active participant in events with a global reach where representatives of the city's authorities are playing a role. One example is the Web Summit 2022 conference. MakoLab was a lively presence at the Łódź exhibition stand, providing support in talks with potential partners and investors.



MIREK SOPEK, PhD

Founder of MakoLab and Chairman of the TUL University Council



WOJCIECH ZIELIŃSKI

President of the MakoLab Management Board and company CEO



MIESZANE



TWORZYWA
SZTUCZNE
I METAL



PAPIER



BIO



SZKŁO

Respecting nature

Diligence as regards environmental and climate-related issues is a priority for MakoLab S.A.'s management board. When running our current operations and planning new investment, the board gives serious consideration to climate and environment alike. This is reflected not only in our office buildings, which feature low CO2 and other greenhouse gas (GHG) emissions, along with energy-efficient solutions, but also in our internal regulations for workplace organisation, including company-wide solutions for segregating waste. At the same time, we work to build awareness amongst our staff, propagating and supporting pro-environmental and climate-friendly initiatives.

Our HQ building holds a BREEAM certificate, confirming that it meets the standards for the protection of the environment, users and local communities. BREEAM audits are carried out on the building annually. The assessment categories for the 2022-2023 audit encompass health and well-being, energy and energy efficiency, transport, water, materials, waste, land use, ecology and pollution, including noise. For further details of the solutions the building features, please see the **EcoMako** section on page 11.

USE OF RAW MATERIALS

Given that MakoLab S.A. predominantly produces software and IT systems, the company's activities are not directly linked to the use of raw materials in the form of natural resources. Those which we do use are natural gas and liquid fuels such as petrol, diesel, LPG, heating oil and aviation fuel. We also use electricity, heat and water in the course of our work.

NOISE

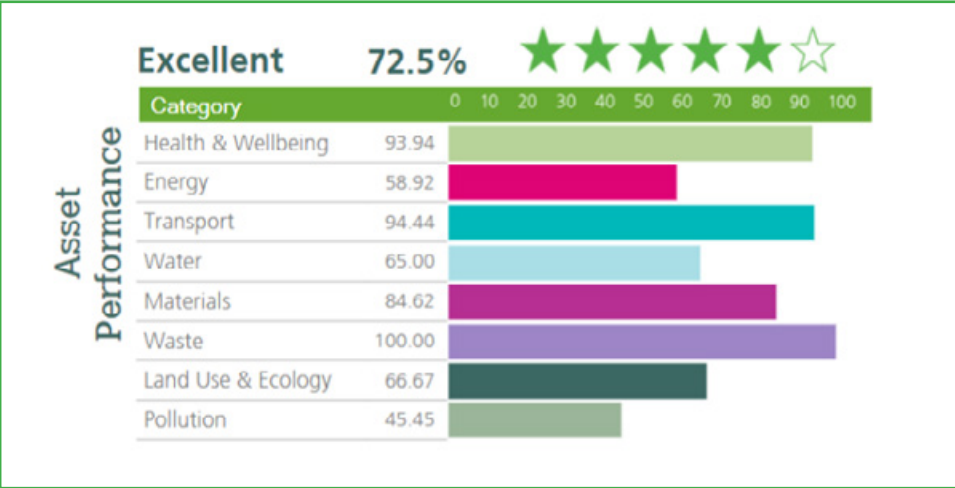
Our business activities do not generate noise in our immediate surroundings in the centre of Łódź; at under 65 dB, the noise levels meet the requirements of the relevant standards. In addition, with more than eight square metres of space per staff member and a generous number of rooms at our disposal, everyone's working conditions are comfortable. In our project teams' offices, the noise levels are less than 55 dB.

WATER AND ENERGY MANAGEMENT

The fully glazed façades of the HQ building fills our offices with natural light, contributing to the high-level workplace comfort and optimising energy efficiency and costs. The lighting in our offices meets the legal standards and totals 500 lux. In the common areas, it is operated by movement sensors and we encourage our staff to manage energy rationally in the office areas, turning the lights off whenever a room will be left empty.

Our operations do not involve using water for technological purposes. Our water supply is provided solely by the municipal water company and is used in the staff facilities for hygiene and catering. MakoLab neither draws surface or groundwater directly nor discharges wastewater into waters or the ground. Our staff are encouraged to use water rationally.

The BREEAM audit chart for Ogrodowa Office, the MakoLab HQ building, The chart shows the ratings scored in each category for the BREEAM audit carried out in 2022.



The following table shows the energy source structure for the Ogrodowa Office building in Łódź for 2022.

Energy source	Percentage share
Renewable energy sources, as follows:	
● Biomass	3.52
● Biogas	82.14
● Geothermal energy	0.00
● Wind energy	5.18
● Solar energy	7.59
● Large-scale hydropower	0.00
● Small-scale hydropower	0.29
Non-renewable energy sources, as follows:	
● Bituminous coal	0.00
● Lignite	0.00
● Natural gas	1.28
● Nuclear energy	0.00
● Other	0.00
Total:	100.00

WASTE RECYCLING

We provide our staff with instruction on segregating waste, ensuring that everything recyclable is discarded correctly. The appropriate waste containers are provided by the building administrator, as are informational and training materials.

In 2022, MakoLab S.A. put a complete stop to ordering disposable plastic items and water in plastic bottles. We provide water dispensers, glasses and glass carafes for our staff and visitors.

WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT

Electrical and electronic equipment contains components and chemical substances which are hazardous to the environment. As a result, they are subject to special procedures for disposal and recycling, which are regulated by Directive 2012/19/EU of the European Council and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE). The building administrator is responsible for handling this waste.

MakoLab S.A. is registered in the BDO (Products, Packaging and Waste Management Database) and we are rigorous in controlling the amount of waste that our company generates.

The BDO was established in order to combat irregularities in the waste management sector. It facilitates the collection of information on waste and provides organisations with an electronic means of fulfilling their obligations in terms of registration, documentation and reporting.

USED PRINTER CARTRIDGES

We operate in accordance with the MakoLab S.A. Used Printer Cartridges Procedure. All our staff have access to the rules for dealing with this waste. The head of our IT division is responsible for the process, securing, packing and handing it over for forwarding to the supplier, who receives the used cartridges and provides us with fresh ones.

GREENERY IN THE CITY AND BEYOND

MakoLab is an active participant to the city authorities efforts to increase the greenery in our city and, by the same token, help to improve soil conditions. At the same time, we encourage our staff and their families to get involved in improving our shared surroundings by adding to the flora in the city. A more detailed description of our activities in this sphere are provided in the **MakoLab. Making Łódź greener** section on page 13.

In 2022, we also planted fifty trees across almost fifty-six square metres in the name of our clients. They will absorb three hundred kilos of carbon dioxide and produce seven hundred kilos of oxygen annually as well as helping to reduce soil erosion, improving its fertility and increasing its water absorption capacity.

In addition, as lovers of fauna in all shapes and sizes, we are delighted by the fact that our greenery-oriented initiatives provide additional habitats and food sources for a wide range of animal species.

At MakoLab, we not only try to inspire our staff, but also look to them for inspiration, which they often provide in our regular

series of interviews and podcasts with them. One example would be Bartosz Zmysłowski, who joined us as a junior Java developer in April 2022. One of his great passions is aquascaping and our conversation with him about it is available at <https://makolab.com/insights/on-creating-underwater-gardens>.

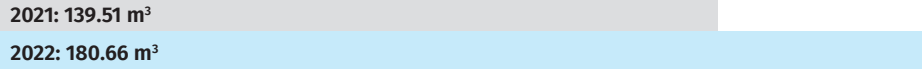


Purchase of paper for multifunction devices

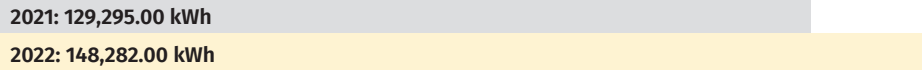
	No. of 5-ream packs
2021	
HP HOME&OFFICE photocopying paper	14
2022	
XEROX paper, 80g	12
HP HOME&OFFICE photocopying paper	10
XEROX environmentally friendly photocopying paper, 80g	11
Color Copy Silk paper, 170g	3

STATISTICS

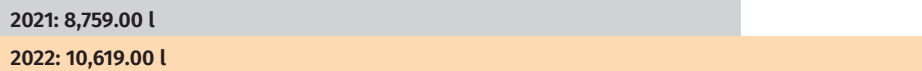
Water consumption at MakoLab



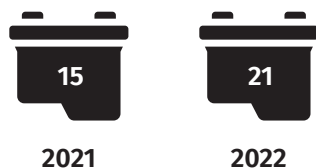
Energy consumption at MakoLab



Fuel consumption



Used printer cartridges



Managing our carbon footprint



CHEMICAL MANAGEMENT POLICY

At MakoLab S.A., we operate in compliance with our *Chemical Substances Procedure*, which obliges our staff to ensure that chemical substances and their used packaging are correctly and safely stored. Every member of staff who comes into contact with products of this kind is obliged to follow the manufacturer's recommendations and comply with the relevant laws.



ENVIRONMENTAL RISKS

At MakoLab, we work together on:

- reducing negative impacts on the environment, including air quality;
- preventing air pollution;
- minimising the quantities of waste generated;
- using natural resources responsibly.

Environmental aspects are those elements of an organisation's operations, products and services which can interact with the environment. The management of environmental aspects encompasses the following activities:

- identifying environmental aspects;
- analysing their impact on the environment and their classification;
- conducting risk analyses and planning preventative and corrective measures and correction;

- measuring and monitoring; assessing conformity in respect of the established requirements;
- including legal requirements;
- reviewing environmental aspects;
- establishing,
- reviewing and updating processes with significant environmental aspects;
- planning action to be taken should an emergency arise.

The identification of environmental aspects is carried out by a designated team under the direction of the Integrated Management System Proxy. The team takes into consideration:

environmental aspects:

- impact of gases, including GHGs, and dust emissions on air quality;
- water use;
- wastewater generation;



- use of land and its contamination;
- use of natural resources and raw materials;
- municipal waste and recycling possibilities;
- questions relating to the local community and society.

system-related questions:

- environmental risks and opportunities set out in the environmental section of the risk assessment;
- normal and abnormal functioning conditions,
- including changes and emergencies.

other matters which have an impact on the functioning of the organisation, such as financial image-related questions like power consumption and the costs arising from it or building a pro-ecological image.



A preliminary analysis of potential environmental risks has identified the following points:

- fire;
- damage to water supply and sewage installations;
- shortages or lack of drinking water;
- chemical spills or leaks;
- refrigerant spills or leaks;
- unexpected disruption to the energy supply.

Managing risks and environmental issues is a crucial responsibility for the MakoLab S.A. Management Board, which monitors the identified risks on an ongoing basis and puts every possible measure in place to minimise the occurrence of events that might have a negative impact on the climate and the natural environment.



PRO-ANIMALS AND PROUD OF IT!

Our business operations do not involve the use of animals in any way whatsoever. Unless, that is, we include the psychological support they provide, by mutual consent, naturally. We ran a range of initiatives for animal parents in 2022. One of them was a competition for our staff and their pets, which was won by Beza, a cat who shares her life with one of our testers. Below is a Facebook post about the competition.

The text says:

You all know how we'd happily hold every animal close to our hearts. Many's the occasion when we've shared photos of our pets here

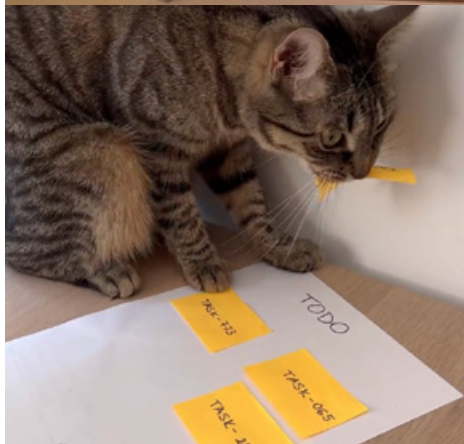
Today, we're celebrating World Animal Day and we'd like to share those whose fortunes we were following with bated breath throughout the summer.

From the beginning of July onwards, our staff cast their votes each week via our in-house newsletter, putting an X in the

box of whichever entrant captured their hearts with its charm, sweetness and flair. The competition was immense, with Beza emerging as the final winner.

Watch the video and see for yourselves whether she steals your attention!

<https://www.facebook.com/MakoLab.SA/videos/522412669712860>



Our interviews and podcasts with our staff continually bear out the fact that animals are dear to their hearts. Here are just three of the many instances:



I'm more of a home bird nowadays and I limit my hobbies mainly to horse riding, which I've been doing since I was eight. I prize horses. There's a lot you can learn from them.

Katarzyna Balcerak
Human Resources Specialist

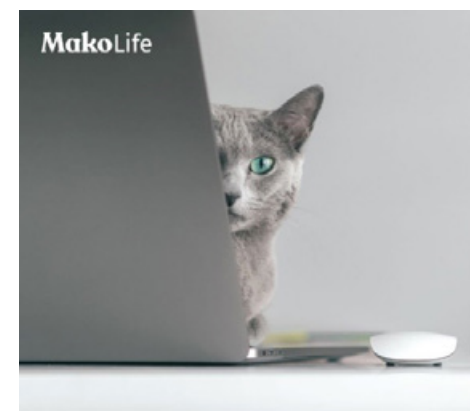
<https://makolab.com/insights/there-s-a-lot-more-to-human-resources-than-just-recruitment>



I love bees and even though I'm allergic to their sting, I took up apiculture.

Grzegorz Mosiniak
QA Engineer

<https://makolab.com/insights/an-extreme-sport>



I try to nurture my family and the time we spend together. I nurture our two cats and the garden, which is totally soothing, no matter what might be making me stressed.

Marta Kansy-Pieszyńska
Senior Front-End Developer,
Business Solutions Department

<https://makolab.com/insights/we-really-understand-one-another>

Our supply chain

WHAT WE DEMAND OF OURSELVES WE ALSO EXPECT OF OTHERS

Earlier on in this report, we set out our guiding principles as regards respecting the natural environment, our commitment to sustainable development and sustainable resource management, our human rights policy and our approach to staff management and the workplace environment we create. As well as demanding the best possible performance from ourselves, we also look for diligence in all these fields from our suppliers.

We collaborate with large corporations, many of which have a more extensive CSR programme than we do. At the same time, we ensure that concern for people and the environment alike are a central issue for our smaller-scale suppliers and associates.

We work constantly on building and maintaining a supply chain which is grounded in our values and reflects them throughout. In all the areas covered by this section of the report, we have binding requirements in place for our Tier 1 suppliers.



OCCUPATIONAL HEALTH AND SAFETY

MakoLab S.A. is committed to maintaining a safe and healthy workplace for all the company's staff, contractors and visitors. We are well aware of the fact that our suppliers play a vital role in our adherence to that goal and we work together with them in order to ensure that occupational health and safety standards are maintained along our entire supply chain.

Each time we select a supplier and before we place an order, we identify, analyse and assess not only the risks and hazards which arise from the subcontractors' operations and may have an impact on our company or other stakeholders on our premises, but also the aspects of our activities and operations which could have an impact on our subcontractors' staff. Similarly, suppliers are obliged to notify MakoLab about any incident or accident which might have an impact on our company.

Our *Integrated Management Policy* will come into force at MakoLab at the beginning of 2023. The requirements in respect of

occupational health and safety will be presented to suppliers in order to ensure that they are understood. Suppliers will have to undertake to comply with those requirements and to ensure the compliance of their staff and suppliers. In addition, every time a supplier performs work on our premises, they will be given a leaflet containing basic information about the relevant health and safety requirements.

ENVIRONMENTAL MANAGEMENT

We take responsibility for our own activities and decisions and for minimising our impact on the environment. We comply with the laws and regulations concerning privacy, the confidentiality of information and combating negative practices. We are vigilant about protecting the natural environment and follow measures designed to reduce our carbon footprint, support decarbonisation and promote sustainable practices in all our operations. At the same time, we work to ensure that our staff and suppliers act responsibly towards organisations, stakeholders and society, taking into

consideration the impact of their activities on the environment

We recognise the crucial part played by our suppliers in this regard and we expect them to share our commitment and act appropriately. The binding requirements for our Tier 1 suppliers are part of this. We also collaborate with them in order to promote environmentally responsible practices, such as energy efficiency management, saving natural resources and minimising the waste and pollution they generate.

In this respect, our activities include reducing GHG emissions, using energy efficiency management procedures and renewable energy sources, maintaining and adhering to a decarbonisation policy, exercising concern for water quality, water consumption and air quality, adhering to a rational chemical management policy, resource, waste and recycling management and reducing noise emissions. At the same time, all of these aspects are also part of our binding requirements for our Tier 1 suppliers and the focus of our work with them.

In 2022 alone, we ran a CSR campaign on the environment and animal welfare, illustrating how crucial trees and species of animals in danger of extinction are to the planet. We sent one of two letters to each of our suppliers. One of them said:

This Christmas, we are giving you an unusual tree. Not a Christmas tree complete with sparkling decorations, but something much more precious and far longer lasting. In your name, we are adding to the world's forest area and together, every Christmas, we will help to increase the green lungs of Poland.

Did you know?

- Over the course of a year, one tree cools the air as much as five air conditioning units running non-stop.
- A 25-metre-tall tree absorbs the amount of CO₂ emitted by two one-family households.
- Every hectare of forest absorbs around 200 tons of CO₂ annually, more or less the same amount as produced by a car over 100,000 km.

We also sent them a certificate showing that a tree had been planted in their name.

The other told its recipients that:

This Christmas, we are giving you an unusual gift. We believe that small gestures are meaningful and that some of them can help to erase the mistakes of entire generations. At MakoLab, we have long supported prosocial activities and this year is no exception. We are involved in tree-planting, saving vanishing species of animals and helping children in care. To mark this Christmas season, we have donated PLN 100 in your name to help save endangered animals. It is only a drop in the



ocean, but, as Aesop said, "Little by little does the trick".

Did you know?

- Over the past fifty years, the wild animal population has shrunk by 68%.
- The number of lynxes in Poland is estimated to be just 200 or thereabouts.
- The current bear population in Poland is merely 110 or so individuals.
- In Poland, the Eurasian pygmy owl is a protected species and estimates suggest that there are only 1400-1800 breeding pairs.

We run campaigns of this kind not only as a way of supporting decarbonisation, biodiversity, environmentally friendly land use, the fight against deforestation, the enhancement of soil quality, the reduction of noise emissions and the welfare of endangered animal species, but also as a means of emphasising to our suppliers the fact that the fate of our planet lies in our hands.

However, our ongoing collaboration with our suppliers in terms of corporate social responsibility in all its aspects is much more than a matter of running campaigns. It represents many years of work and the continual improvement both of products and of the conditions under which they are created.

Working for a sustainable future in this way means that, when we select our suppliers, we look for organisations which are continually searching for ways to improve their results in terms of reducing their negative impact on the environment and protecting it. This includes identifying the relevant goals, targets and tasks, tracking progress and implementing measures designed to achieve the aims.

The integrated management policy coming into force at MakoLab in 2023 also governs environmental management. The requirements will be presented to suppliers in order to ensure that they are understood. Again, suppliers will have to undertake to comply with



those requirements and to ensure the compliance of their staff and suppliers. Our expectations as far as our suppliers are concerned are set out in the *MakoLab S.A. Code of Conduct for Partners*. The section on environmental protection and sustainable development stipulates that:

Partners:

1. comply with national and international standards and laws in respect of environmental protection and with the local laws everywhere where they conduct their business;
2. ensure that they work to minimise their energy consumption and carbon footprint, reduce all types of waste and ensure that their waste is correctly disposed of;
3. monitor their impact on the natural environment wherever that is possible;
4. comply with the applicable law on disposing of hazardous substances.

THE PRINCIPLES OF SUSTAINABLE DEVELOPMENT

As a company, we believe in respecting human rights and promoting sustainable practices throughout our operations and along our entire supply chain. Understanding the impact that our suppliers have on our achievement of these goals, we collaborate with them in order to ensure that our products and services are created and provided ethically and sustainably. This enables us to build a supply chain which not only reflects those values, but is also beneficial to everyone involved.

We expect our suppliers to respect human rights in relation to their staff and other people affected by their activities. For the sake of clarity, the requirements arising from MakoLab's commitments in terms of observing human rights and adhering to the principles of sustainable development are set out in our *MakoLab S.A. Code of Conduct for Partners*. Our suppliers undertake to comply with those requirements.

We also expect transparency from our suppliers as regards their observance of human rights and adherence to the principles of sustainable development and sustainable resource management. This includes enabling us to monitor the relevant activities, as necessary, in order to ensure that they comply with our policies and the abovementioned code. To this end, we might carry out an on-site visit, request records and talk to suppliers with a view to understanding their practices and identifying any areas which may need improvement.

The section on human rights and workers' rights in the *MakoLab S.A. Code of conduct for Partners* stipulates that:

Partners:

1. *abide by human rights as protected under international law, including people's right to their faith, political convictions and personal views and the right to belong to and associate with any organisation permitted by law;*
2. *neither use nor tolerate forced, slave or compulsory labour;*
3. *do not accept, but combat any and every form of discrimination, unequal treatment and prejudice on account of sex, race, skin colour, ethnic origins, sexual orientation, disability, age, marital status, parental status, religion, political views, nationality, social status and affiliation with organisations;*
4. *do not employ people who are younger than the minimum working age permitted under the local law;*
5. *comply with the local law, including regulations in respect of remuneration and working time;*
6. *comply with occupational health and safety regulations everywhere where they conduct their business;*
7. *do not tolerate any form of bullying or harassment whatsoever, particularly physical or verbal abuse, sexual harassment and any other kind of harassment, threats or intimidation;*
8. *are open to diversity;*
9. *respect the traditions, business customs and the social and cultural norms of every country they operate in and every country that their staff and stakeholders come from;*

10. *provide every member of their staff with the possibility, including anonymously, of lodging complaints or reporting information about irregularities without any negative consequences for doing so.*

The code also contains a section on laws and ethical business, which requires that:

Partners:

1. *comply with national laws and the laws of the European Union and the United States of America in respect of the control of exports and with sanctions and trade restrictions imposed on countries, governments, organisations, business entities and citizens. They disclose any and all information in order to enable MakoLab to comply with the laws in question;*
2. *prevent the occurrence of conflicts of interest and disclose any and all information which might lead to a real or potential conflict of interest with MakoLab or its staff;*
3. *neither use nor tolerate bribery and corruption;*
4. *neither bribe MakoLab's staff nor give them illegal or inappropriate benefits and gifts. In each case, they should check with MakoLab as to whether the benefits in question are appropriate;*
5. *comply with the applicable national laws on tenders and public procurement when engaging in business with governments, public institutions, state enterprises, government departments, local authorities and quasi-governmental bodies. In places where giving any*

kind of benefit whatsoever to public officials is prohibited, they refrain from doing so;

6. *comply with fair competition and anti-trust laws and regulations;*
7. *settle their financial obligations on time;*
8. *document and communicate their economic situation honestly and transparently;*
9. *adhere to ethical business practices;*
10. *disclose any and all information which might threaten MakoLab's interests;*
11. *oblige their staff to comply with the principles of the Code and ensure that they work to improve in terms of ethical standards;*
12. *undertake to notify MakoLab of any and every suspected violation of the Code;*
13. *ensure compliance with the Code and promote its principles among their business partners and the organisations they collaborate with.*

We are well aware of the fact that human rights and sustainable development are ongoing commitments which require constant work in order to progress. We expect our suppliers to continue to analyse and improve their practices in both spheres. We also encourage them to adopt similar principles and practices in respect of not only their organisation, but also their own supply chain.

Conclusion

We make every effort to run MakoLab S.A. in harmony with nature and in accordance with the expectations of our staff. Indeed, during our recruitment and onboarding processes, we have noted the growing frequency with which candidates and new members of staff are expressing an interest in CSR as a vital aspect of our operations. Our long-term relationship with the local community continues to bear fruit in both planned and spontaneous activities which resonate widely in Łódź and beyond.

Our work in the sphere of CSR can be followed at
<https://makolab.com/governance/corporate-social-responsibility>

and our activities can be observed on our social media channels:



<https://www.youtube.com/@MakolabPl>



https://www.instagram.com/makolab_digital_project_house/



<https://www.facebook.com/MakoLab.SA/>



<https://www.linkedin.com/company/makolab/>

MakoLab S.A. Corporate Social Responsibility Report 2022

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