



RESPECT Index 2017 Questionnaire

11th edition

Company data

(Boxes marked with asterisk cannot be left unfilled)

Data of the respondent company	Individual in charge of filling out the questionnaire
Company name* _____	Name and surname* _____
Address _____	Position* _____
City* _____	Telephone* _____
Province _____	E-mail* _____
Website _____	

Division by sectors

Economy sectors represented at WSE



Industry

- Energy and fuel;
- Chemistry and raw materials
- Manufacturing of Industrial, Construction and Assembly Products
- Consumer Goods



Finance

- Banks
- Insurance
- Capital Market
- Real Property
- Leasing and Factoring
- Receivables
- Financial
- Agent Services
- Investment
- Activities
- Other



Services

- Trade and Services
- Healthcare
- Technologies

WSE carries out classification of companies by sector, including 49 sectors of the national economy, grouped in eight key divisions: Finance; Energy and Fuel; Chemistry and Raw Materials; Manufacturing of Industrial, Construction and Assembly Products; Consumer Goods; Trade and Services; Healthcare and Technologies. To ensure comparability and transparency of the questionnaire, the three macro-sectors have been maintained, i.e. Services, Industry, and Finance, to which the WSE classification has been assigned.

The division allows calculating sectoral indicators for each industry represented at WSE and easy tracking of trends in various economy sectors. Sectors of key importance for stock exchange trading and those with the largest number of representatives have their own sectoral sub-indexes.

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 All capital group companies



E.1 Have you identified and documented material areas of the company's environmental impact (direct or indirect)?



a. No



b. Yes, we have documented results of a direct environmental impact analysis (related to company's operations).

c. Yes. Along with results of a direct environmental impact analysis (related to company's operations), we have documented results of a high-level indirect impact analysis, indicating areas and forms of this impact.

d. Yes. Along with results of a direct environmental impact analysis (related to company's operations), we have documented results of a detailed indirect impact analysis, indicating, along with areas and forms of this impact, its measurable scale (in the form of specific measures and figures).

e. Yes. Along with results of a direct environmental impact analysis (related to company's operations), we have documented results of a detailed indirect impact analysis, indicating, along with areas and forms of this impact, its measurable scale (in the form of specific measures and figures) and measures aimed at monitoring and reducing it.

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E.2 Has a certified environmental management system been implemented? Do you hold a certification of its validity provided by an authorized entity?



a. No



b. Yes, ISO14001

c. Yes, EMAS (Eco-Management and Audit Scheme)



E.3 Have you developed and implemented documents that define your environmental management approach (understood as policies, procedures and instructions that determine the general direction of environmental measures the company undertakes, define environmental principles to be followed and are a benchmark of all environmental protection and management activities it performs)?



a. No

b. Yes, this document sets the company's general values and vision regarding environmental issues.

c. Yes, along with the company's general values and vision regarding environmental issues, the document defines tasks/measures undertaken by us to manage/reduce the scale of each material environmental impact type.

d. Yes, the document meets requirements defined in section (b) and (c), and is accompanied by formally defined, measurable targets, which are monitored on a regular basis (in compliance with pre-defined frequency), with the results of the monitoring documented and reported to the management board (along with assumed targets and proposed corrective measures if they have not been achieved).

e. The document meets the requirements defined in sections (b) - (d) and, additionally, in our company, the environmental performance has been integrated with the bonus and/or management through objectives system including both individuals in charge of environmental management and other (all or selected) employees/management representatives.

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E.4 Did you undertake any documented measures aimed at reducing the consumption of raw materials and commodities or keeping it flat during the last closed financial year?(A multiple choice question)



- a. No
- b. We identified targets regarding keeping the consumption of materials related to company's core business flat or reduced (depending on its specifics, the targets refer to a period or production volume).
- c. Certain measures (documented) were undertaken to reduce environmental footprint of the company with regard to reduced / flat consumption of raw materials (we hold data regarding the outcome of these measures).
- d. We undertook and documented measures involving monitoring of our performance vs. targets regarding flat/reduced consumption of raw materials and commodities in the course of our core business activities.
- e. Actual performance vs. targets regarding flat/reduced consumption of raw materials and commodities in the course of our core business activities was reported to the management board (along with proposed corrective measures should the targets not be achieved).
- f. We disclosed information on relevant measures and pre-defined targets regarding flat/reduced consumption of raw materials and commodities in the course of our core business activities and actual performance vs. targets on our website and/or in our environmental report, or in a CSR / sustainable development / integrated report.
- g. We carry out all or selected measures included in sections (b) to (f) we have ticked, also with regard to indirect consumption of raw materials and/or commodities.

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E.5 Did you undertake any documented measures aimed at reducing the consumption of raw materials and commodities or keeping it flat during the last closed financial year?(A multiple choice question)



- a. No
- b. Specific and documented actions were undertaken to keep the consumption of raw materials and/or commodities flat or reduced and the outcome of these actions was measured.
- c. Internal communication activities were undertaken to encourage employees to reduce the consumption of raw materials and commodities when performing their routine tasks.
- d. We carry out all or selected measures included in sections (b) to (c) we have ticked, also with regard to indirect consumption of raw materials and/or commodities.



E.6 Did you undertake any documented measures aimed at reducing the consumption of energy and fuel or keeping it flat during the last closed financial year? (A multiple choice question)



- a. No
- b. Targets have been set with regard to keeping the consumption of energy and fuels related to our core business activities flat or reduced (depending on business specifics, the targets refer to a period or production volume).
- c. Certain measures (documented) were undertaken to reduce environmental footprint of the company with regard to reduced / flat consumption of energy and fuels (we hold data regarding the outcome of these measures).
- d. We undertook and documented measures involving monitoring of our performance vs. targets regarding flat/reduced consumption of energy and fuels in the course of our core business activities.



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- e. Actual performance vs. targets regarding flat/reduced consumption of energy and fuels in the course of our core business activities was reported to the management board (along with proposed corrective measures should the targets not be achieved).
- f. The monitoring of performance vs. targets with regard to flat/reduced consumption of energy and fuels is accompanied with the estimating and monitoring of the company's climate impact.
- g. We disclose information on relevant measures, defined targets regarding flat/reduced consumption of energy and fuels and our performance vs. the targets on our website and/or in our environmental report, or in a CSR / sustainable development / integrated report.
- h. We carry out all or selected measures included in sections (b) to (f) we have ticked, also with regard to indirect consumption of energy and fuels and the monitoring of company's climate impact.



E.7 Did you initiate any documented measures aimed at reducing the consumption of energy and fuel or keeping it flat during the last closed financial year? (A multiple choice question)



- a. No
- b. Specific and documented actions were undertaken to keep the consumption of energy and fuels flat or reduced and the outcome of these actions was measured.
- c. Internal communication activities were undertaken to encourage employees to reduce the consumption of energy and fuels when performing their routine tasks.
- d. We carry out all or selected measures included in sections (b) to (c) we have ticked, also with regard to indirect consumption of energy and fuels and the monitoring of company's climate impact.



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E.8 Did you undertake any documented measures aimed at reducing the consumption of water or keeping it flat during the last closed financial year? (A multiple choice question)



- a. No
- b. Targets have been set with regard to keeping the consumption of water related to our core business activities flat or reduced (depending on business specifics, the targets refer to a period or production volume).
- c. Certain measures (documented) were undertaken to reduce environmental footprint of the company with regard to reduced / flat consumption of water (we hold data regarding the outcome of these measures).
- d. We undertook and documented measures involving monitoring of our performance vs. targets regarding flat/reduced consumption of water in the course of our core business activities.
- e. Actual performance vs. targets regarding flat/reduced consumption of water in the course of our core business activities was reported to the management board (along with proposed corrective measures should the targets not be achieved).
- f. We disclose information on relevant measures, defined targets and our performance vs. the targets on our website and/or in our environmental report, or in a CSR / sustainable development / integrated report.
- g. We carry out all or selected measures included in sections (b) to (f) we have ticked, also with regard to indirect consumption of water.
- h. Not applicable (selecting the answer, you are obliged to attach justification of not considering water consumption material in the context of your core business activities).

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E.9 Did you undertake any documented measures aimed at reducing the consumption of water or keeping it flat during the last closed financial year? (A multiple choice question)



- a. No
- b. Specific and documented actions were undertaken to keep the consumption of water flat or reduced and the outcome of these actions was measured on a regular basis.
- c. Internal communication activities were undertaken to encourage employees to reduce the consumption of water when performing their routine tasks.
- d. We carry out all or selected measures included in sections (b) to (c) we have ticked, also with regard to indirect consumption of water.



E.10 Do you segregate and recycle waste?



- a. No, we do not get involved in waste segregation and internal recycling. Nevertheless, we care to manage the waste in accordance with valid legal requirements. To this end, we conclude waste management agreements with authorized entities with regard to all waste generated in the course of our business activities.
- b. Yes, we segregate waste and internally recycle 25% of our waste or control activities of companies that do this for us; we conclude agreements with authorized entities regarding the management of other waste generated in the course of our business activities.
- c. Yes, we segregate waste and internally recycle 50% of our waste or control activities of companies that do this for us; we conclude agreements with authorized entities regarding the management of other waste generated in the course of our business activities.
- d. Yes, we segregate waste and internally recycle 75% of our waste or control activities of companies that do this for us we conclude agreements with authorized entities regarding the management of other waste generated in the course of our business activities.



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e. Yes, we segregate waste and internally recycle 100% of our waste or control activities of companies that do this for us.



E.11 Do you operate in biologically sensitive areas (BSA) and therefore undertake the following measures:



a. Not applicable. We do not operate in BSA or in protected areas (national parks, landscape parks, natural reserves, Natura 2000).



b. Yes, our plants located in BSA comply with valid legal regulations regarding limited environmental / biodiversity impact.

c. Yes, we voluntarily carry out a regular environmental / biodiversity analysis in our plants located in BSA (the frequency of monitoring is higher than minimum legal requirements in this respect).

d. Yes, we voluntarily carry out a regular environmental / biodiversity analysis in our plants located in BSA (the frequency of monitoring is higher than minimum legal requirements in this respect). Additionally, we undertake voluntary measures to reduce our impact in these areas.



E.12 Are any of your products/services designed in a manner considering reduction of the environmental impact below the level required by the valid law or current standards (to be referred to as a competitive advantage in relations with clients)? (A multiple choice question)



a. No

b. Yes. In the designing stage this requirement is met by less than half of products/services we offer.

c. Yes. In the designing stage this requirement is met by at least half of products/services we offer.

d. Yes. In the manufacturing stage this requirement is met by less than half of products/services we offer.



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- e. Yes. In the manufacturing stage this requirement is met by at least half of products/services we offer.
- f. We do not carry out manufacturing activities, so the answer regarding the manufacturing stage is not applicable.
- g. Yes. In the stage of use this requirement is met by less than half of products/services we offer.
- h. Yes. In the stage of use this requirement is met by at least half of products/services we offer.



E.13 Do your financial products/services include ones intended to support entities/solutions that reduce their negative environmental impact? (A multiple choice question)



- a. No
- b. Yes, we offer or participate in offering of financial products that support responsible investment (we allow our clients to invest in entities that meet strictly defined environmental criteria).
- c. Yes, we include environmental criteria when deciding on offering financial products/services to our clients (e.g. preferential terms of loans/ credit facilities/insurance offered to entities that meet strictly defined environmental criteria).
- d. Yes, we offer financial products dedicated to projects/measures that reduce negative and/or increase positive environmental impact.

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E.14 Have you been fined for non-compliance with environmental regulations (i.e. the decision has become binding and the fine due)? (The answer should refer to the last closed financial year and the current year up to the date of participating in the questionnaire.)



- a. Yes, the total fine amounts to at least 0.01% of our revenue.
- b. Yes, a few non-recurring fines have occurred (the total fine amount is less than 0.01% of our revenue).
- c. Yes, but the sanction has a non-financial form (e.g. an obligation to publish specified information or to urgently implement measures recommended by a competent office/environmental control authorities).
- d. No, we have not been fined.

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S.1 Do you undertake measures that ensure occupational safety and health? (A multiple choice question)



a. No



b. We have defined general OHS principles addressed to all employees.

c. We have defined detailed OHS procedural requirements binding for certain/key aspects of our business activity.

d. We develop and implement annual OHS training plans.

e. We internally communicate OHS targets, record occupational accidents and undertake relevant measures.

f. We communicate OHS targets on the website or in our social report, record occupational accidents and undertake relevant measures.

g. We have integrated OHS targets with the bonus and/or management through objectives system including both individuals in charge of OHS management and other (all or selected) employees/management representatives.



S.2 Has a certified OHS management system been implemented? Do you hold a certification of its validity provided by an authorized entity?



a. No



b. Yes, OHSAS 18001 or PN 18001

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S.3 Did any occupational accidents occur during last financial year? How many? (Based on the accident register used by the company or on information provided to Main Statistical Office or a competent administrative body. If no accidents occurred, enter "0". Leaving the box empty shall be treated as a refusal to answer.)



S.4 Were there any fatal accidents? How many? (Based on the accident register used by the company or on information provided to Main Statistical Office or a competent administrative body. If no such accidents occurred, enter "0". Leaving the box empty shall be treated as a refusal to answer.)



S.5 What was the average number of sick days per person working on an employment contract? (Calculated as the ratio of the total number of sick days in the company to the total headcount at the financial year end. The sick leave absenteeism should include only days off due to employee's illness, without child care or family member care days.)



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S.6 Have you developed and implemented a HR policy? (Understood as a formal document determining general HR activities in the organization and principles to be followed with regard to employee issues and treated as a benchmark for evaluation of all related measures.)



- a. No
- b. Yes, but it is not accompanied by documented, measurable targets, monitored on a regular basis.
- c. Yes, it is accompanied by documented, measurable targets, monitored on a regular basis (with pre-defined frequency).
- d. . Yes, it is accompanied with documented, measurable targets, monitored on a regular basis (with pre-defined frequency), with follow-up depending on results of performance analysis.
- e. The document meets the requirements defined in sections (b) - (d) and, additionally, the HR performance in the Company has been integrated with the bonus and/or management through objectives system including both individuals in charge of HR management and other (all or selected) employees/management representatives.



S.7 Do your employees undergo formal performance evaluation on a regular basis? (The Company should hold documents that confirm that such measures were carried out during the last closed financial year or, pursuant to adopted principles, during a closed financial year in which such evaluation should have been carried out.)



- a. .No
- b. Yes, but the performance evaluation does not refer to professional development plans of individual employees.
- c. Yes and the performance evaluation is used in preparing further professional development plans of individual employees, planning training sessions etc.

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S.8 Do you carry out surveys of employee sentiments, involvement, satisfaction or identification with corporate values? (The Company should hold documents that confirm that such measures were carried out during the last closed financial year or, pursuant to adopted principles, during a closed financial year in which such evaluation should have been carried out.)



- a. No
- b. Yes, we carry out surveys whose outcome underlies further analyses and corrective measures if necessary, but not on a regular basis.
- c. Yes, we carry out surveys whose outcome underlies further analyses and corrective measures if necessary, on a regular basis.
- d. We meet the requirements referred to in section (c) and additionally we present survey results in internal communications addressed to all employees.



S.9 Have you adopted a consistent remuneration policy (in the form of a formally approved document determining principles of remunerating employees on various positions)?



- a. No, we have not formally regulated these issues.
- b. Yes, we have defined salary brackets related to various positions in our strategic documents/corporate policies.
- c. Yes, we have defined salary brackets related to various positions in our strategic documents/corporate policies, and all employees may access these data.

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S.10 Have you adopted a structured approach to workplace diversity management? (Respecting differences among people underlies the concept of diversity. Key differences include gender, age, nationality, ethnicity, race, religious beliefs, sexual orientation and (dis)ability. Diversity management entails recognition of differences among people within (and outside) an organization and purposeful development of strategies, policies and programs that support respecting these differences and using them to the organization's benefit. The diversity management objective is to create working environment where each employee feels respected and recognized, and which allows everyone achieving their full potential and thus contribute to the corporate success.) (A multiple choice question)

- a. No, we have not formally regulated these issues and do not carry out any related activities.
- b. Yes, we have included diversity in corporate strategies/policies (strategy, diversity policy, code of ethics/of conduct).
- c. Yes, we have formally included the diversity principle into our recruitment procedures.
- d. Yes, we have formally adopted the principle of equality in access to earnings, benefits, development, training and promotion.
- e. Yes, we have introduced programs/undertaken measures addressed to selected employee groups (working mothers, 50+, etc.).
- f. Flexible work arrangements (online work from home, flexible hours is possible on a given position).
- g. Yes, we internally communicate our approach to diversity.
- h. Yes, we externally communicate our approach to diversity.

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S.11 What do you offer to your employees (as at the survey date)? (A multiple choice question)



a. We do not offer any extra benefits to our employees.



b. Additional social benefits to employees facing personal problems.

c. Additional medical care for all employees.

d. A pension plan for employees (or another form of additional private pension insurance).

e. Full or partial refund of costs of university education or foreign language learning.

f. Full or partial refund of costs of sports activities.

g. Full or partial refund of costs of cultural and/or sports events.



S.12 What was the percentage of rotation among persons working on employment contracts? (The rotation percentage is calculated as the ratio of the number of employees leaving, both on a voluntary basis and laid off, to the average headcount in a given year.)



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S.13 What was the average number of training days per person working on an employment contract? (Calculated as the ratio of the training days total to the year-end headcount.)



a. Production and blue-collar employees:



b. Administrative employees (positions not related to the core business activities but allowing their performance, such as assistants):

c. Low level employees (experts and specialists):

d. Managerial staff (e.g. middle level managers):

e. Management (high level management staff, such as directors):

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S.14 Have you been penalized for a breach of employee rights or lost a case at court being sentenced to pay damages to an employee (i.e. the decision has become binding and the claim due)? (The answer should refer to the last closed financial year and the current year up to the date of participating in the questionnaire.)



- a. Yes, the total fine amounts to at least 0.01% of our revenue.
- b. Yes, incidentally (the total fine amount is lower than 0.01% of our revenue).
- c. Yes, but the sanction has a non-financial form (e.g. an obligation to publish specified information or to urgently implement measures recommended by a competent office/authorities controlling enforcement of employee rights).
- d. No, such case did not occur.



S.15 Have you formally defined principles applicable to relations with suppliers and can these principles be disclosed? (A multiple choice question)



- a. No
- b. Yes, but they have not been communicated to suppliers / published.
- c. Yes and they have been communicated to suppliers / published.
- d. In the corporate procurement policy, we have adopted a formal requirement to obligatorily include ethical, social (e.g. protection of employee rights) or environmental requirements in supplier selection criteria (such as environment friendly raw materials/products). All permissible exceptions have been formally defined.
- e. Our procurement policies or documented principles of concluding contracts with suppliers require us to include ethical, social or environmental clauses in all contracts. All permissible exceptions from the rule have been formally defined.



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- f. Our procurement policies or documented principles of concluding contracts with suppliers require us to contractually oblige suppliers to undergo an audit of compliance with standard ethical, social or environmental clauses included therein. All exceptions from the obligation to include such a clause in contracts with suppliers have been formally defined.
- g. The audit tool mentioned in section f has been used in practice, and the use has been documented (the company holds financial documents confirming that such audits have been carried out during the last closed financial year and in the current year, until the date of the survey.)



S.16 What percentage of your total trade liabilities was overdue (based on data available in the accounting system as at the end of the last closed financial year. Leaving the box empty shall be treated as a refusal to answer.)

a. Liabilities overdue by up to 30 days.

b. Liabilities overdue by 31-59 days.

c. Liabilities overdue by 60 days or more.

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S.17a Please indicate the extent to which the payment deadline up to 30 days is applicable to your suppliers. (Based on data available in your accounting system and accounting principles adopted by your company. Leaving the box empty shall be treated as a refusal to answer.)



- a. To trade liabilities whose total value does not exceed 10% of the liability class.
- b. To trade liabilities whose total value ranges from 11% to 50% of the liability class.
- c. To trade liabilities whose total value ranges from 51% to 75% of the liability class.
- d. To trade liabilities whose total value exceeds 75% of the liability class.



S.17b Please indicate the extent to which the payment deadline ranging from 31 to 60 days is applicable to your suppliers. (Based on data available in your accounting system and accounting principles adopted by your company. Leaving the box empty shall be treated as a refusal to answer.)



- a. To trade liabilities whose total value does not exceed 10% of the liability class.
- b. To trade liabilities whose total value ranges from 11% to 50% of the liability class.
- c. To trade liabilities whose total value ranges from 51% to 75% of the liability class.
- d. To trade liabilities whose total value exceeds 75% of the liability class.

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S.17c Please indicate the extent to which the payment deadline exceeding 60 days is applicable to your suppliers. (Based on data available w in your accounting system and accounting principles adopted by your company. Leaving the box empty shall be treated as a refusal to answer.)



- a. To trade liabilities whose total value does not exceed 10% of the liability class.
- b. To trade liabilities whose total value ranges from 11% to 50% of the liability class.
- c. To trade liabilities whose total value ranges from 51% to 75% of the liability class.
- d. To trade liabilities whose total value exceeds 75% of the liability class.



S.18 Do you carry out documented a documented dialogue/ consultation with your stakeholders? (E.g. regular formal meetings with representatives of individual stakeholder groups to share mutual expectations, such as meetings with representatives of employees, suppliers, clients, consumer organizations, etc.)



- a. No
- b. Yes, but we have not mapped key stakeholder groups.
- c. Yes, on an irregular and informal basis, with stakeholder groups selected from among key ones following a documented stakeholder mapping procedure.
- d. Yes, on a regular and documented basis (with formally defined frequency), with stakeholder groups selected from among key ones following a documented stakeholder mapping procedure.
- e. Yes, on a regular and documented basis (with formally defined frequency), with all stakeholder groups identified as key ones following a documented stakeholder mapping procedure.

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S.19 A growing number of companies around the world, along with financial reports, publish documents describing their social and environmental impact in the form of CSR/sustainability/integrated reports. These reports may be standalone or form a part of their annual reports printed on paper or distributed as electronic files. Do you publish regular social reports?



- a. No, we do not.
- b. Yes, we collect and transfer data for the the parent company, which publishes annual CSR/sustainability/integrated report in a foreign language (we have a copy of such a report for the last closed financial year).
- c. Yes, we collect data and publish an annual CSR/sustainability/integrated report in Polish, intended for the Polish market (we have a copy of such a report for the last closed financial year).



S.20 CSR/sustainability/integrated report (a multiple choice question):



- a. Not applicable.
- b. Presents our approach to CSR/sustainability management along with our strategic CSR/sustainability assumptions.
- c. Presents the subsequent period targets, evaluates our performance vs. prior year ones and (if applicable) provides explanations why we have not achieved the prior year targets.
- d. Provides information on negative CSR/sustainability events that occurred in the reporting period.
- e. Includes company's statement that the report has been developed in accordance to the Global Reporting Initiative (GRI) guidance or to any other recognized international ESG reporting standards.
- f. Has been confirmed to comply with relevant requirements by GRI or another authorized organization.



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- g. Includes confirmation that prior to its publication, it was consulted with company's key stakeholders.
- h. Undergoes a third party verification (audit).
- i. Is published in Polish and in a foreign language.

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G.1 Have you adopted and pursued a verifiable business strategy?



a. No, it does not exist.



b. Yes, it has been developed and indicates general corporate growth directions and business objectives,

c. Yes, it has been developed and indicates detailed business objectives and measures to achieve them, as well as individuals in charge of their performance and the projected timeframe.

d. Yes, it has been developed and indicates detailed business objectives, measures to achieve them, individuals in charge of their performance and the projected timeframe. Further, it defines performance monitoring and reporting principles (including management reporting).

e. Yes, it has been developed and indicates detailed business objectives, measures to achieve them, individuals in charge of their performance and the projected timeframe. Further, it defines performance monitoring and reporting principles (including management reporting). There is evidence that during the last closed financial year, the strategy performance monitoring and reporting process was carried out in the company.



G.2 Do you have a verifiable corporate responsibility (CR) strategy or sustainable development (SD) strategy in place?



a. No, it does not exist.



b. No, but we carry out specified and documented SD/CR activities.

c. No, but we have adopted a documented and regular approach to activities carried out in the selected area(s), e.g. those addressed to local community, employees or environment (for each area, a formal document defines corporate objectives, measures to be undertaken, action plan/timeline). We actually perform the activities and document them.



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- d. Yes, but it only indicates general corporate CR/SD objectives, defines all areas of our involvement and relevant activities, as well as an action plan/timeline. We actually perform and document these activities.
- e. Yes, it meets all of the following conditions: (a) defines corporate CR/SD objectives, areas of involvement, activities performed; (b) it refers to our business strategy; (c) it refers to the outcome of stakeholder analysis, demonstrates corporate approach to dialogue with key stakeholders; (d) it determines measures, principles of measurement, monitoring and regular evaluation of performance against the adopted objectives. We actually perform the planned activities and document them.
- f. Yes, it meets all conditions defined in section e). Additionally, after the last review date, we have monitored and/or evaluated the strategy against targets adopted for each activity. The activities have been documented.



G.3 Have you implemented a code of ethics / code of conduct (or another similar document) and can state as follows: (A multiple choice question)



- a. Yes, it determines values and general principles to be followed by company's employees and managerial staff.
- b. Yes, it determines desirable and undesirable attitudes in internal and external relations, regarding issues/aspects of key importance for the organization.
- c. Yes, it obliges employees and managers to read the code and sign a statement of its acceptance. Relevant statements signed by all employees are kept in a corporate register.
- d. Yes, it is accompanied by formal solutions defining whistleblowing procedures, further actions and consequences against those guilty of a breach.



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- e. Yes, along with the position of Ombudsman, Ethics Committee or a similar one, being charge of building corporate ethical culture and execution of code-related procedures (we have documents confirming that the above positions have been formally established and perform the tasks entrusted with them in the period after the last verification).
- f. Yes, we hold evidence of internal communication (e.g. mailing) or training on corporate ethical culture and its underlying principles.
- g. Yes, it is accompanied with formal process solutions that have been already applied in practice. Cases of whistleblowing and follow-up procedures have been documented for the last three closed financial years
- h. No, we do not have a formal code, but we have documented general principles to be followed by employees and managerial staff, including in particular non-discrimination, counteracting corruption and bribery.
- i. No, no code or another documented set of ethical principles has been established.



G.4 Have you implemented a regular, comprehensive approach to risk management, including the following aspects: (A multiple choice question)



- a. No
- b. A risk management policy has been determined.
- c. Formal principles and frequency of risk identification and assessment have been defined.
- d. A register of business related risks has been established.
- e. Along with other risk types, the corporate risk register includes various classes of environmental and social risks.
- f. A list of key risks has been defined along with relevant management approach.



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- g. The list of key risks undergoes regular review and approval of the management board (including its periodic update).
- h. Principles of risk management coordination, monitoring and evaluation have been defined.
- i. Responsibility for management of key risk types has been assigned.
- j. Key risks have actually been monitored.



G.5 Have you implemented a regular, comprehensive approach to fraud risk management, including the following aspects: (A multiple choice question)



- a. No
- b. We have established a corporate fraud risk management policy.
- c. Regular assessment of fraud risk level in different business areas has been performed.
- d. Results of the fraud risk assessment are presented to the management board on a regular basis.
- e. The fraud detection and prevention approach has been developed for areas where the risk is considered material.



G.6 Do you have an internal audit unit that applies the following solutions: (A multiple choice question)



- a. No
- b. A formal set of rules and performance principles for the internal audit function have been defined.
- c. Based on latest analysis results and risk assessment, an internal audit plan is prepared for each year and approved by the management board.
- d. An audit performance and activity report is prepared for each financial year and approved by the management board



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G.7 Have you performed a comprehensive review underlying evaluation of internal controls, risk management, compliance and internal audit for the last closed financial year? Has the review been documented in the form of a report presented to the management board and to the supervisory board or audit committee? (The company holds documents confirming that the management board and supervisory board /audit committee have read the report.)

- a. Yes
- b. No



G.8 Do you provide your clients with full and clear information on products and services offered? (A multiple choice question)

- a. No, we do not carry out such activities.
- b. We have developed and implemented principles of transparent communication with clients, including reliable information about costs, risks and available benefits to help the clients make the right choice.
- c. Client service employees are taught transparent communication principles.
- d. Pursuant to current statutory requirements and applicable regulations, documentation of products and services offered presents key aspects and attributes of these products and services.
- e. Pursuant to self-regulation principles adopted within a given sector or to obligations voluntarily assumed by the company, documentation of products and services offered presents key aspects and attributes of these products and services.

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G.9 Do you undertake initiatives to adjust your products/services or their provision to identified social issues, among others preventing social exclusion of individuals with disabilities, the elderly, low-income people, etc.?(A multiple choice question)



- a. No, we do not carry out such activities.
- b. Yes, we do recognize sensitive client issues, which are reflected in products/services we offer (terms and manner of using them, etc.).
- c. Yes, our facilities are adjusted to serve persons with disabilities.
- d. Yes, we have developed guidance for employees regarding service of people with disabilities or elderly clients.
- e. Yes, our selected locations are equipped with electronic audio devices for clients with visual impairment.
- f. Yes, our website has an audio feature or allows changing the font size.
- g. Yes, we offer special products corresponding to the needs of disfavored client groups.



G.10 Do your corporate complaint handling solutions (policies, procedures, the management system) include the following elements: (A multiple choice question)



- a. No
- b. We have implemented formal complaint handling procedures (including handling manner, deadlines, persons in charge) and we have evidence of their application.
- c. Our clients can make complaints in several forms (to make it easier).
- d. Information regarding complaints is easily available on our website.
- e. We have adopted a solution that obliges our employees to inform all clients about complaint handling procedures on an individual basis.



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- f. Each year we organize and document (internal or external) reviews of complaint handling practices and conclusions regarding the entire organization.
- g. We have enabled our clients to submit requests/proposals regarding our operations, in particular client relations.
- h. We adopted a solution that allows keeping each client informed about the use of the proposal he/she has made.
- i. We keep all stakeholders informed about our complaint handling approach and the use of key complaints in our annual CSR/sustainable development/integrated report.



G.11 Have you adopted a formal principle of amicable settlement of disputes with stakeholders (in particular, with counterparties and clients)? (A multiple choice question)



- a. No
- b. Yes, relevant information is published on our website.
- c. Yes, but the information is not publicly available; clients and counterparties receive it in the process of concluding a contract or selecting subcontractors.
- d. Yes, the valid law and legal regulations regarding the sector have made us formally adopt the amicable settlement principle in relations with our stakeholders.
- e. Yes, although we are not legally obliged to do so, we have voluntarily adopted the amicable settlement principle in relations with our stakeholders.
- f. Not applicable. Legal regulations limiting our core business activities have prevented us from adopting any formal principles.



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G.12 Have you defined principles governing your advertisement/marketing/PR activities? (A multiple choice question)



a. No



b. We have formally defined principles governing our advertisement/marketing/PR activities (in the form of a separate code, within the code of ethics/of conduct or another relevant document).

c. We have established and implemented internal procedures obliging us to check planned advertisement/marketing/PR activities for compliance with adopted principles/requirements.

d. We keep stakeholders informed about the adopted principles through our website and/or CSR/sustainable development/integrated report, at the same time advising them that they can submit their comments regarding our compliance with these principles.



G.13 Are there policies and procedures in place constituting a personal data and privacy protection system (of clients, employees)? (A multiple choice question)



a. No



b. We have established general principles of protecting personal data and privacy (of clients and employees).

c. We have established procedure of managing the protection of personal data and privacy (of clients and employees).

d. The adopted policies and/or procedures include also personal data protection from cyber threats.

e. We have developed and updated a list of individuals authorized to access personal data (of clients and employees).

f. All individuals authorized to access to personal data (of clients and employees) have signed a statement that obliges them to protect confidentiality of these data.



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- g. Each year we organize and document independent (internal or external) reviews of correct operation of systems managing the protection of personal data and privacy (of clients and employees).



G.14 Have you been fined for inadequate personal data protection (i.e. the decision has become binding and the claim due and payable in the analyzed period)? (The answer should refer to the last closed financial year and the current year up to the date of participating in the questionnaire.)



- a. Yes, the total fine amounts to at least 0.01% of our revenue.
- b. Yes, incidentally (the total fine amount is lower than 0.01% of our revenue).
- c. Yes, but the sanction has a non-financial form (e.g. an obligation to publish specified information or to urgently implement measures recommended by a competent office/authorities controlling personal data protection).
- d. No, such case did not occur.



G.15 Have you been fined for advertisement, advertisement ethics, providing clients with insufficient or unreliable information (i.e. the decision has become binding and the claim due and payable in the analyzed period)? (The answer should refer to the last closed financial year and the current year up to the date of participating in the questionnaire.)



- a. Yes, the total fine amounts to at least 0.01% of our revenue.
- b. Yes, incidentally (the total fine amount is lower than 0.01% of our revenue).
- c. Yes, but the sanction has a non-financial form (e.g. an obligation to publish specified information or to urgently implement measures recommended by a competent office/authorities controlling advertisement and marketing activities).
- d. No, such case did not occur.

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G.16 Have you been fined for anti-competitive or monopolistic activities (i.e. the decision has become binding and the claim due and payable in the analyzed period)? (The answer should refer to the last closed financial year and the current year up to the date of participating in the questionnaire.)



- a. Yes, the total fine amounts to at least 0.01% of our revenue.
- b. Yes, incidentally (the total fine amount is lower than 0.01% of our revenue).
- c. Yes, but the sanction has a non-financial form (e.g. an obligation to publish specified information or to urgently implement measures recommended by a competent office/authorities controlling anti-competitive or monopolistic activities).
- d. No, such case did not occur.



G.17 Has any incident related to broadly understood product or service safety, i.e. a potential threat to life, health or property of users, occurred in the company and become a subject of investigation/ inspection? (The answer should refer to the last closed financial year and the current year up to the date of participating in the questionnaire.) (A multiple choice question)



- a. Yes, third-party investigation or inspection was carried out (Office for Competition and Consumer Protection, National Sanitary Authorities or other industry-specific bodies) and detected such incidents in the company.
- b. Yes, third-party investigation or inspection was carried out and detected such incidents in the company. Following the procedure, the company has undertaken documented corrective measures to eliminate these incidents.
- c. Yes, third-party investigation or inspection was carried out but no incidents were detected.
- d. Internal investigation or inspection was carried out (OHS Inspector, Internal Audit) and detected incidents in the company.



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- e. Yes, internal investigation or inspection was carried out and detected such incidents in the company. Following these procedures, the company has undertaken documented corrective measures to eliminate the incidents.
- f. Yes, internal investigation or inspection was carried out but no incidents were detected.
- g. No, no third-party or internal investigation or inspection was carried out in the company in this respect



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