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ESG policy

BackOffice Outsourcing Sp. z o.o.
External version for clients and contractors

1. introduction

BackOffice Outsourcing Sp. z o.o., operating in the business services sector, fully implements the principles of sustainable development in accordance with the requirements of the CSRD and the European ESG Reporting Standards (ESRS). Our activities cover environmental (Environmental), social (Social) and corporate governance (Governance) aspects, aiming not only to comply with regulations, but also to build sustainable value for our customers, employees and communities.

2. Scope of ESG policy

The ESG principles implemented apply to the entire organisation and cover all operational and administrative departments as well as cooperation with customers and business partners.

3. Environmental (E) - Environment

Optimising energy consumption in the office by:

- use of LED lighting,
- automatic shutdown of equipment after operating hours,
- monitoring energy consumption.
- Digitisation of operational processes to reduce paper consumption.
- Segregation of waste in the workplace.
- Promoting remote and hybrid working to reduce commuting emissions.
- Plan to achieve a 10% reduction in electricity consumption by the end of 2026.

4. social (S) - Society

- Adherence to equal opportunities and anti-discrimination policies.
- Ensuring safe and ergonomic working conditions.
- Implementation of a data protection policy (GDPR).
- Regular training on data protection, business ethics and health and safety.
- Support for community initiatives and local charitable endeavours.
- Plan to increase ESG training for employees by 20% per year by 2027.

5. Governance (G) - Corporate governance

- A clear governance structure to ensure transparency in decision-making.
- Internal compliance and anti-corruption procedures.
- Internal audit of operational and financial processes.
- Having a risk management system in place.
- Protection of customer data in accordance with the best market standards.
- Appoint an ESG Officer responsible for monitoring the achievement of ESG targets and reporting progress to the Board.

6. ESG monitoring and reporting

The implementation of the ESG policy is systematically monitored by the ESG Plenipotentiary, who presents an annual report to the Board of Directors on the implementation of the ESG objectives and recommendations for improvement measures.
The company declares its willingness to cooperate with business partners in providing the information necessary to assess ESG indicators and to participate in certification and external audit processes.

7. Summary

BackOffice Outsourcing Sp. z o.o. sees ESG principles not only as a legal requirement, but as a strategic element for building trust, operational efficiency and competitive advantage.

Our aim is to continue to grow sustainably **for the** benefit of **our customers, employees, investors and the environment.**