



*For Vitex, responsible business development is the key tool for addressing the challenges of the modern business environment.*

06

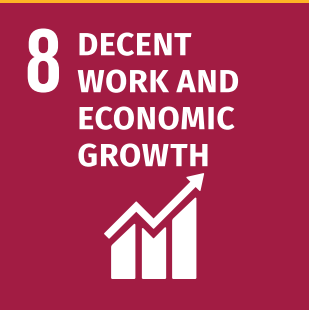
# CORPORATE GOVERNANCE (G)

ORGANIZATIONAL STRUCTURE AND GOVERNANCE SYSTEM

COMPLIANCE AND BUSINESS ETHICS

RESPONSIBLE PROCUREMENT PRACTICES

DIGITAL TRANSFORMATION





Vitex demonstrates a steadfast commitment to protecting the interests of its shareholders, ensuring full compliance with the applicable legislation and regulatory framework governing corporate governance, while embedding responsible business practices across all areas of its operations.

To this end, the Company has developed a robust and flexible Corporate Governance System, capable of effectively responding to the challenges of a demanding and constantly evolving business environment. This system is adapted to prevailing economic, social and business conditions, with an emphasis on the timely identification and management of risks and opportunities.

A key priority for Vitex is the adoption of sound and transparent corporate governance practices, which ensure:

- effective internal organisation,
- full compliance with the relevant legal framework,
- enhanced competitiveness, and
- the creation of long-term value for the benefit of all stakeholders.

Vitex’s governance model promotes transparency, accountability and independence in decision-making and oversight mechanisms, playing a decisive role in achieving the Company’s strategic business objectives and continuously improving its financial performance. Vitex operates as a Société Anonyme (S.A.), with all of its share capital owned by members of the wider Yannidis family. The main pillars of this responsible governance framework are:

Board of Directors

The Board of Directors is the highest governing body of Vitex and is entrusted with the general duty of managing and representing the Company to achieve its corporate purpose. Within the scope of its responsibilities, the Board of Directors:

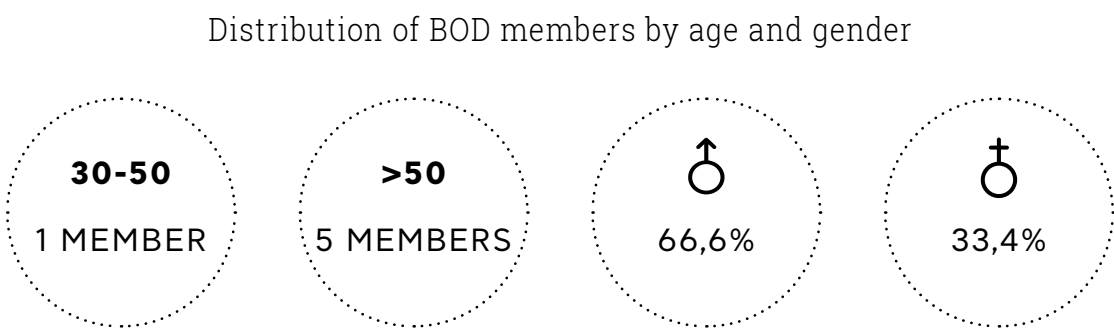
- sets and coordinates the Company’s business policy,
- monitors and supervises the implementation of the business strategy,
- assigns responsibilities to senior executives for the implementation of this policy.

The objectives of the Board of Directors are to:

- continuously enhance the long-term economic value of Vitex,
- safeguard the Company’s overall corporate interest, with an emphasis on the interests of its shareholders,
- ensure balanced consideration of the interests of all stakeholder groups (employees, customers, suppliers, creditors),
- promote environmental protection through the business strategy,
- maintain and strengthen the Company’s reputation and image.

Pursuant to the resolution for its formation passed at the end of the 2024 financial year, the Board of Directors has appointed delegated bodies to which specific powers have been assigned. The Board consists of six members as follows:

Konstantinos Yannidis	Chairman of the Board
Armodios Yannidis	Vice President, CEO
Ioannis Yannidis	Managing Director
Nikolaos Yannidis	Member of the Board
Eftychia Yannidi	Member of the Board
Despina Riga	Member of the Board



The Board of Directors of Vitex operates in accordance with the provisions of applicable legislation and the Company’s Articles of Association, adopting best practices in corporate governance regardless of the family composition of its shareholders and the absence of a formal legal obligation. The key commitments of the members of the Board of Directors include:

- Upholding their duty of loyalty to the Company and dedication to promoting its interests.
- Ensuring the avoidance of conflicts of interest, safeguarding the priority of the corporate interest over any personal interest.
- Shaping, promoting and implementing the core values and principles of Vitex, which guide its operations and development.

Board members who serve in delegated roles, exercising day-to-day management and representation of the Company, receive annual remuneration, which is approved by the Ordinary General Meeting of

shareholders. The determination of remuneration is based on:

- the size and performance of the Company,
- the need to provide appropriate incentives for the achievement of corporate objectives,
- and the consistent and responsible safeguarding of corporate interests.

Despite its family-owned structure and in the absence of any legal requirement, Vitex voluntarily adopts and applies governance practices that promote **transparency, objectivity** and **fairness** in decision-making and management processes.

In doing so, the Company actively supports the achievement of its corporate purpose and contributes to its sustainable development.

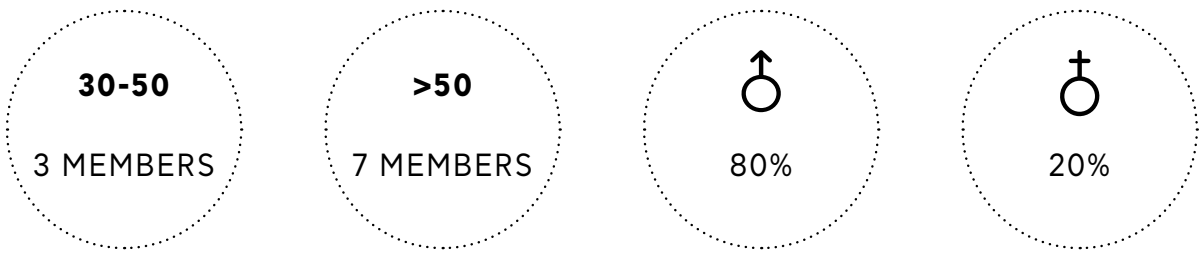


EXECOM Management Team

Since 2011, the Company has restructured its internal management model by creating and establishing a small, informal but highly effective management team (**EXE**cutive **COM**mittee) composed of the following individuals:

Armodios Yannidis	Vice President of BOD, CEO
Ioannis Yannidis	Managing Director
Vasilis Vlachogiannis	Commercial Director
Apostolos Zagogiannis	Technical Director
Vasilis Koulocheris	Financial Director
Makis Koletsis	International Development Director
Eleni Bona	Human Resources Director
Aristotelis Nikolakopoulos	Research & Development Director
Maria Xilouri	Marketing Director
Babis Charalampous	IT Director

Distribution of EXECOM members by age and gender



The EXECOM team continues to play a key role in shaping the Company’s corporate strategy under the oversight of the Board of Directors. It maintains full control over the Company’s processes and decisions, with its main responsibilities including:

- organising and overseeing the Company’s day-to-day operations,

- identifying, assessing and initially managing risks, with the aim of timely mitigation,
- developing strategy and setting objectives related to Sustainable Development,
- approving and reviewing the information disclosed in the Sustainability Report.

It operates in accordance with international best practices, ensuring diversity and sound corporate governance within the Company. The EXECOM team **holds regular meetings every 14 days, as well as ad hoc meetings whenever deemed necessary**. The EXECOM Directors oversee all Middle Managers, who in turn are responsible for leading and guiding employees within their respective departments.

The outcome of these management processes, combined with the close cooperation and direct communication between the EXECOM team, the Board of Directors, and all employees, is the reinforcement of Vitex’s transparent governance structure, the acceleration of decision-making processes, and a significant contribution to ensuring compliance with Sustainable Development standards.

Sustainable Development and Corporate Responsibility Team

The Vitex Sustainable Development Team is responsible for the integrated management of sustainable development and corporate responsibility matters at all levels of the organisation. IT is composed of senior executives representing all key departments of the Company, ensuring an interdisciplinary approach and the integration of sustainability principles into every business function. The team is led by the Sustainability Manager of Vitex, who is responsible for:

- the overall coordination of actions,
- the effective functioning of the team,
- and the alignment of results and initiatives with the management team (EXECOM) through regular updates.

Key strategic objectives of the Sustainable Development Team include:

- Developing and implementing the corporate Sustainability Strategy at all levels of the organisation.
- Fostering a culture of environmental and social responsibility among employees through awareness-raising and active participation initiatives.
- Collecting, monitoring and verifying ESG data and preparing the annual Sustainability Report.
- Contributing to the development of medium- and long-term sustainability goals aligned with international standards and the broader regulatory framework.
- Continuously improving the Company’s performance across all ESG pillars.

The team meets on a quarterly basis and additionally compiles and processes relevant information to provide

immediate updates to the EXECOM management team during its regular meetings.

In 2024, the main areas addressed by the Sustainable Development Team included:

- Implementation of the Double Materiality approach: Integrating the analysis of material issues both from the perspective of the Company’s impact on society and the environment, and from the perspective of ESG factors’ impact on its financial performance, in line with the requirements of the CSRD (Corporate Sustainability Reporting Directive).
- Monitoring and improving ESG performance: Systematic recording and analysis of key KPIs such as greenhouse gas emissions, energy consumption, social contribution, and corporate governance practices.
- Readiness for new regulatory requirements: Developing compliance programmes regarding the EU Taxonomy for sustainable investments and the new European legislation on due diligence in supply chains (CSDDD).
- Initiatives to strengthen a sustainability culture: Training seminars and internal awareness campaigns for employees on Sustainable Development.

In addition, cross-functional committees have been established to complement the work of EXECOM, focusing on specific specialised issues and carrying out in-depth analysis.



AGORA

The AGORA Committee has as its main objective the coordination of the Company’s Commercial Departments (Marketing, Domestic Sales, International Sales, Project Department, Order Department) both with one another and with the R&D Department, in order to enhance the effectiveness of commercial activities.

While the Committee does not aim to replace the core functions of the Commercial Departments — such as developing business plans, conducting market studies, preparing marketing plans, implementing commercial policies and product research — it focuses on collaboration and coordination to achieve the Company’s commercial objectives through:

- Examining emerging commercial opportunities
  - Developing detailed business proposals aimed at achieving commercial targets
  - Proposing short-term actions that are immediately applicable, with a time horizon of up to 12 months
- The AGORA Committee functions as a catalyst for collaboration and connectivity, leveraging the dynamics of the Commercial Departments and strengthening the Company’s strategic flexibility.

MetaVIT

The MetaVIT Committee focuses on promoting innovation and strategic adaptation, taking into account modern trends and the challenges of the international business environment.

Its main responsibilities include:

- **Monitoring Megatrends and Strategic Foresights for Europe and the world**, aiming to identify opportunities that could represent growth advantages for the Company rather than threats
- **Digital Transformation:** Recommending practices for adoption and self- improvement in the Company’s digital transformation, with the aim of increasing efficiency and optimising processes
- **Assessment of European Legislation:** Evaluating future medium-term European legislation on chemicals (EU Green Deal, CLP, REACH) and providing updates on chemicals that will be phased out or used under restrictions
- **Future Consumer Needs and POS:** Analysing long-term consumer needs and the evolution of the structure and operation of future points of sale (POS), taking into account trends in construction, materials, application methodologies and circular economy principles
- **Staffing and Development of New Skills:** Planning to strengthen the Company with new, essential personnel and skills to ensure alignment with future developments.
- **Evaluation of Innovative Ideas and Digital Products:**

Assessing innovative ideas and potentially creating new digital products and services that integrate the principles of sustainability and technological progress.

The mission of the MetaVIT Committee is to ensure that the Company remains competitive and sustainable, leveraging the most advanced strategies and innovative technologies in industry and the market.

DIGICOM

As part of Vitex’s digital transformation and technological advancement, the DIGICOM Committee (Tools Committee) plays a pivotal role in identifying, evaluating, and promoting tools and solutions that enhance operational efficiency and innovation across the organisation.

The committee acts as a strategic driver of technological acceleration and guidance, with the following core responsibilities:

- **Providing strategic direction** for the adoption of technological tools and solutions, based on the analysis and monitoring of global trends.
- **Assessing business needs and priorities** to strengthen key operational areas.
- **Collecting, conducting preliminary analysis, and evaluating proposals** and ideas to ensure alignment with the company’s business objectives.
- **Developing targeted recommendations**, based on evidence-based assessment and strategic focus.
- **Systematically reviewing and adjusting priorities** in line with technological developments and market dynamics.



Ensuring regulatory compliance is a strategic priority for the Company, as it reflects our unwavering commitment to the fundamental principles of transparency, integrity, fairness, professionalism and respect for the institutional framework.

Compliance is not merely a legal obligation, but an integral part of our corporate identity and responsible business conduct.

With a focus on strict adherence to national and European legislation, the Company implements a holistic compliance system that covers all of its activities. We consistently and systematically meet our legal and regulatory obligations through continuous monitoring and review of the regulatory framework that governs us, in order to ensure the ongoing alignment of our processes with current requirements.

The Company’s compliance framework strategically focuses on three key pillars: **environmental protection, social responsibility, and product safety**. Our approach is based on preventive action, continuous improvement, and embedding a culture of compliance at all levels of our organisational structure.

To manage and implement our regulatory obligations effectively, the Company operates a dedicated legal and regulatory department responsible for systematically gathering, evaluating and monitoring the applicable regulatory framework, both at national and European level. Through documented and timely updates from official and reliable sources, this department ensures the immediate integration of regulatory developments into the Company’s operations, thereby strengthening compliance and institutional stability.



**During the 2024 financial year, no violations or sanctions were recorded relating to environmental compliance or commercial ethics (product labeling, marketing, advertising).** This positive performance confirms both our strict adherence to legality and business ethics, and the effectiveness of the control systems and internal processes we have in place.

Overall, our continuous vigilance and the establishment of a culture of compliance safeguard the sustainable operation of the business for the benefit of all stakeholders.

## Codes and Policies

Vitex’s regulatory compliance is supported by a coherent set of policies and codes that incorporate the fundamental principles, values and rules that govern the Company’s operations. This framework serves as a point of reference for the behaviour of all internal and external partners and establishes a responsible corporate culture.

### Code of Conduct

Vitex’s Code of Conduct reflects the Company’s core values – integrity, transparency, respect, and responsibility – and serves as a guide for behaviour at all levels of the organisational structure. It strengthens the commitment of employees, executives and senior management to adopting and promoting responsible professional practices, as well as complying with the applicable regulatory and ethical framework.

The Code covers, among other areas, business ethics, anti-corruption, and conflict of interest management, creating a unified and transparent standard of conduct for all. It has been approved by the Company’s senior management and is available in four languages (Greek, English, Bulgarian and Serbian) to ensure understanding and application by all employees, regardless of geographical or cultural background.

### Supplier Code of Conduct

In parallel, Vitex has established its Supplier Code of Conduct, which clearly sets out the Company’s expectations of its business partners. This Code sets the standards for responsible business practices in areas such as labour practices, health and safety, human rights protection, environmental responsibility and business ethics. It constitutes an essential term of collaboration, promoting transparency and alignment of values throughout the supply chain.

### Human Rights Policy

Vitex’s Human Rights Policy clearly sets out the Company’s commitment to upholding, respecting and promoting all internationally recognised human rights, as defined by the United Nations Convention and the

UN Guiding Principles on Business and Human Rights (UNGPs) and the OECD Guidelines. This policy supports the principle of zero tolerance for any form of human rights violation and is fully embedded in the Company’s sustainable development strategy (in line with the United Nations Sustainable Development Goals – SDGs).

### Policy for the Prevention and Combating of Violence and Harassment at Work

With respect for the fundamental principles of dignity, equality and a working environment free from discrimination, violence and abuse, Vitex implements a Policy for the Prevention and Combating of Violence and Harassment. Its aim is to ensure a safe, healthy and inclusive working environment, where open communication is encouraged, and the rights of all employees are protected.

### Personal Data Protection Policy

The protection of privacy and personal data is an integral part of Vitex’s corporate responsibility. The Company’s Personal Data Protection Policy has been designed in accordance with the General Data Protection Regulation (GDPR – EU Regulation 679/2016) and the relevant national legislation.

It applies to all individuals involved in the Company’s activities, such as customers, suppliers, employees, job candidates and partners, ensuring that any information collected is handled with transparency, consent, and strict adherence to the principles of security and confidentiality.





*In 2024, no data breaches or instances of non-compliance with the GDPR were recorded, confirming the Company’s ongoing commitment to privacy protection and compliance with regulatory requirements.*

*All Codes and Policies are available on the Company’s website and are updated at regular intervals to ensure continuous compliance with applicable legislation and best international practices.*

Whistleblowing Policy

Vitex has established a comprehensive Whistleblowing Policy, which sets out a reliable and confidential framework for submitting internal reports of violations of legislation or corporate policies.

The system is designed in line with Directive (EU) 2019/1937 on the protection of whistleblowers and Greek Law 4990/2022, ensuring full protection for any employee or partner who reports non-compliance in good faith.

The procedure includes standards for recording, assessing and monitoring reports, as well as preventing retaliation against whistleblowers.

Risk Management and Internal Control Procedures

Risk management and internal control are structural elements of Vitex’s corporate governance, ensuring the stability, resilience and sustainable development of the business in an ever-changing environment.

Our approach is based on the principle of prevention and on the timely identification, assessment and management of risks that may affect our business activities.

The risk management framework is aligned with international standards such as ISO 31000, ISO 9001, ISO 14001, ISO 45001 and EMAS, ensuring effective decision-making and the minimisation of negative impacts.

Risk Management Framework

Vitex implements a comprehensive risk identification and assessment system, conducted on a regular annual

basis under the supervision of Management. This process contributes to:

- The proactive management of threats
  - The identification of improvement opportunities
  - The safeguarding of business continuity and resilience
- The main categories of risks monitored and managed include:

1. Financial Risks

These relate to variables that may directly impact the Company’s financial results, such as:

- Credit risk
- Foreign exchange risk
- Supply chain risk
- Inventory obsolescence risk
- Liquidity risk
- Interest rate risk
- Market risk

The Finance Department has developed and implements a specific framework of measures to minimise these risks and strengthen the organisation’s financial sustainability. A detailed analysis is included in the 2024 Annual Financial Report.

2. Strategic Risks

These refer to external, unpredictable factors that may affect strategic planning, such as:

- Geopolitical changes
- Changes in the regulatory or tax framework
- Developments in the competitive landscape

Vitex manages these risks through:

- Participation in national and international industry associations
- Ongoing monitoring and evaluation of the macroeconomic environment
- Integration of identified risks into strategic planning

3. Operational Risks

These relate to issues arising from internal operations that may affect performance and / or safety, such as:

- Insufficient internal processes
- Inadequacy of human or technological resources
- Insufficient staff training
- Occupational health and safety risks

The Company implements an Integrated Management System (IMS), certified according to ISO 9001, ISO 14001, ISO 45001 and EMAS, and makes ongoing investments and provides continuous training to strengthen operational safety and organisational effectiveness.

4. Environmental Risks

Climate change is a key risk factor for the Company’s operations and reputation. Vitex assesses both physical risks (such as extreme weather events or gradual climate changes) and transition risks (arising from policy, technological or regulatory changes). Additionally, climate change is recognised as a potential source of reputational risk linked to shifts in how consumers perceive the Company’s contribution towards a lower carbon footprint economy and changes in their preferences.



To successfully address these challenges, the Company:

- Closely monitors environmental developments at national and international levels
- Invests in improving energy efficiency
- Designs and offers innovative, sustainable products with a low environmental footprint

Recognising the importance of reputation in relation to sustainability, Vitex adopts practices that build consumer trust, responding to the demands for responsible environmental management.

Internal Audit

The Internal Control System is a key mechanism for ensuring compliance and the continuous improvement of corporate processes. Vitex implements an annual internal audit programme which:

- Is developed by a specialised team, based on priorities and identified risks
- Is approved by the Executive Management during the regular reviews of the Management System
- Includes a comprehensive evaluation of systems and targeted audits for each activity

The areas covered include:

- Compliance with legal and regulatory requirements
- Performance and effectiveness of internal processes
- Organisational structure, responsibilities and authorisations
- Monitoring of ESG target achievement (quality, environment, safety)
- Assessment of business and environmental risks
- Effectiveness of preventive and corrective measures

The systematic implementation of these audits strengthens transparency, accountability and the Company’s credibility both internally and with external stakeholders.

Transparency and Conflict of Interest

Vitex recognises that enhancing transparency and preventing conflicts of interest are fundamental to building trust with all stakeholders – shareholders, customers, suppliers, employees and wider society. The Company **adopts a responsible governance culture that reinforces accountability and fair business conduct.**

Vitex’s management has established clear procedures for identifying and managing potential conflicts of interest. These procedures ensure objectivity in decision-making and prevent situations that could undermine the Company’s credibility or the ethics of its operations.

At the same time, a confidential reporting mechanism has been established for incidents or suspicions of corruption, bribery or other unethical practices. Employee awareness and training on business ethics is continuous, while the Company’s zero-tolerance policy is applied rigorously.

In 2024, no incidents related to corruption or conflicts of interest were recorded.

Product Labelling and Responsible Marketing

Vitex approaches responsible commercial communication, clear labelling, and consumer information with the utmost seriousness. The aim is to **promote high-quality, safe products** while strengthening customer trust and loyalty.

All information related to product use, composition and impacts is made transparently available through safety data sheets, technical manuals, instructions for use, packaging labels, and printed or digital materials. Packaging labels fully comply with the requirements of Greek and European legislation, are legible and indelible, and ensure the safe and responsible use of the products.

The Company closely monitors developments in the regulatory framework of the European Green Deal, as well as new guidelines aimed at preventing misleading environmental communication (Green Claims Directive). Through documented evaluations, Vitex makes environmental claims exclusively when these are based on measurable data and certifications, avoiding greenwashing practices.

In an environment where consumers are more aware and demanding than ever, Vitex invests in a responsible marketing strategy that combines authenticity with innovation.

Leveraging the latest digital marketing tools, such as:

- **AI-driven analytics** to optimise advertising campaigns,
- **Omnichannel communication strategies** (combining physical and digital channels),

- **Green branding**, with a focus on products with environmental added value, the Company engages its audience with respect and transparency. The content of promotional activities focuses on the value of the products rather than exaggerated claims, fostering a sense of responsibility and reliability – particularly among the new generation of consumers, who prioritise authenticity and social impact.



We place strong emphasis on long-term collaboration, grounded in shared goals of quality, responsibility, and innovation. Our philosophy is based on fostering relationships of mutual growth with our suppliers.

## Supply Chain Management

The operation of Vitex's Procurement Department goes beyond the simple management of contracts and orders. Instead, it forms part of a broader strategic plan aimed at creating a resilient, responsible and sustainable supply chain that ensures business continuity while also delivering added value to society and the environment.

Responsible procurement is a key lever for achieving the Company's objectives across the three main pillars of Sustainable Development: economic performance, social responsibility, and environmental management.

### Risk Management and Business Continuity in a Dynamic Environment

Vitex operates in a highly demanding sector, dependent on critical chemical raw materials that are not produced locally and are subject to global variables such as:

- Legislative changes (e.g. REACH, European Chemicals Strategy).
- Raw material shortages due to geopolitical or environmental factors.
- Inflationary pressures and increases in transport and energy costs.

In response to these conditions, Vitex has invested in creating an intelligent and adaptive supply chain, with:

- Forecasting systems for inventory and order management.
- Contingency planning to ensure uninterrupted production.
- A supplier diversification policy to minimise risk dependence on individual markets or suppliers.

This strategy enables the Company to maintain high levels of customer service while safeguarding its operational and financial stability.

### International Partnerships – GUILD CPO

Vitex actively participates in the international GUILD CPO (Chief Procurement Officers Network), a global ecosystem for collaboration, knowledge sharing and sustainable practices, focusing on strengthening value chains in the chemical industry sector.

Through this collaboration, Vitex:

- Gains access to a network of certified suppliers with high standards of quality and compliance.
- Draws on expertise and developments in the fields of sustainable procurement, legislation, innovation and digitalisation.
- Participates in joint purchasing and negotiations, reducing costs, optimising TCO (Total Cost of Ownership) and enhancing competitiveness.

In addition, through tools such as the raw material evaluation database and the ProPurchaser platform, Vitex has access to valuable information on markets, prices, applications and sustainable alternative materials, thereby strengthening strategic and evidence-based decision-making.

## Fundamental Pillars of Responsible Management

### Supplier Code of Conduct

The Supplier Code of Conduct, established in 2022, is the cornerstone of Vitex's responsible sourcing strategy. Based on international standards and aligned with the Sustainable Development Goals (SDGs), it sets out the core principles that our suppliers are expected to follow, such as:

- Respect for human rights and labour
- Implementation of environmentally responsible practices
- Combating corruption and lack of transparency

In 2023, the Code was communicated to all critical suppliers, who signed a declaration of acceptance and compliance with the Company's principles.

### Promoting the Local Economy and Circularity

Wherever possible, Vitex prioritises local suppliers and subcontractors, strengthening local entrepreneurship, reducing the carbon footprint of transportation, and promoting the circular economy at a local level.

The localisation strategy is not only a social choice but also a business logic, as it increases flexibility, reduces delivery times, and supports social cohesion

### Supplier Evaluation with a Focus on ESG Criteria

Recognising the critical role of our partners in the transition towards a more responsible and sustainable

business model, Vitex has initiated the gradual integration of ESG (Environmental, Social, Governance) criteria into its supplier evaluation process.

In 2023, the development of the relevant process began, which includes:

- A self-assessment questionnaire covering environmental management, social responsibility, and corporate governance criteria.
- Creation of an ESG scorecard aimed at systematically recording and monitoring performance.
- Collaboration for improvement through information and support initiatives to help suppliers move towards compliance.

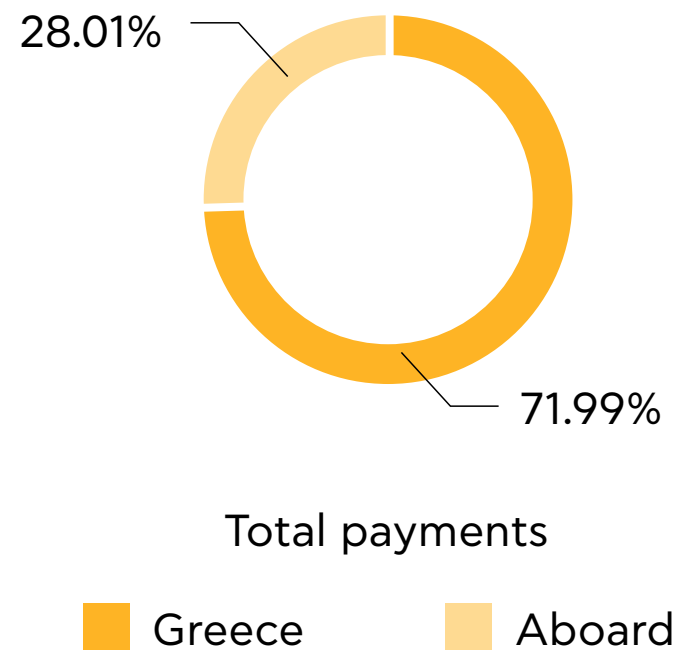
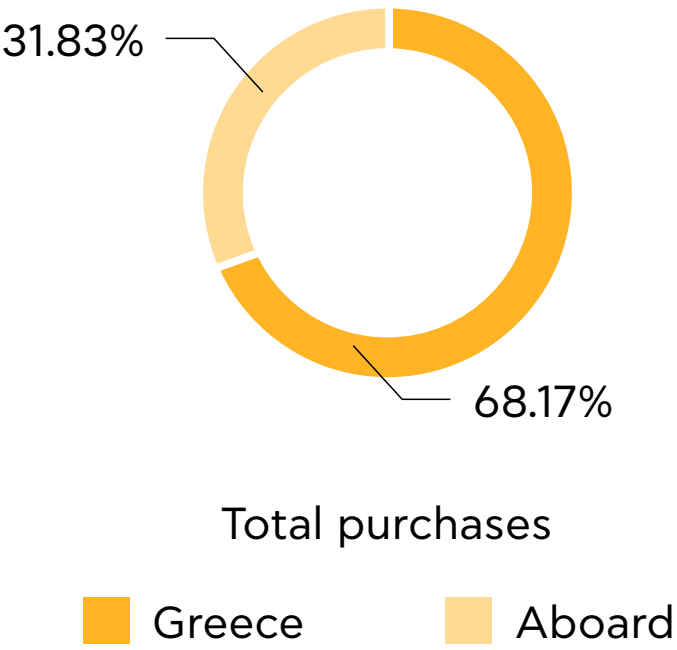
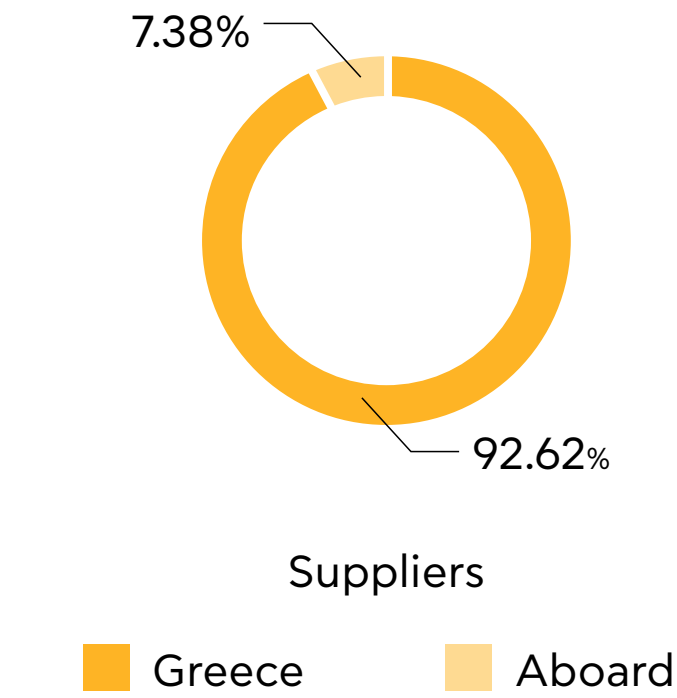
In 2024, Vitex sent the questionnaire to key and critical suppliers, aiming to promote understanding and integration of ESG principles within the supply chain.

This process is ongoing and is expected to form the basis for the creation of a structured ESG evaluation framework, with the goal of systematically integrating it into overall supplier evaluation and selection in the future. Through this initiative, Vitex seeks not only to enhance transparency and responsibility but also to work jointly with its partners towards the adoption of more sustainable practices.

Vitex's suppliers primarily include producers of raw materials, packaging suppliers, and service providers such as logistics, energy, transportation and technical services.



Supply chain indicators 2024		
Total number of Suppliers	1654	
Geographical distribution	Greece	1532
	Abroad	122
Total purchases (raw materials) (€)	53,818,228	
Geographical distribution	Greece	36,687,803
	Abroad	17,130,425
Total payments (raw materials, expenses, fixed assets) (€)	70,262,059	
Geographical distribution	Greece	50,578,290
	Abroad	19,683,768



## Communication, Relationships and Collaboration with Suppliers

Vitex views its relationship with suppliers not merely as a commercial partnership, but as a strategic alliance based on mutual trust, transparency and shared progress.

In this context, we systematically promote structured, continuous and two-way communication aimed at strengthening collaboration, resolving issues in a timely manner, and facilitating the exchange of knowledge.

Communication takes place through multiple channels, such as:

- Regular telephone and electronic communication on operational and technical matters
- Meetings and visits to partners' facilities, with the aim of becoming familiar with production processes, aligning objectives and strengthening trust
- Direct collaboration on R&D matters, especially with technical suppliers, to ensure the quality and innovation of jointly developed products



Vitex, recognising the pivotal role of technology in today's business world, is **consistently and rapidly implementing a comprehensive digital transformation**, focusing on both operational excellence and sustainable development.

This strategic choice forms an integral pillar of the Company's ESG framework and acts as a catalyst for the Group's long-term resilience and competitiveness.

At the heart of this transition is the adoption of modern ERP and CRM platforms at Group level, serving as unifying tools for the administrative and operational alignment of all our business units. **Full transition** has already been completed for Greece and our subsidiary in Serbia, while it is underway for our subsidiary in Bulgaria. This new digital infrastructure provides the foundation for interoperability, transparency and real-time, evidence-based decision-making.

Over the past two years, more than 20 business processes and approval workflows have been digitalised, leading to a reduction in paper usage and a 30% acceleration in task execution, enhancing both efficiency and the sustainability of day-to-day operations.

In parallel, Vitex continues to invest in modern IT solutions that:

- Reduce energy consumption (through virtual infrastructures, hybrid on-premise and cloud IT solutions).
- Ensure business continuity (through the implementation of systems such as Business Continuity Plans and SDWAN)
- Strengthen cybersecurity, creating a stable, secure and

reliable digital environment that helps build customer trust and maintain long- term partnerships

As part of recent investments in new production and storage facilities, the digitalisation of the production process is in full progress, aiming to optimise and monitor equipment operation in real time, enable preventive maintenance, manage inventories accurately, and boost production efficiency.

Specifically:

- In the new warehouse, an automated management system using VNA technology is being implemented to enhance the speed and safety of internal flows.
- In the R&D department, the installation of robotic arms and the introduction of a Laboratory Information Management System (LIMS) have been planned, upgrading the management, traceability and reliability of product research and development.
- The design for the integration of Artificial Intelligence (AI) and Machine Learning (ML) has been set in motion, in collaboration with external research and technology institutions.
- The existence of the Enterprise Data Warehouse digital infrastructure provides the foundation for the development of data-driven applications, aimed at enhancing performance, forecasting trends, and automating critical business operations.

Finally, Vitex's digital strategy is supported by a **cohesive training and empowerment programme for employees on digital skills and information security**. In this way, a modern digital culture is fostered, where innovation, responsibility and security form a shared commitment and a significant competitive advantage.

