

DIGITAL REVIEW

CRITICAL SUPPORT

Amid a shifting operational landscape and cyber threats shaped by the full-scale war, Metinvest's resolve was steadfast. The Group's actions exemplified the essential role of digital resilience and robust security measures.

RESPONSE AND AGILITY

In the reporting period, Metinvest's digital projects were focused primarily on supporting its key business functions, as well as ensuring consistent operation of its IT services and associated infrastructure.

The Group also reinforced its information security and cybersecurity protocols, while maintaining unbroken assistance for its employees.

In addition, Metinvest adapted its project portfolio to better suit the new focus. Amid the heightened significance of safety initiatives, the Group placed a renewed emphasis on flexibility, mobility and the ability to respond swiftly to business needs.

DIGITAL ROADMAP

Although Metinvest had to postpone various initiatives aimed at development and innovation, it reaffirmed its dedication to the digital roadmap conceived in 2020.

The Group continued to improve the Metapolis digital workplace, an integrated platform that offers employees complete access to business systems, corporate knowledge and internal services.

In 2022, Metinvest added new functionalities, such as comprehensive training modules and an AI-based support system, boosting user experience and productivity. Overall, throughout the year, a

priority was to ensure a smooth transition to remote work for employees who chose to relocate for increased physical safety.

In addition, the Group further deployed SAP solutions, enhancing efficiency and streamlining business processes across some assets. In particular:

- Kamet Steel expanded functionality and facilitated comprehensive automation of accounting operations
- Metinvest's trading companies further implemented the SAP-based CRM system, improving customer service and enabling efficient tracking of sales
- Metinvest-Shipping enabled end-to-end automation and control of logistics
- Metinvest Polska implemented key SAP modules, adapting operations to the local context.

ENHANCED INFORMATION SECURITY

Metinvest's focus on information security in 2022 was a response to the increase in cyber threats that came with the full-scale war.

This was highlighted by the implementation of stringent measures that helped to maintain the integrity of the Group's information systems in the face of a surge in incidents. This commitment was further validated through ongoing compliance with ISO 27001, the leading international standard in this area.

In 2022, the cybersecurity centre successfully repelled attacks targeting Metinvest's assets. It achieved this by expanding its operations to a 24/7 schedule, improving the coverage and speed of detection and response.

Alongside this, it upgraded the threat intelligence process, significantly improving the Group's ability to anticipate and mitigate emerging threats.

In the reporting period, Metinvest continued to enforce 15 internal documents covering data safety and privacy and adhere to applicable laws, including the General Data Protection Regulation (GDPR). The Group also worked to update the Information Security Policy, which was approved in January 2023, and reviewed its approach to managing information system access.

In addition, Metinvest implemented new remote wipe procedures for devices, reducing the risk of system breaches and data leaks.

In alignment with fostering a culture of digital safety awareness, the Group continued the Cybersecurity Champion programme and introduced Miss Forensica, a virtual assistant designed to engage users interactively.