

# 2022 STI objectives and achievement

UAB „Ignitis grupės paslaugų centras“

Performance criteria	Weight	Objective	Achieved performance, %
Financial targets	35%	Execution of the Company's budget (10%)	10%
		Execution of the Company's platform cost budget (25%)	25%
Service quality	55%	Increasing the maturity of service management (25%)	25%
		Customer experience (10%)	10%
		Indicator of Functions experience in the Company (10%)	10%
		Savings generated by digital solutions (10%)	10%
Sustainability targets	10%	Employees experience (eNPS)	10%
Weighted STI, %			100%