

Kraków, 16 April 2021

Letter of the President of the Management Board

Dear Partners,

On behalf of the Management Board of Quantum software S.A., I present this report summarising the Group's operations in 2020. This year has been marked by the SARS-CoV-2 pandemic. The huge uncertainty about the situation development and the necessity to introduce – practically without notice – organisational changes connected with shifting to remote work are among the most serious challenges we have had to face in the recent years. Operational difficulties and administrative restrictions have affected our customers in different ways. Some of them had to suspend their operations while others got an unexpected boost. Luckily for Quantum, there were two key factors which helped us to neutralise the biggest risks and threats. The first of these was that the biggest group of our customers, mainly manufacturers and distributors of FMCG products, were not significantly affected by the pandemic. The second factor was acceleration of the adoption of e-commerce which often involved the necessity to transform the supply chains. This, in turn, led to a surge in orders for changes in processes supported by our software.

Last year the whole Group noted an increase of revenue which amounted to more than PLN 38 million, and a significant improvement of profitability.

The Group's results in the coming periods will be shaped primarily by the condition of the economy struggling with the effects of the pandemic. Despite their expected end, the long-term economic consequences of this exceptional circumstances are hard to predict. It's important that we are prepared for different scenarios.

Yours sincerely,

Tomasz Hatala

President of the Management Board