

Glossary (continued)

Abbreviations

ACRA – Analytical Credit Rating Agency

bps – basis points

CEO – Chief Executive Officer

CVM – customer value management

CVP – customer value proposition

DC – distribution centre

EBITDA – earnings before interest, taxes, depreciation and amortisation

eNPS – Employee Net Promoter Score

ESG – Environmental, Social, Governmental

FMCG – fast moving consumer goods

GDP – gross domestic product

GDR – global depositary receipts

GMV – gross merchandise value

HR – human resources

IAS – International Accounting Standards

IFRS – International Financial Reporting Standards

IT – information technologies

JSC – joint stock company

LLC – limited liability company

LTI – long-term incentive

M&A – mergers and acquisitions

NPS – Net Promoter Score

OCF – operating cash flow

p.p. – percentage point

R&D – research and development

RAS – Russian Accounting Standards

ROI – return on investment

ROIC – return on invested capital

SDGs – UN Sustainable Development Goals (SDG)

SG&A – selling, general and administrative expenses

SME – small and medium-sized enterprise

TMMA – three months moving average

VAT – value-added tax

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