

# BOSQAR INVEST

**BOSQAR d.d.**

Ulica grada Vukovara 23  
10000 Zagreb

**Security:**

BSQR / ISIN: HRMRULRB0008  
3MRU2 / ISIN: HRMRULO326A2  
LEI: 74780080JD6L45P7YG07

**Regulated Market Segment:**

Zagreb Stock Exchange, Official  
Market

**Home Member State:**

Croatia

**Publication of Other****Non-regulated Information**

Zagreb, 17 March 2026

## Mplus, BPTO vertical of the BOSQAR INVEST group, Announces Acquisition of CX Group PLP, its First M&A Transaction in Africa

Following the recent establishment of an operational presence in Africa, Mplus, the BPTO vertical of the BOSQAR INVEST group (BOSQAR d.d. – ZSE: BSQR), today announced the signing of its first M&A transaction in the region.

Subject to fulfillment of the conditions precedent, Mplus shall acquire 51% majority stake of the BPTO division of PLP Group, strengthening its footprint across South Africa, Namibia, and Mauritius.

“This transaction represents an important milestone in our African expansion strategy,” said **Tomislav Glavaš, CEO of Mplus and Board Member at BOSQAR d.d.**, the holding company of the BOSQAR INVEST group.

“Africa is rapidly emerging as an attractive BPTO destination, offering a unique combination of strong multilingual capabilities, scalable talent, and cost-efficient delivery models that meet the evolving needs of our global clients,” Glavaš added.

The continent’s growing base of English- and multilingual-speaking professionals, combined with improving digital infrastructure and favorable time-zone alignment with Europe, continues to support the delivery of customer experience and knowledge-based BPTO services.

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BOSQAR d.d. • Ulica grada Vukovara 23, Zagreb • Tel.: 01/6447-899 • Fax: 01/6447-890 • PIN: 62230095889 • Commercial banks: Erste&Steiermärkische Bank d.d., Jadranski trg 3A, Rijeka, IBAN: HR8524020061100933269; Podravska banka d.d., Opatička 3, Koprivnica, IBAN: HR742386002119036043; Raiffeisenbank Austria d.d., Magazinska cesta 69, 10000 Zagreb, IBAN: HR4324840081135094448; Zagrebačka banka d.d., Trg bana Josipa Jelačića 10, Zagreb, IBAN: HR2323600001102936225 • Commercial Court in Zagreb; Company’s (Court) registration number: 081210030 • Share capital: EUR 15,640,094.35 paid in part by investment of property and rights and in part by cash payments, and divided into 11,784,370 ordinary registered shares without nominal amount. • President of the Supervisory Board: Tamara Sardelić • Members of the Board: Darko Horvat, Tomislav Glavaš, Vanja Vlak and Alma Mekić Čerdić

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The current owner and key leadership team will continue to play an integral role in the business, remaining actively involved in operations. Their extensive knowledge of local markets, coupled with Mplus's global expertise, will provide a strong foundation for continued success.

"We are excited to partner with Mplus, a proven BPTO platform with a strong operational track record. Their experience in building and scaling high-performing BPTO operations, combined with their strategic vision and execution capabilities, makes them the ideal partner to support PLP's next phase of growth," said **Leighton Curd, founder and CEO of PLP**.

PLP Group is a South African BPTO platform with 950 employees and EUR 13,5 million in revenue.

## **About PLP Group:**

Founded in 1992, PLP Group (Pty) Ltd is a privately owned global customer experience, business process outsourcing, and technology provider delivering integrated solutions to clients across Africa, the United States, and Europe. With approximately 950 employees operating across six service centres and work-from-home environments in South Africa, Namibia, and Mauritius, PLP provides omnichannel customer experience services, contact centre operations, back-office processing, sales and outbound engagement, AI-enabled automation, and concierge services.

PLP combines advanced AI, automation, and CRM/CX technology integration with a highly skilled workforce to deliver scalable, high-quality customer interactions and operational support. The company is also the developer of the Hey Jude personal concierge platform, an innovative employee and customer engagement solution designed to enhance wellbeing, productivity, and customer loyalty.

Serving industries including healthcare, fintech, e-commerce, benefits administration, retail, consulting, and FMCG, PLP maintains globally recognized standards for quality and security, including ISO 9001 and ISO 27001 certifications, and operates in compliance with GDPR and HIPAA frameworks.

Guided by the philosophy "Powered by people, driven by innovation," PLP focuses on creating meaningful employment, delivering service excellence, and enabling global clients to access high-performance CX solutions from Africa. The company is led by a tenured executive team with more than 20 years of industry experience and over 15 years operating across Africa and is currently accelerating its global growth through strategic technology integration and partnership with Mplus Group.

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BOSQAR INVEST (BOSQAR d.d., together with its subsidiaries) is a European perpetual capital investor and company builder that operates in several industries, including business process and technology outsourcing (BPTO), CX, information technology, Food, and employment services (HR).

With an innovative business model, BOSQAR INVEST accelerated its expansion on the market with intensive organic growth and an M&A platform, with improved profitability and operations of each of its acquired companies through its standardized operational models that result in significant organic growth of all companies inside the Group and the Group itself.

Today, BOSQAR INVEST operates through several business verticals: the BPTO/AI business vertical (brands: Mplus, GRAIA), the HR business vertical (brands: Manpower SEE and Workplace), the Food business vertical (brands: Future Food, Panvita, Mlinar), and Other industries.

All business verticals are focused on shareholder value creation through a commitment to best practices in digitalization, structured key accounts management programs, rigorous financial stability and focus on results, and strong and dedicated management teams.

In its ownership structure, BOSQAR INVEST brings together pension funds, institutional investors, international private equity funds, development institutions, and private investors. The BOSQAR INVEST business community consists of close to 18,000 employees, and the group's companies operate from 23 countries around the world.

## BOSQAR d.d.