

CORPORATE SOCIAL RESPONSIBILITY OF THE GROUP OF COMPANIES PENKI KONTINENTAI



WHAT IS CORPORATE SOCIAL RESPONSIBILITY?

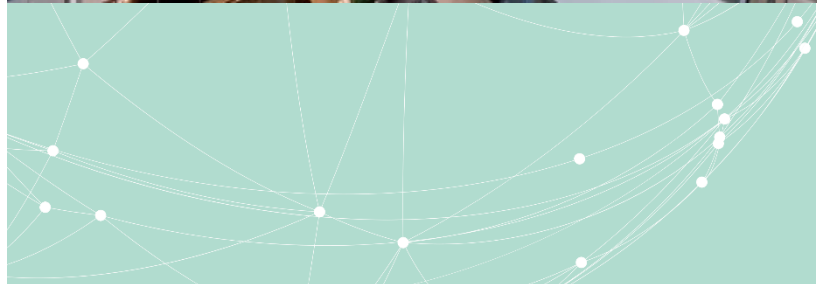


That is the concept for implementation of the organization's activities, according to which companies voluntarily incorporate social, environmental and transparency principles into their internal processes and relationships with the interested parties.

WHAT PURPOSE DOES IT SERVE?

- Helps to improve the company's image in society.
- Contributes to social and economic changes in the country, which promote conservation of natural resources.
- Helps to increase loyalty and motivation of employees by ensuring their social and financial stability.
- Helps to increase the partners' who apply this policy trust in us.

All of this leads to a higher quality of work, positive changes in the organization and more effective management.



CORPORATE SOCIAL RESPONSIBILITY POLICY OF PENKI KONTINENTAI

We seek and strive to make sustainable activities an integral part of our business, turning stability into a characteristic feature of any activity.

We strive to be open and transparent and to start a continuous and sincere dialog.

We are committed to not being indifferent to the public interests and engaging in socially responsible activities because a cohesive, responsible and ethical business is our largest asset.



DIRECTIONS IN WHICH WE SEEK CHANGES



- Environmental protection
- Relationships with employees
- Relationships with the public
- Socially responsible market behavior
- Social responsibility-related projects

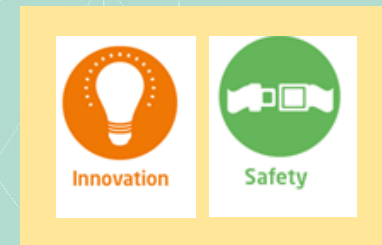
SOCIAL RESPONSIBILITY IN RELATIONSHIPS WITH EMPLOYEES

- We have implemented the SMART project, i.e. we installed automatic motion-sensing light control in all our hygiene premises, thereby reducing power consumption.
- Whenever possible, we replace personal cars with bicycles, roller-skates and public transport. The Group's employees actively participated in the nice initiative *International Day Without a Car* and became more mobile for one day by choosing environmentally friendly modes of transportation.
- We behave responsibly and sort our waste.
- We dispose of dead batteries by putting them in appropriate containers – those will be recycled, because improper disposal of batteries may severely damage both the environment and human health.
- Before printing, we stop to think whether we really need it. We reduce the font size and print on both sides of sheets. In addition, we added a message to the company's email, which encourages thinking about environmental protection.
- We automatically turn off all the devices we do not use.



SOCIALINĖ ATSAKOMYBĖ SANTYKIUOSE SU DARBUOTOJAIS

- We use advanced performance management and reward systems, thus allowing for advancement and development of personal, professional and general competencies. We respect human rights and ensure our personnel's safety at work.
- We devote particular attention to our employees by offering different training, organizing corporate events and promotions.
- We support efficient and ethical working relationships, avoid discrimination, harassment, insults and other actions against human honor and dignity.
- We pay a great deal of attention to the protection of health of our employees, prevention of occupational diseases and promotion of physical activity.
- We support and encourage employee volunteering, pursuing goals useful to the public.
- We actively encourage and support our employees and members of their families during marathons. Our employees actively participate in the Vilnius marathon which is traditionally organized each fall.



SOCIAL RESPONSIBILITY IN RELATIONSHIPS WITH THE PUBLIC

- We strive to ensure a long-term progress of both business and society by **contributing to the social development and wealth creation in the society** as well as educating the public about the ongoing activities.
- We take care of education of the public by **voluntarily developing our own initiatives and engaging in the public ones**. To promote civic duty, responsibility, conservation of resources and awareness, we actively cooperate with local communities.
- We propagate **ethical, transparent and fair cooperation** with customers, suppliers and investors. We work with partners who help us to implement the principles of socially responsible business.
- We ensure that **all the information is provided in a clear and understandable way**, is timely and not misleading.



SOCIALLY RESPONSIBLE MARKET BEHAVIOR



- We strive to work with responsible suppliers whose values are in line with our company's policies.
- We have established **environmental, ethical behavior, fight against corruption, human rights, equal opportunities and occupational health and safety requirements** for our suppliers.
- Our company purchases 93% of the external goods and services from the main suppliers of the Group. 84% of those are purchased from the main business partner in Germany, which has long been pursuing socially responsible business and complying with the principles of sustainable activities. 7.4% is purchased from other equipment suppliers.
- Logistics services constitute 1.7% of our expenses. 50% of the logistics services are provided by socially responsible companies that have implemented environmental and social responsibility standards (e.g. ISO 14000, 26000, OHSAS, Ecovadis Gold, etc). 24% of other equipment suppliers have also been certified in accordance with environmental and social responsibility standards.
- **We encourage suppliers to comply with the environmental and ethical business requirements and engage in socially responsible activities.** In addition, we ask them to sign the protocols of goodwill.

CORRUPTION PREVENTION BY PENKI KONTINENTAI



PENKI KONTINENTAI does not tolerate corruption. Therefore, it is important to understand what is the significance of corruption prevention, to know what kinds of gifts and entertainments are acceptable, how to behave with customers, suppliers and business partners, and how to handle difficult situations.

Dealing with conflict of interest

- In the private sector, the conflict of interest means any situation in which an employee's personal interests may conflict with those of the company. In the event of a conflict of interest, there is a risk of an employee making unfair decisions which will adversely affect the business organization's assets or reputation.
- Personal interests most often occur due to personal friendship, family or kinship ties, and in some cases due to political activity and membership in financial, profit or non-profit, religious or charitable organizations.

CORRUPTION PREVENTION BY PENKI KONTINENTAI



We avoid any conflict of interest, for example:

- Seeking personal gain at the expense of the employer;
- Covering personal expenses by using one's official position;
- Serving personal or family interests in transactions with the Group or in transactions between the Group and any supplier or customer;
- Hiring one's family members to work for the Group;
- Working for the benefit of other enterprises, institutions and organizations;
- Using the Group's assets, name and reputation for minor duties;
- Engaging in activities which, in terms of competition, would be detrimental to the Group or lead to a conflict of interest;
- Working for or having interests in enterprises which compete with the Group, supply goods or render services to the Group, or have other business relationships with the Group.

CORRUPTION PREVENTION BY PENKI KONTINENTAI



The Group's policy

- Any received gift with a market value higher than EUR 15 will be registered and transferred to the company's gift storage facility. All gifts received by employees participating in the supplier selection process will be registered, regardless of their value.
- **We do not offer and do not accept gifts, tours, payments or hospitality in exchange for favorable decisions or business advantages.** Should our employees suspect or clearly feel the pressure when receiving gifts, they will inform their head, the Personnel Department or other persons responsible for the fight against corruption.
- **We stand against any gifts and payments (or promises of such) if they are not intended to be or are likely to be understood differently than the improvement of the image of the company group PENKI KONTINENTAI.**
- After becoming aware of inappropriate or illegal behavior in the PENKI KONTINENTAI environment, we inform the immediate manager, Personnel Department or other persons responsible for the corruption prevention. This way **we can manage the process that is very likely to harm the organization's reputation or cause damage.**

CORRUPTION PREVENTION BY PENKI KONTINENTAI



Šioje svetainės skiltyje galite informuoti apie galimai neskaidrių įmonės darbuotojų elgesį, įtariamus sukčiavimo ir korupcijos atvejus, viešųjų ir privačių interesų derinimo pažeidimus, galimus įvairius priekabiavimo atvejus, diskriminaciją, įžeidinėjimus, smurtą bei kitus Jūsų manymu svarbius atvejus, į kuriuos turime atkreipti dėmesį.

Įvertinus pateiktus pranešimus bus atliekamas tyrimas ir imtasi atitinkamų veiksmų. Pranešimas yra anoniminis. Jei pageidaujate, kad būtumėte informuotas apie priimtus sprendimus, privalote nurodyti savo vardą ir pavardę, gimimo datą, savo kontaktinę informaciją.

PRIMENAME, kad Lietuvos Respublikos įstatymai draudžia šmeižti ar melagingai kaltinti kitą asmenį nusikaltimo padarymu. Už tokius veiksmus numatyta baudžiamoji atsakomybė.

Pranešti apie galimus neskaidrius atvejus galite užpildydami šią formą:

TEMA

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SIŪSTI

- After learning about any inappropriate or illegal behavior in the Group's environment, employees have the opportunity to **inform** the Group about this **verbally or in writing**.
- Those who wish to remain anonymous while providing such information or provide it confidentially, may visit the Group's internal web page: <http://informuok.office.Sci.lt/>
- All information related to the informant's identity is secure and is not disclosed. We also ensure that the informant will not be affected or pressured and his or her social and psychological safety will not be compromised in any way.
- Each employee is obliged to report any actual or implied breaches. It is a duty and responsibility of each employee to cooperate when inappropriate or illegal actions in the company's environment are being investigated. Refusal to cooperate or deliberate submission of false information to personal gain is regarded as a gross violation of work discipline.

CORRUPTION PREVENTION BY PENKI KONTINENTAI

- We abide by the principle of zero tolerance for corruption. Transparency is one of the most essential priorities of our business.
- When carrying out our activities, we follow the **Ethics and Conflicts of Interest Management Policies**.
- We have the **Guide to the Fight against Corruption**, which we follow seeking to spread our values of ethical behavior, raising our employees' awareness of the risks and potential consequences of corruption, providing practical knowledge on how to deal with customers, suppliers and business partners, and how to manage difficult situations.
- **Face-to-face training** is organized for employees who face higher risks.
- The Group has a system for informing about violations that ensures confidentiality and anonymity.

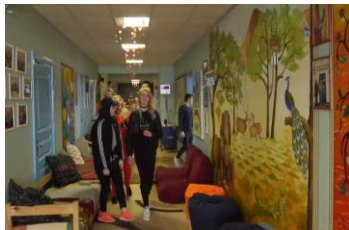


IMPLEMENTED SOCIAL RESPONSIBILITY-RELATED PROJECTS



- At the Group's initiative, the territory of the old fuel hardware factory was restored. The Loft Town quarter is currently located there. We take care of the needs of the Loft Town community, as well as support its festivities and preserve the environment.
- We support the nearby Lithuanian welfare society for persons with mental disability VILTIS (HOPE). Each year we participate in the society's annual event "Draugystės tiltai" (Bridges of Friendship). Our employees actively attend the society's fair and buy things crafted by its members.
- We support the animal shelter "Lesė" (Lassie) where the company's employees work as volunteers. We equipped the Lesė veterinary clinic with free fibre-based internet Skynet.
- Each year we participate in the event "Dovanok šilumą" (Bestow the Warmth), during which we support those who lack not only warmth, but also household necessities.
- We developed a software solution that helps adjusting ATMs for the blind and visually impaired.
- We have been partnering with the child care center "Gandriukas" (Little Stork). We designed their website.
- We support the Fund for Gifted and Talented Students and set up prizes.
- We work together with Lithuanian police when the need arises for information about possible crimes in cyberspace.

IMPLEMENTED SOCIAL RESPONSIBILITY-RELATED PROJECTS



- We organize family celebrations for employees and customers, which involve interesting learning activities (such as chess, quizzes and sports activities).
- We support the Lithuanian Amateur Chess Federation by helping to organize chess tournaments. In addition, we created the federation's website www.chess.lt
- We support Vilnius Open Youth Center "Mes patys" (Doing It Ourselves) that provides meaningful occupations for children from disadvantaged families. We contribute to the center's activities and organization of events.
- We collaborate with and provide support (in the form of books) to Sofija Kovalevskaja Upper Secondary School and Žemyna Upper Secondary School.
- We are open to the public – we organize tours for students, during which we familiarize them with principles of fair trade.
- The company's employees actively participate in the event "Darom" (Let's Do It) and help to clean shared areas – we are very much aware of our civic duties and responsibilities. As a result, we keep contributing to the development of sustainable society.
- The Loft Town project received the following awards: "Žalias miestas – geriausias NT EKO projektas" (Green City – Best RE ECO Project, 2012 and 2014), "Už darnią plėtrą" (For Sustainable Development, 2015), "Žydintis Vilnius" (Blossoming Vilnius, 2016). In 2016 and 2017, the group of companies Penki Kontinentai received the award "Žydintis Vilnius" (Blossoming Vilnius).

MES SUJUNGIAME KONTINENTUS

Investicijos



Telekomunikacijos



Bankų ir mažmeninės
prekybos sprendimai



Elektroninis parašas



Žiniasklaidos
kanalai



IT paslaugos



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