

CORPORATE SOCIAL RESPONSIBILITY OF PENKI KONTINENTAI GROUP



WHAT IS CORPORATE SOCIAL RESPONSIBILITY?



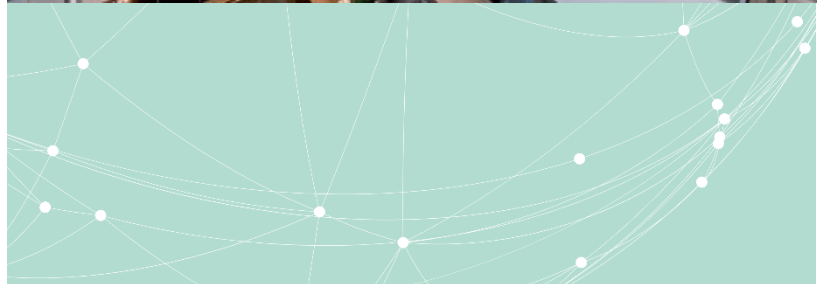
Social responsibility is a concept for implementation of the organization's activities, according to which company voluntarily incorporates social, environmental and transparency principles into their internal processes and relationships with the concerned parties.

WHAT PURPOSE DOES IT SERVE?

Helps to improve company's image in society:

- Contributes to social and economic changes in the country and promotes natural resources conservation.
- Helps to increase employees' loyalty and motivation by ensuring their social and financial stability.
- Helps to improve our partners' trust.

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 KONTINENTAL

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

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

We are committed not to be indifferent to the public interests and engage in socially responsible activities because a cohesive, responsible and ethical business is what we value the most.



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've installed automatic motion-sensing light control in all of our hygiene premises in order to reduce power consumption.
- Whenever possible, we replace personal cars with bicycles, roller-skates and public transport. The Group's employees actively participate in **International Day Without a Car** initiative and became more mobile for one day by choosing environmentally friendly modes of transportation.
- We behave responsibly and **sort our waste**.
- We dispose of used **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 take a second to think whether we really need it. We reduce the font size and print on both sides of sheet. In addition, we've added a message to the company's email draft, which encourages to think about environmental protection.
- We automatically turn off all the devices we do not use.



SOCIAL RESPONSIBILITY IN RELATIONS WITH EMPLOYEES

- We use advanced performance management and reward systems in order to develop 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 attention to our employees' healthcare, prevention of occupational diseases and promotion of physical activity.
- We support and encourage employees volunteering, pursuing goals useful for the public.
- We actively encourage and support our employees and their families members to take part in marathons. Our employees actively participate in the Vilnius marathon each autumn.



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 educate public by voluntarily developing our own initiatives and **engaging in the public ones**. To promote civil 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.
- Logistic services constitute 1.7% of our expenses. 50% of the logistic 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 social activities. In addition, we ask them to sign the protocols of goodwill.

CORRUPTION PREVENTION BY PENKI KONTINENTAI



PENKI KONTINENTAI does not tolerate corruption. Moreover, 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 interests:

- Conflict of interests means any situation in which an employee's personal interests may conflict with those of the company. In the 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 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 charity 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 other enterprises, institutions and organizations benefit;
- using the assets of the group of companies, name and reputation for performing secondary 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 should be registered and transferred to the company's gift storage facility. All gifts received by employees participating in the supplier selection process should 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. If our employees suspect or clearly feel the pressure to receive gifts, they have to inform their boss, 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 nesekingų 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 nesekingus atvejus galite užpildydami šią formą:

TEMA

ŽINUTĖ

SIŲSTI

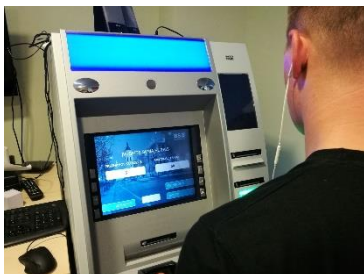
- After learning about any inappropriate or illegal behavior in the Group's environment, employees have the opportunity to inform the Group about this verbally or in writing.
- Those who wish to remain anonymous while providing such information or provide it confidentially, may visit the Group's internal web page: <http://informuok.office.Sci.lt/>
- All information related to the informant's identity is secure. 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 crimes. It is employee's duty and responsibility 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

- Our work is based on a principle of zero tolerance for corruption. Transparency is one of the most essential priorities of our business.
- Conducting our divisions, we obey the **Ethics and Conflicts of Interest Management Policies**.
- We have created the **Guide to the Fight against Corruption**, which we obey in order 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 law violations that ensures confidentiality and anonymity.

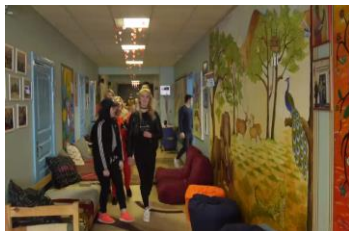


IMPLEMENTED SOCIAL RESPONSIBILITY-RELATED PROJECTS



- 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 it's festivities and preserve the environment.
- We support 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 it's members.
- We support the animal shelter "Lesė" (Lassie) where the company's employees contribute as volunteers. We've equipped the Lesė veterinary clinic with free fiber-based internet Penki.
- Each year we participate in the "Dovanok šilumą" (Bestow the Warmth) initiative, during which we support those who lack not only warmth, but also household necessities.
- We developed a software solution that helps adjusting ATMs for blind and visually impaired people.
- We have been partnering with the child care center "Gandriukas" (Little Stork). We've designed their website.
- We support the Fund for Gifted and Talented Students and set up prizes.
- We work together with Lithuanian police when the arises for information about possible crimes in cyberspace need.

IMPLEMENTED SOCIAL RESPONSIBILITY-RELATED PROJECTS



- We organize family celebrations for employees and customers with interesting educational activities (chess, quizzes and sports activities).
- We support the Lithuanian Amateur Chess Federation by helping to organize chess tournaments. In addition, we've 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 events organization.
- We collaborate with Sofija Kovalevskaja Upper Secondary School and Žemyna Upper Secondary School.
- We are open to the public – we organize tours for students and 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 public areas – we are aware of our civil duties and responsibilities. As a result, we keep contributing to the development of sustainable society.
- The Loft Town project received the 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

PENKI KONTINENTAI

Kareivių St. 2, LT-08248 Vilnius, Lithuania
Tel. +370 5 266 4501, Fax +370 5 266 4565

info@5ci.lt

www.5ci.lt