



# Penki kontinentai

Group of Companies

## Corporate Social Responsibility Progress Report







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# About the report

This Progress Report summarizes the 2018 Penki Kontinentai Group social responsibility activities carried out in the area of harmonious relationships with partners and customers, employees and the public, as well as environmental protection activities. The Report outlines strategic directions, actions and achievements in the field of social responsibility.

This Progress Report was prepared in accordance with the Global Compact principles and UN Global Reporting Initiative guidelines.

The Corporate Social Responsibility Report for 2018 was first prepared as a separate document. In previous years, the company's activities in the field of social responsibility were announced as part of its annual reports.

The document is available in two languages: Lithuanian and English. It is published on the Group's website [www.5ci.lt](http://www.5ci.lt), on the websites of its companies [www.bs2.lt](http://www.bs2.lt) and [www.penki.lt](http://www.penki.lt), [www.ashburn.eu](http://www.ashburn.eu). This report is not audited.

## About Penki Kontinentai Group

Penki Kontinentai is one of the most advanced IT corporations in Lithuania, successfully operating not only in local but also in foreign markets.

Founded in 1992, now the Penki Kontinentai Group is one of the leading enterprises in the field of banking and retail technologies, payment solutions development and installation, fiber optic Internet & IPTV services, and outsourcing. Its products and services are known and used in 80 countries. The Group actively represents Lithuania at local and international exhibitions, forums and seminars, where it demonstrates the Lithuanian information and banking technologies, as well as its own products.





# Word from the Chairperson of the Board



The concept of “social responsibility” is not just words for us. It is an integral part of the daily activities of the Penki Kontinentai Group. We are guided by its principles in relation to society, employees, partners, and customers for many years. Our strategic goals set high standards of business ethics, sustainable development, and social responsibility.

Penki Kontinentai Group provides services in 80 countries. Ethics and social responsibility are the keys to recognition among other companies and customers in international business.

Not only financial indicators measure the company success. Sincere dialogue with partners, improvement of everyday life quality and benefit to society are the drivers of our growth. We build relationships with

customers based on long-term cooperation; so, sustainable development is a guarantee of our reliability. We strive to be open, honest and partial to the public interest, take part in social projects.

There is no contradiction between the growth of companies and sustainable development. We strive to reduce adverse environmental impacts, promote rational resources use, and pay attention to waste sorting. Penki Kontinentai is involved in environmental programs and welcomes volunteer initiatives.

The main guarantee of our success is a reliable team of professionals, their knowledge and competencies. Penki Kontinentai is a multinational team of more than 400 employees in eight countries. The key task of an international company is to unite colleagues of different cultures and nationalities into a single structure to achieve a common goal. We do not tolerate racial, ethnic or gender discrimination. We have created equal working conditions for women and men, representatives of all ethnic and religious groups, and any political views. We provide employees with the opportunity for career growth, education.

Another area of our investment is the arrangement of the working environment and team atmosphere improvement. In 2018, the Vilnius office was equipped with areas for indoor activities, computer games, and sports. The staff can use the library and cafe, as well as seek inspiration in art galleries. Corporate events, holidays and trips serve to strengthen team spirit, trust, and respect for each other.

For us, social responsibility is a long-term investment in a reputation that cannot be assessed materially. I would like to believe that all the efforts would lay the foundation for our new achievements.

Idrakas Dadašovas, Chairperson of the Penki Kontinentai Board



# Group structure

The main companies of the Group are Penki kontinentai, Penkių kontinentų bankinės technologijos (BS/2), Penkių kontinentų komunikacijų centras, ASHBURN International, Skaitmeninio sertifikavimo centras, etc.

Penki Kontinentai Headquarters Address  
Kareivių St.2, LT-08248, Vilnius, Lithuania



Penkių kontinentų bankinės technologijos (BS/2)



Penkių kontinentų komunikacijų centras



ASHBURN International



Skaitmeninio sertifikavimo centras





## ASHBURN International

The company distributes, installs and maintains EFTPOS terminals, develops specialized software for the management of terminal networks.

ASHBURN International offers a unique software package for transaction processing and the management of terminal networks, TransLink.iQ, which is recognized worldwide. It helps banks and processing centers to manage and monitor the network of payment terminals, regardless of the size and complexity of the existing infrastructure. This is relevant given the increase in the number of cashless payments. Among Translink.iQ advantages is the ability to automate the payment system with one tool. Managing large-scale infrastructure does not require additional staff or administrative resources.

This solution allows making payments with cards of both local and international payment systems (VISA, Mastercard, American Express, UnionPay, Diners Club, etc.), and loyalty cards. TransLink.iQ is compatible with EFTPOS terminals of major international manufacturers (Ingenico, Verifone, PAX).

Last year, ASHBURN International received a VISA PIN certificate confirming the security of management, use and transfer of PIN codes used in the process of online transactions at ATMs and EFTPOS terminals.



## Penkių kontinentų bankinės technologijos (BS/2)

The company distributes banking and retail equipment, develops and implements specialized software solutions, provides comprehensive services for maintenance and repair of banking equipment, organizes training for banking specialists.

For over two decades, the company has been the partner of the banking and trade equipment world leader Diebold Nixdorf.

In order to reduce social isolation, BS/2 has developed an ATM solution for the blind and visually impaired people, which has been successfully implemented in Georgian banks.

Universal BS/2 solutions are used in more than 80 countries and received awards from the ATM Industry Association (ATMIA) and Diebold Nixdorf.







## Skaitmeninio sertifikavimo centras (SSC)



The first company registered in Lithuania providing qualified email signature certificates. SSC services are used by thousands of customers in 21 countries worldwide. The company also provides digital certification software, offers consulting services.

The company delivers digital certificates on various media, including SMART SIM cards. The JUSTA (Justa ME, Justa WEB SIGN, Justa WEB ID, Justa PDF SIGN) software line developed by SSC is one of the few EU products for e-commerce and personal authentication.

Along with such well-known companies as Symantec, Microsoft, Apple, Google, Mozilla, Opera, etc., SSC is a CA/Browser forum member.



Penkių  
kontinentų  
komunikacijos  
centras

## Penkių kontinentų komunikacijų centras

The company provides various telecommunication and IT services: fiber optic and Wi-Fi internet, smart IPTV, IP telephony installation and management of IT infrastructure, IT workplace maintenance, cloud services, and many other IT services that can greatly improve business processes.

In 1998, PKKC began laying the first fiber-optic network in Vilnius (at that time Skynet, now Penki).

In 2006, the company was the first Lithuanian enterprise to offer IPTV services.

In 2012, PKKC provided the fastest Internet available in the country — 1 GB/s.

In 2017, the company was the first in Lithuania to launch the Internet at a speed of 10 GB/s.

The company invests in upgrading and developing the fiber-optic network (FTTH and FTTU). PKKC offers Profit outsourced IT services for businesses and Penki for Vilnius residents.

Profit guarantees service quality with the international IT service management standard ISO-20000 certificate and client data protection with the ISO-27001 certificate.





# Vision and Mission

## Mission

To create tomorrow's technology today improving the quality of everyday life.

## Vision

To provide a diverse and reliable future for our customers by developing products with long-term benefits.

## Strategic directions

- To ensure reliability, quality, individual approach and efficiency of the services provided.
- To improve financial performance and position in important markets.
- To improve solutions and services continuously.
- To develop a responsible corporate culture.

## Values

We value the pursuit of knowledge and encourage the desire to share information. Equality, trust and mutual support unite us and motivate to achieve common goals.

## Motto:

We connect the continents.

# Certificates

## Important to us:

**Professionalism.** We analyze every case individually to find specific solutions for each client.

**Responsibility.** Our company takes 100% responsibility for our solutions and services.

**Flexibility.** We work without prejudice and that is the key to find the best way to improve any situation.

## We perceive business as the

**idea** that inspires to improve skills and achieve goals;  
**philosophy** that helps to develop business relations;  
**art** that connects us with partners and customers.



ITIL (INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY) V3



PCI SECURITY STANDARD COUNCIL and PA-DSS (PAYMENT APPLICATION DATA SECURITY STANDARD)



ISO 20 000 certificate



ISO 27 001 certificate



The Payment Card Industry Data Security Standard (PCI DSS) certificate



Silver CSR rating from EcoVadis for the responsible attitude towards Corporate Social Responsibility and the implementation of the commitments.





# Financial indicators

2018 for the Penki Kontinentai Group was a year of intensive business development in strategic countries. The group operated actively in various business areas and implemented projects both in Lithuania and abroad, especially where the group has its own regional offices.

The Penki Kontinentai Group registered high financial indicators in 2018, its income amounted to 47 million euros (in 2017 - 34 million euros). We expect to maintain a similar growth rate in 2019. The group has gained more visibility at international markets and received numerous international awards. Our long-term business partner Diebold Nixdorf awarded Penkių kontinentų bankinės technologijos (BS/2) with Innovation SPIRIT banking 2018 award for the projects in Azerbaijan.

## Partners

„Diebold Nixdorf“, „Ingenico“, „Bizerba“, „Zebra“, „Symphony RetailAI“, „Gemalto“, „Sargent and Greenleaf“, „Microsoft“, „Linux“, „Unisys“, „MikroTik“, „Hemmersbach“, „Cisco Systems“, „Gemalto“, „Fortinet“, „Sophos“, „Ruckus Networks“, IBM, ARRIS and etc.

This is not the only achievement in 2018. Lithuanian Business Confederation awarded BS/2 with a special Export of the Year award. Banking CIO Outlook recognized BS/2 as one of the best European banking technologies companies of 2018.

In 2018, BS/2 has been succeeded as never before. The company nearly doubled its turnover and made a long-planned breakthrough in Uzbekistan, where sales plan was exceeded more than 6 times. In this country BS/2 have become one of the leaders in the banking equipment supply market. Outsourced maintenance services in Kazakhstan and the Baltic countries were actively expanded. In Georgia BS/2 serves almost 2/3 of the entire market. Sales were doubled in Belarus and Moldova, where BS/2 provides its services through partner network.

ASHBURN International, which specializes in solutions for the management and monitoring of EFTPOS terminal networks, in cooperation with BS/2 firmly established in the market of Georgia, Azerbaijan and Uzbekistan this year. Contract in Uzbekistan deals with the sale of 250,000 licenses for EFTPOS terminals belonging to 28 banks, and the implementation of the software solution TransLink.iQ. The functionality of the solution was expanded and adapted for the market of the country. Lithuanian Business Confederation awarded ASHBURN International with 2018 Product Gold Medal for TransLink.iQ extensive application overseas.

Penkių kontinentų komunikacijų centras (PKKC), the Penki fiber optic Internet provider, invested over 2 million euros in upgrading the network and equipment. The rebranding of the fiber optic Internet took place last year. The old trademark name Skynet was replaced by Penki. PKKC offers a whole range of professional outsourced IT services Profit to over 1000 Lithuanian business enterprises and non-governmental organizations.



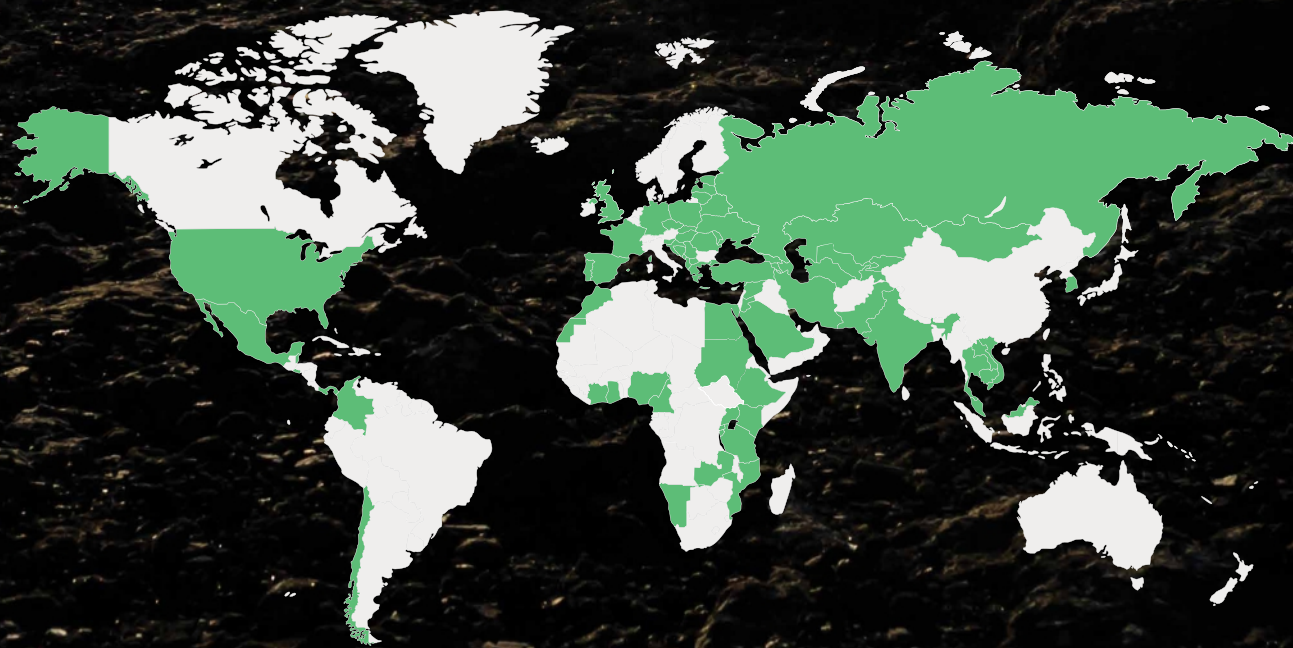
# Business geography

Company grows most dynamically in 14 countries. Headquarters are located in Vilnius, Lithuania. Subsidiary companies of BS/2 are based in Azerbaijan, Estonia, Georgia, Kazakhstan, Kyrgyzstan, Latvia, Uzbekistan. Moreover, we work in Armenia, Belarus, Moldova, Mongolia, Tajikistan and Turkmenistan in cooperation with our partners. In these 14 countries, BS/2 has exclusive rights as an authorized partner of Diebold Nixdorf.

We offer a wide range of services for companies and private clients in Lithuania, therefore focusing attention on business sector abroad.

Products and services of the Group are popular among businesses and financial institutions in more than 80 countries worldwide.

Our customers are residents, state and business enterprises, large banks and financial institutions.



80  
Countries

8  
Regional offices

# Awards

## „Diebold Nixdorf“

Special Achievement Banking 2019, 2017  
Innovation SPIRIT banking 2018  
Best Banking Solution 2016, 2013/2014  
Best Banking Service 2013/2014, 2012/2013  
Special Achievement Banking 2013/2014, 2007/2008

## Lithuanian Confederation of Industrialists

Lithuanian Product of the Year 2018, 2017, 2008, 2007, 2006, 2005  
Innovation Award 2016, 2007

## Lithuanian Business Confederation

Service of the year 2018

## Vilnius city municipality

„Žydintis Vilnius“ contest 2018, 2017, 2016

## EcoVadis

Silver recognition level 2018, 2017, 2016

## Green City

Best „NT EKO“ real estate project 2014, 2012

## Lithuanian Real Estate Development Association

Sustainable development award 2015



# Employees

## Social responsibility in the relations with employees

We do implement innovative management and reward systems so that every employee can develop personal, professional and general competencies. We respect human rights and make sure that personnel are safe in the workplace. We pay attention to every employee by organizing various trainings, corporate events and promotions. Constructive and ethical workplace relationships are our goal, therefore we avoid discrimination, harassment, abuse or any other acts that are disrespectful and humiliating. Health protection, prevention of occupational disease and promotion of physical activity are our priorities. What is more, we engage our employees to take part in voluntary activities in order to benefit the whole society.

## Integration of new team members

All relevant information about the Group, its structure, activities, management, brands, work organization and other is being published and constantly updated on the internal network (INTRANET). New employees receive company booklet where all needed facts are presented in a simple, short, clear and visual manner. Also, office tours for newcomers are organized once a month, when employees are introduced to the work of the Group as well as leisure and sport spaces, library, canteen are shown to them.

More than  
**400**  
employees work in  
Penki Kontinentai  
Group

## Internship in the organization

Penki Kontinentai Group works in cooperation with educational institutions of Lithuania and allows university and college students to put their theoretical knowledge into practice. Tight partnership is led with the SMK University of Applied Social Sciences, which is located nearby. In 2018, four students completed an internship program at the company.

Also, students and pupils are invited for numerous one-day excursions to Penki Kontinentai Group offices, where they are introduced to the specification of different jobs and acquainted with the various technologies: fiber optic network, servers, features of modern ATMs and payment terminals, etc.





# Employee Indicators in Lithuania



## Penki Kontinentai Group employees

	2017	2018
	Quantitative figure	Quantitative figure
Total number of the employees in the end of a year	235	224
Total number of the female employees in the end of a year	77	71
Total number of the male employees in the end of a year	158	153
Number of women in management positions	4	5
Average age of employees	37,25	37,56
Average seniority	6	5
Employees completed self-development training	34	20
Total hours worked	416964	393112
Missed working days due to illness	101	133
Average hour of training	352	160

## Number of employees by age groups

	2017	2018
	Quantitative fig.	Quantitative fig.
Trainees	0	4
Under 30 y.o.	54	49
31-45 y.o.	128	122
46-60 y.o.	44	41
Over 61 y.o.	9	8

## Education of employees

	2017	2018
	Index %	Index %
Higher	78,75	77,33
Higher professional	5	5,20
Secondary/vocational	16,25	17,47

## Number of employees by district

	2017	2018
	Quantitative figure	Quantitative figure
Šiauliai district	2	2
Panevėžys district	1	1
Klaipėda district	3	3
Kaunas district	4	4
Vilnius district	225	214





# Health and safety at work



Group encourages its employees to lead healthy lifestyle and do sports.

In 2018, significant investments were made for the equipment and design of sports and leisure spaces in the workplace.

## Workplace was equipped with:

- Gym with a treadmill, trainers, lift weights and other sport equipment.
- Sport space where employees can spend their free time (on breaks or after the work) while playing table tennis, airhockey or darts. Several times per week crossfit and callanetics workouts lead by a professional trainer Simona Daumantienė take place there.
- Changing room and shower.
- Computer gaming room with a large screen, game console and computer games collection which is constantly added up.

The design of leisure facilities is focused on quality, comfort and convenience. Bright, moody colors were chosen for the walls for the spaces decorated with paintings, sculptures and other contemporary works of art.

## Healthy lifestyle seminars

Body weight examination as well as a lecture on healthy nutrition at work were organized in the company in cooperation with Vilnius city municipality in 2018. What is more, public enterprise „Kvėpuok gyvenimą LT“ conducted breathwork training for stress management led by professional coach Šarūnė Lynikaitė, a student of Dan Brule (USA). These exercises help not only to cope with stressful situation, but also to maintain good health and to reveal the potential.

## Workshops and education

Our Group promotes professional and personal development of the employees. Library, where you can find professional, psychological and fiction literature, is open for more than 25 years. Its resources are constantly updated with new books to meet the needs of staff.

Each employee or his/her chief has the possibility to initiate specialized training, attend relevant conferences, seminars or exhibitions. An employee who has received an additional qualification certificate is motivated by receiving additional wages.

## Mass participation in sports events

Our employees are encouraged to take part in mass sports events by paying event registration fees for them. Penki Kontinentai team has won the title of the most numerous team of „Walmart“ walking competition in 2018. Moreover, company's staff took part in Vilniaus marathon and „We run Vilnius“ running competition.

Active lifestyle is also promoted at our events: kayaking, summer assemblies when various sports activities are organized, as well as bowling tournaments.

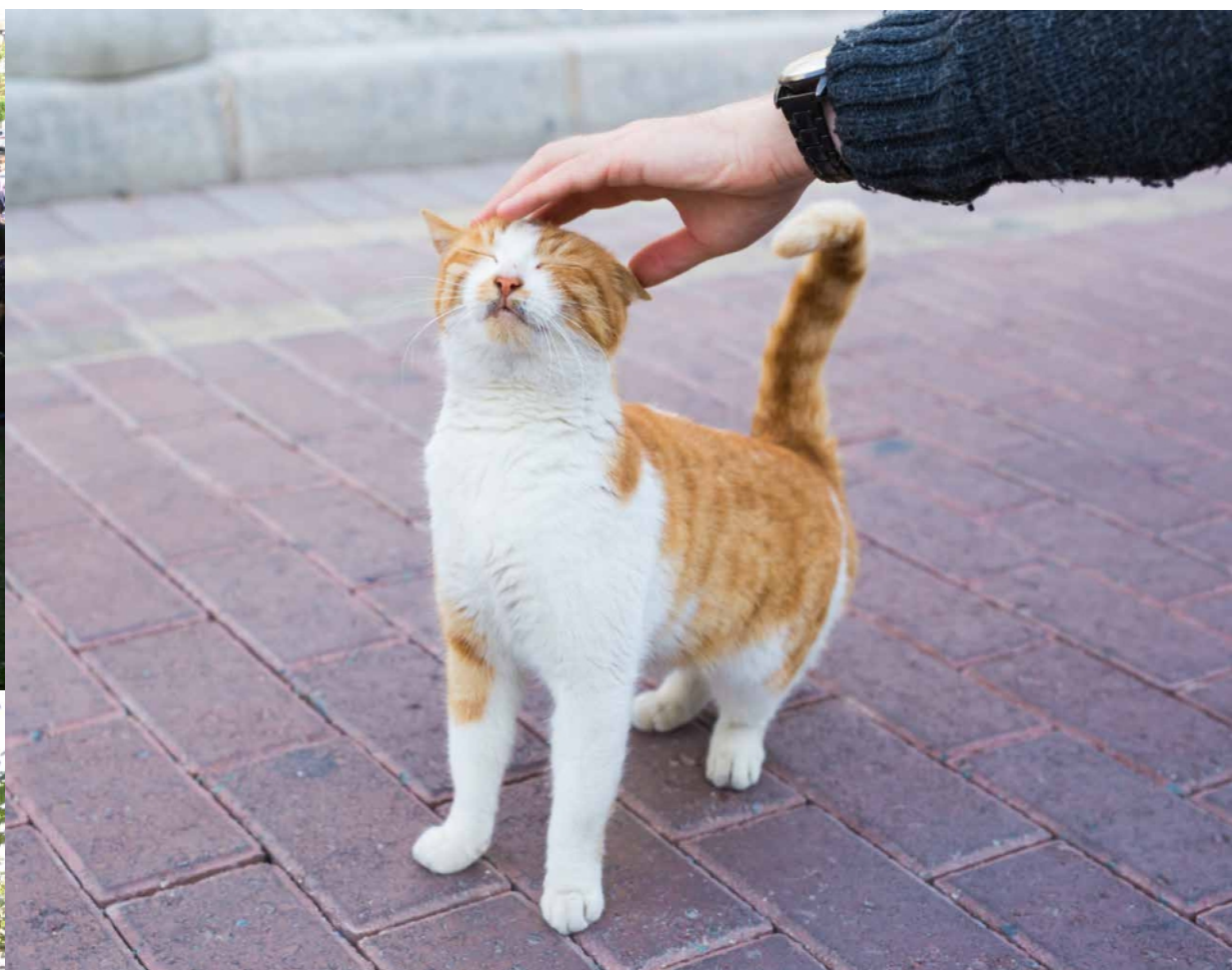
## Corporate events

Events for company's employees are organized annually, including: kayaking trips and summer parties when families gather, New Year's Eve. Also, employees participate in bowling tournaments.





# Social Initiatives



## Social Relations and Support

We constantly support the Viltis community for the care of mentally disabled people, which is located near the central office of the Penki Kontinentai Group in Vilnius. In 2018, as every year, we participated in the neighborhood celebration called “Bridges of Friendship”, organized by Viltis. Employees enjoyed the performance as well as attended the community fair held during the celebration, where various wares were purchased. We also supported this organization financially.

We have invested in the Loft Town residential loft project and continue to support its community during the summer and Christmas holidays.

Every year, employees actively participate in the “Darom” campaign, during which outdoor spaces are cleaned out of rubbish. We seek to be civic and responsible, constantly contributing to the creation of sustainable society.

We care about youth encouragement. In 2018 we gifted eleventh graders of Vilnius Vytautas Magnus Gymnasium with the tickets to the VibeLift youth festivali in order to aspire young people to pursue their goals and improve their skills.

Students of the Faculty of Mathematics and Informatics were given a lecture on bank vandalism and fraud and modern security measures by the specialists of our company.

We are constantly working together with the SMK University of Applied Social Sciences which is located nearby by organizing workplace tours for their students, introducing them to different jobs and accepting them for an internship.

In summer 2018 we organized free open-air sports workouts in Vilnius Vingis and Verkiai parks. There were not only employees of the Group, but also customers and everyone.

## Charity

We support an animal shelter called Lesė, where the employees of the Group are volunteers. Free fiber optic internet Penki has been introduced into Lesė veterinary clinic.

Since 2018 we support Vilnius football club Viltis therefore encouraging young people from an early age to choose healthy lifestyle and meaningful leisure time.



# Market and Customers

Products and services of the Penki Kontinentai Group are known at the markets of information technologies and telecommunications, banking technologies and payment solutions. We offer a wide range of services for companies and private clients in Lithuania, therefore focusing attention on bussiness sector abroad.

Penkių kontinentų bankinės technologijos (BS/2) company is widely recognized around the world. Its products and services are known in more than 80 countries worldwide.

Company grows most dynamically in 14 countries. Headquarters are located in Vilnius, Lithuania. Subsidiary companies of BS/2 are based in Azerbaijan, Estonia, Georgia, Kazakhstan, Kyrgyzstan,Latvia, Uzbekistan. Moreover, we work in Armenia, Belarus, Moldova, Mongolia, Tajikistan and Turkmenistan in cooperation with our partners. In these 14 countries, BS/2 has exclusive rights as an authorized partner of Diebold Nixdorf.

BS/2 distributes banking and retail equipment, develops specialized software solutions and provides comprehensive outsourcing services.

Company's clients include banks and other financial institutions, retail chains.

Penkių kontinentų komunikacijų centras occupies information technology, internet and IPTV markets in Lithuania. The company provides fiber optic network, IPTV, IP telephony, IT infrastructure installation and administration, computer workstation maintenance, cloud solutions, virtual resource leasing, equipment licensing services.

Company's customers consist of more than 1000 Lithuanian business and state enterprises, non-governmental organizations and private clients.

The services of ASHBURN International are used by financial institutions, government organizations, retailers, service companies and all residents who pay for goods and services using bank cards. The company operates in the Baltic markets, Georgia, Azerbaijan, Turkmenistan and Uzbekistan.

# Relevant aspects, effects and limitation of our actions

In order to meet the highest quality requirements and keep on the cutting edge, the Group makes use of advanced innovative technologies in compliance with ISO20000 and ISO27000 standards.

To meet customer and partner requirements and expectations, the Group ensures that only safe, high-quality, environmentally friendly products are developed and manufactured, and that all activities are conducted in strict accordance with national and international regulatory requirements. The aim is to ensure responsible behavior in the field of human rights, environmental protection, business ethics with suppliers and contractors, so that we can consistently pursue the principles of sustainability at every stage of our operations.

All our suppliers and contractors must undertake the requirements of national law, including European Union law, the International Labor Organization and the United Nations Conventions.



# Sustainability, ethics and transparency of business

## Responsible partnership

We strive to cooperate with the companies that are also committed to environmentally friendly and sustainable business. The Group contributes, as far as possible, to raise awareness of environmental protection and sustainable consumption. Purchasing documents specify the principles of sustainable purchasing so that suppliers and contractors become aware of our environmental and social criteria from the early stages of the procurement process. Small businesses, volunteer and community organizations, social enterprises and ethnic minority businesses are considered members of our supply chain because they play an important role in the local economy.

## Procurement transparency

We strive for sustainability through purchasing: identifying needs, evaluating options, design and specifications, choosing a supplier, evaluating offers, managing contracts, and developing relationships with suppliers. We take environmental and social factors into account when purchasing products and materials. The activities of the Group comply with applicable environmental requirements and laws. Being socially responsible, we prioritize products that are less environmentally friendly and /or environmentally friendly.

## Responsibility in terms of environmental impact

When purchasing goods, the Group selects products with the lowest environmental impact locally and globally. Taking sustainability of the production and transport of resources into account as well as the consumption of energy and raw materials and the generation of waste, we seek to purchase products and services that meet environmental standards.

## Anonymous informing

We uphold and follow a transparent business strategy and a policy of mutual respect and non-discrimination. Employees of the company can inform about the allegedly opaque behavior of other employees, suspected cases of fraud and corruption, violations of the balancing of public and private interests, various cases of harassment, discrimination, insults, violence by filling in an anonymous questionnaire. After evaluating the reports submitted shall be subject to investigation and appropriate action. The laws of Lithuania prohibit libel or false accusations against another person. Such acts are punishable by criminal liability.

## Corruption, ethics, and conflict of interest management policies

We follow corruption, ethics and conflict of interest management policies. The Group is required to avoid conflicts of interest.

The company maintains zero tolerance policy for bribery and corruption cases, insists on transparent conduct of business transactions and their full record. The supplier can not conduct or develop business relations with companies that engage in criminal activity, conduct unethical or operate in the underground economy. We do not maintain any legal relationship with countries that are banned from cooperating at the state level either or in blacklist according to the established practices of these countries.

The Group may request suppliers and contractors to provide documentation and information in accordance with the contractual relationship between the supplier or contractor.

Information related to clients or partners may be used and disclosed to any third party within or outside the Group, subject to permission. Confidentiality clauses are included in the Group's internal legislation and confidentiality obligations. Confidentiality requirements apply to all employees.

The employee may not discuss matters on behalf of the Group if he or she is suspected of having interests that may conflict with those of the Group or clients / partners.

Transactions concluded and executed by the employee shall not give rise to a conflict of interest. Where conflicts of interest cannot be avoided, the interests of clients and partners and the Group must prevail.

In case of the conflict of interest between two or more business units of the Group or a conflict of interest involving a customer and/or partner affecting two or more business units, the business units must take appropriate steps to ensure that this conflict of interest does not have a significant adverse effect on customer /partner interests.



# Work environment

## Actions we take to reduce the environmental impact of products and services

All workplace hygiene facilities are equipped with automatic light motion sensors to reduce electricity costs. Company grows constantly, but electricity consumption remains the same.

Employees are encouraged to arrive at the workplace using environmentally friendly means of transport - bicycles, scooters. Special parking stands are installed.

Every year, we take part in the International Car Free Day when employees are encouraged to commute by public transport or other means of transport. Those who have joined the campaign receive small gifts.

We recycle and sort household waste. Used batteries are collected and then recycled as improperly thrown out batteries can be harmful not only for the environment but also for human health.

in 2016  
**799 411** kWh  
in 2017  
**773 511** kWh  
in 2018  
**634 491** kWh

Reducing paper usage by digitizing documents: in 2018 company consumed 450 kg less copy paper than in 2017.

We seek to cut paper consumption by reducing the font size of the text and printing on both sides of the paper. Before printing documents, employees are encouraged to consider whether it is really necessary. A reminder is also included at the end of the email letter.

Think about nature protection before printing this letter



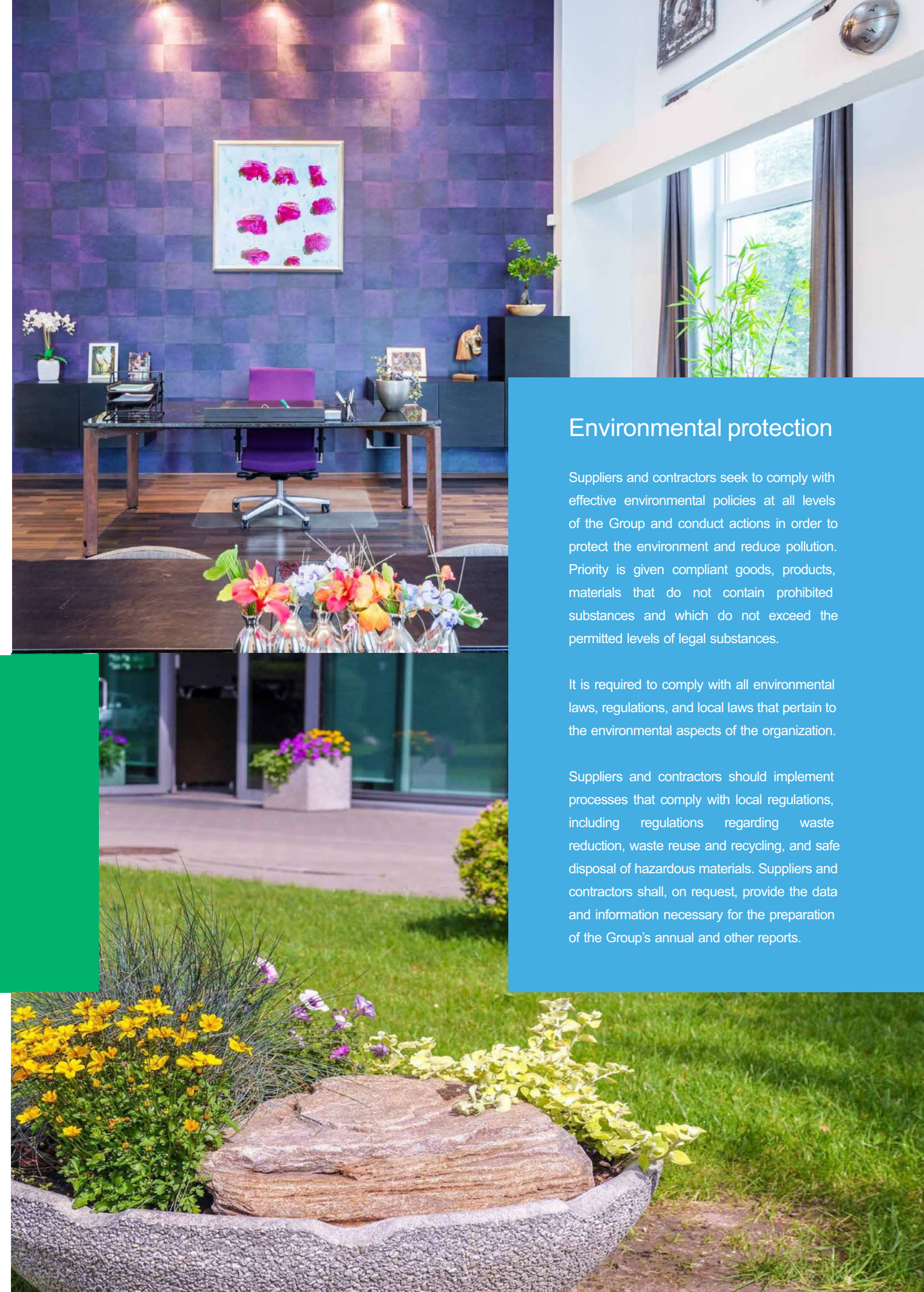
We shut down all of the devices as we finish work. Hygiene rooms are equipped with automatic light sensors.

## „Žydintis Vilnius“

The Group strives to create a beautiful environment not only in the workplace, but also around the company building. Environmental engineer maintains perennial trees, shrubs, flowers, creates various compositions, festive bouquets. For the third year in a row, the Group has been highly appreciated in the contest Vilnius Municipal Competition “Žydintis Vilnius” (Blooming Vilnius) for decorating the territory of the office.

## Work safety

The Group follows the General fire safety rules approved by the Fire and Rescue Department under the Ministry of the Interior Affairs.



## Environmental protection

Suppliers and contractors seek to comply with effective environmental policies at all levels of the Group and conduct actions in order to protect the environment and reduce pollution. Priority is given compliant goods, products, materials that do not contain prohibited substances and which do not exceed the permitted levels of legal substances.

It is required to comply with all environmental laws, regulations, and local laws that pertain to the environmental aspects of the organization.

Suppliers and contractors should implement processes that comply with local regulations, including regulations regarding waste reduction, waste reuse and recycling, and safe disposal of hazardous materials. Suppliers and contractors shall, on request, provide the data and information necessary for the preparation of the Group's annual and other reports.



# The Content of Report and Aspects of Limits

The content of the report is presented taking into account the long-term business strategy of the Penki Kontinentai Group, its current policies, and various key aspects.

## Environmental protection indoors

Important aspects	Coverage		
	Employers	Society	Authorities in charge
Electricity and water saving	+	+	+
Waste sorting and recycling	+	+	+
Operational efficiency and transparency	+	+	+
Operative informing and problem solving	+	+	+
Fire safety at work	+	+	+

## Social domain

Key aspects	Coverage	Group impacted
Economic efficiency	Within and outside	Possessor
Market	Outside	Customers, partners
Products and services	Within and outside	Employees, customers, partners
Education and training	Within and outside	Employees, customers, partners, society
Non-discrimination	Within and outside	Employees, customers, governors, partners, society
Health promotion	Within and outside	Employees, customers
Partnerships in CSR projects	Within and outside	Employees, customers, society

## Stakeholder engagement

The Group aims to communicate and collaborate closely with all its stakeholders in order to identify their needs and expectations, and to develop future technologies together.

### Groups of directly cooperating individuals

	Society	Regulatory authorities
Private clients	Educational institutions	Government of the Republic of Lithuania
Business clients	Students	Police of the Republic of Lithuania
Partners	Vilnius city municipality	State Tax Inspectorate
	Non-governmental organizations	Public Procurement Office
	Communities of people with special needs	ATMIA
		Lithuanian Business Confederation



### Reporting period

The report provides the Group data for 2018, as well as previous information that the Group manages and operates.

### Reporting frequency

The report is drawn up, reviewed and supplemented each year.



