



REIZ

SOCIAL AND GOVERNANCE POLICY

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I. GENERAL PROVISIONS

- 1.1. Sustainability involves not only environmental matters but social and economic well-being as well. At our organization providing end-to-end IT solutions, we are committed to fostering a culture of responsibility and accountability across all aspects of our operations. This includes promoting diversity and inclusion, ensuring ethical business practices, and contributing positively to the communities in which we operate. We strive to uphold high standards of social and governance practices to create a positive impact on society while delivering innovative IT solutions.
- 1.2. The Company embraces a human-centered approach that prioritizes the well-being of our employees. We encourage self-care and promote mental and physical health, fostering a supportive workplace that ensures reduced burnout.
- 1.3. The Company understands that our greatest asset is our global and diverse team. As a flat organization providing end-to-end IT solutions, we protect human rights and recognize the importance of fostering a culture of continuous learning and professional development.
- 1.4. The Company contributes to the Sustainable Development Goals¹, i.e. Goal 3 (Good Health and Well-Being), Goal 5 (Gender Equality), Goal 8 (Decent Work and Economic Growth), Goal 16 (Peace, Justice and Strong Institutions) through the Company's services, products and partners.

¹ [THE 17 GOALS | Sustainable Development \(un.org\)](https://www.un.org/sustainabledevelopment/)

II. SCOPE OF THE POLICY

- 2.1. This Social and Governance policy is an integral component of UAB "Reiz Tech" Sustainability Policy and thematic policies, reflecting Company's commitment to integrating social and economic considerations into all aspects of the Company's operations and decision-making processes.
- 2.2. In this policy, the terms 'we' or 'us', or 'the Company' refer to UAB "Reiz Tech".
- 2.3. Capitalized terms not defined herein shall have the meanings ascribed to them in the Sustainability Policy.

III. COMMITMENTS IN THE WORKFORCE AND THE VALUE CHAIN

- 3.1. **Compliance with Laws and Regulations.** The Company's aim is to respect in all our activities and business relationships the human rights that are recognized in international instruments on business and human rights, for instance, the Universal Declaration on Human Rights², the 10 principles of United Nations Global Compact³, UN Guiding Principles on Business and Human Rights⁴, Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises⁵, and other.
- 3.2. **Ethical Business Conduct:** We uphold the highest standards of ethical conduct in all aspects of our business operations, including interactions with clients, partners, and other stakeholders.

² [OHCHR | Universal Declaration of Human Rights - English](#)

³ [The Ten Principles | UN Global Compact](#)

⁴ [Guiding Principles on Business and Human Rights: Implementing the United Nations "Protect, Respect and Remedy" Framework | OHCHR](#)

⁵ [EBPO Gairės daugiašalėms įmonėms - Lietuvos nacionalinis koordinacinis centras \(lv.lt\)](#)

- 3.3. **Respect for Human Rights:** The Company respects and promotes human rights, both within our organization and throughout our supply chain, and commits to addressing any human rights issues that may arise.
- 3.4. The Company is committed not to violate human rights, including labor rights, and ensure safe and healthy working environment, the freedom of association, including the existence of profession unions, and recognizes employees' right to collective bargaining.
- 3.5. The Company assesses the negative impacts that our activity has on human rights, integrate human rights due diligence into all our operations and business relationships. This includes, but not limited to, identifying and assessing the risks and impacts, implementing preventive measures, applying remediation measures, and monitoring the identified risk and impacts.
- 3.6. The Company implements an internal whistleblower mechanism to address grievances related to negative impacts on human rights, including labor rights. We encourage employees to report any concerns they may have regarding potential violations of human rights, including labor rights, within our operations, and we are committed to thoroughly investigating and addressing these issues in a transparent and accountable manner.
- 3.7. **Other Work-Related Rights.** The Company does not engage in forced or compulsory labor and seek to contribute to its elimination in areas where we can influence.
- 3.8. The Company does not engage in child labor and seeks to contribute to its elimination in areas where we can influence.

- 3.9. **Commitment to Diversity and Inclusion.** The Company is committed to ensuring equal treatment and opportunities within our workforce. We strive to create an inclusive and diverse environment where all employees are valued, respected, and provided with equal opportunities for growth, advancement, and success. We take responsibility not only for our actions, but for words as well, which is why we use inclusive vocabulary in the workplace.
- 3.10. Being an international company, we recognize and respect the identity and unique nature of our employees, their cultural diversity and the right to maintain their customs and social practices.
- 3.11. **Work-Life Balance.** The Company prioritizes promoting work-life balance within our workforce. We recognize the importance of fostering an environment where employees can maintain a healthy balance between their professional responsibilities and personal well-being.
- 3.12. **Community Engagement:** The Company actively engages with the communities around us, seeking to make positive contributions through initiatives, volunteerism, charities and community partnerships.
- 3.13. **Tax Transparency.** The Company ensures tax transparency and prohibits the use or facilitation of tax evasion or tax avoidance arrangements. We are committed to conducting our business with integrity and accountability, adhering to all applicable tax laws and regulations, and contributing our fair share to the communities in which we operate.

- 3.14. **Prevention of Discrimination, Harassment, and Violence.** The Company is committed to preventing and combating discrimination and harassment at work for any reasons, as well as violence and sexual harassment. We do not tolerate discrimination or harassment based on race, color, ethnicity, nationality, religion, gender, sexual orientation, age, disability, or any other characteristic protected by law. The Company ensures equality between men and women in access to employment, working conditions and remuneration. The Company seeks to contribute to the elimination of discrimination related to employment and profession in areas where it can influence. Any instances of discrimination, harassment, or violence whether observed or experienced, should be reported promptly through our designated channels for investigation and appropriate action. We will take proactive measures to prevent discrimination and harassment, provide training and education to employees on diversity and inclusion, and foster a culture of mutual respect and understanding.
- 3.15. **Anti-Corruption Commitment.** The Company maintains a zero-tolerance policy towards corruption and bribery in all aspects of our business operations. We prohibit the offering, giving, solicitation, or acceptance of any form of bribe or corrupt payment, whether directly or indirectly, to or from any person or organization. We adhere strictly to all applicable anti-corruption laws and regulations, both domestically and internationally, including EU Whistleblowing directive, and expect the same from our employees, partners, and suppliers.

3.16. Any suspicions or instances of corruption or bribery should be reported promptly through our established whistleblowing mechanisms for thorough investigation and appropriate action. The scope of what can be reported through the whistleblowing mechanism is:

- i) Threats to public safety or health, personal life or health;
- ii) Environmental hazards;
- iii) Obstruction or illegal influence on law enforcement institutions conducting investigations or courts administering justice;
- iv) Financing of illegal activities;
- v) Illegal or non-transparent use of public funds or assets;
- vi) Illegally acquired property;
- vii) Concealment of the consequences of the infringement, obstruction of determining the extent of the consequences;
- viii) Infringements specified in the list approved by the Minister of Justice of the Republic of Lithuania, prepared taking into account the scope of application of European Union legislation specified in EU Whistleblowing Directive (Directive (EU) 2019/1937);
- ix) Other infringements as defined in EU Whistleblowing Directive and domestic law implementing the directive.

3.17. **Anti-Money Laundering.** Money laundering is a process designed to conceal the illegal

source of funds to make them appear legitimate. The Company will not directly or indirectly participate as well as prohibits any involvement, direct or indirect, in such practices. Any questions or concerns shall be directed to Chief Operating Officer (COO) or Chief Executive Officer (CEO) of the Company.

3.18. Risk Management: The Company prioritizes proactive risk management to safeguard against potential threats and vulnerabilities in our IT services operations. We conduct regular assessments to identify and evaluate risks related to data security, cybersecurity, compliance, business continuity, sustainability matters, and other areas as well as maintain a comprehensive risk register. We implement robust controls and measures to mitigate identified risks and ensure the integrity, confidentiality, and availability of our systems and data. Our commitment to effective risk management not only protects our clients and stakeholders but also strengthens our reputation as a trusted and reliable IT services provider.

3.19. Conflict of Interest Management. The Company is committed to identifying, disclosing, and appropriately managing conflicts of interest that may arise in the course of our operations. Our employees are expected to act in the best interests of the Company and avoid situations where personal interests may conflict with those of the Company or our stakeholders. Guidance, training, and reporting mechanisms helps to ensure that conflicts of interest are effectively managed and that ethical standards are upheld throughout our organization.

3.20. Supplier Relationship Management and Payment Practices:

The Company is committed to fostering transparent, fair, and mutually beneficial relationships with our suppliers. We adhere to ethical procurement practices and strive to engage with suppliers who share our values of integrity, sustainability, and social responsibility. Our payment practices are designed to ensure timely payment for goods and services provided by our suppliers, recognizing the importance of maintaining positive and sustainable supplier relationships. We monitor and evaluate supplier performance regularly to uphold high standards of quality, reliability, and ethical conduct throughout our supply chain.

3.21. Capacity Building and Educational Collaborations:

The Company is dedicated to advancing the professional capabilities of our workforce and contributing positively to the broader community. In alignment with our commitment to sustainable development and social responsibility, we undertake the following initiatives:

- i) **Ethical Guidebook.** We have developed and disseminate an Ethical Guidebook, which serves as a foundational resource for guiding our employees towards ethical decisions and conduct, ensuring adherence to our high standards of integrity and responsibility.

- ii) **External Academies and Certifications:** To foster continuous learning and development, we organize free external academies designed for various operational roles. These programs are structured to enhance skills and knowledge, culminating in the issuance of certifications that acknowledge and reward educational advancement.
- iii) **Partnerships with Educational and Non-Governmental Organizations:** We actively collaborate with NGOs, universities, and coding schools to enrich our educational offerings and facilitate knowledge exchange. These partnerships are integral to broadening the educational horizons of our employees and the community, supporting a culture of lifelong learning.
- iv) **Internship Program:** We provide paid internship opportunities that offer practical industry experience to students and emerging professionals. This program is designed to bridge the gap between academic learning and professional employment, ensuring a smooth transition into the IT sector.

IV. FINAL PROVISIONS

- 4.1. Company's employees and managers, as well as any contractor performing work on behalf of the Company should follow this Social and Governance policy.
- 4.2. This Social and Governance policy is a subject to regular reviews to ensure its enduring relevance and effectiveness in guiding the Company's journey towards sustainable development and ESG performance.