

Normative internal legal act	<b>Group Community Involvement and Relations Management Guidelines</b>
Title of the process	Community Involvement and Relations Management
Approving company	AB "Ignitis grupė"
Process owner (unit)	Sustainable Development Division
Approving person (body)	Head of Communication Function
Date of entry into force	21/01/2021

## GROUP COMMUNITY INVOLVEMENT AND RELATIONS MANAGEMENT GUIDELINES

### 1. SCOPE AND PURPOSE

- 1.1. The purpose is to set out common guidelines for AB "Ignitis grupė" and its directly and indirectly managed legal entities (hereinafter – Group), according to which the Group companies shall involve communities in their activities and manage their relations, and to set out measures for implementation of these principles in the Group, which would strengthen the responsible and sustainable-development-oriented business culture and practice.
- 1.2. The Guidelines apply to all companies of the Group.

### 2. TERMINOLOGY

- 2.1. General terminology is provided in the Glossary of Terms: Company, Employee, Group, company, Sustainable development or sustainability, Trust line.
- 2.2. **Community** – a group of persons, who are unified by their residence location, occupation, common beliefs, norms or common goals, interests or other forms of identity. In the context of the activities of the Group, those communities are distinguished that are affected or can be affected by the activities of the Group and/or those that affect or can affect the activities of the Group.

### 3. GENERAL PROVISIONS

- 3.1. The activities of the Group companies are geographically dispersed across different regions of Lithuania and other countries, where various Communities are located which can have an impact on the activities of the Group and which residential, social and economic environment can be affected by the Group. Therefore, when conducting activities, it is mutually beneficial to consider the needs of the respective Communities.
- 3.2. The consistent implementation of the Guidelines contributes to the sustainable development of the Communities, the Communities' increased trust in the Group, strengthening of the Group's positive reputation and creating a long-term competitive advantage.

### 4. COMMUNITY INVOLVEMENT AND RELATIONS MANAGEMENT PRINCIPLES

- 4.1. The Group aims to ensure the value-and-strategy-based cooperation and communication with the Communities by paying special attention to the mutually beneficial partnerships.
- 4.2. The Group is guided by the following values when involving the Communities:
  - 4.2.1. Responsibility – the Group assumes responsibility for the potential or present significant negative effect on the Communities and aims to reduce it.
  - 4.2.2. Partnership – during the common projects and initiatives developed together with the Communities, the Group aims to provide opportunities for the Communities to improve their residential, social, economic environment.
  - 4.2.3. Openness – the Group communicates openly about the potential or present effect on the Communities and provides opportunities for the Communities to express their opinion.
  - 4.2.4. Improvement – the Group considers the opinions of the Communities when forming and improving its sustainable activities.
- 4.3. Priority areas of application for Community involvement and relations management principles:
  - 4.3.1. The Group aims to include, if possible, the parties of interest, including Communities, by creating products and supplying services to the customers.
  - 4.3.2. In the context of current and future activities of the Group, which significantly affect or can affect the Communities or, which are significantly affected or can be affected by the Communities, for example, when due to operating facilities of the Group or temporary construction works performed by the Group, its partners or contractors the acoustic and/or visual environment of the Community is changed significantly, undesirable odours are

potentially emitted or the activity results or can result in greater pollution of the settlements as opposed to if the activity would not be operated there at all.

4.3.3. When conducting educational activities related to the specific activities of the Group, especially in the area of energy consumption efficiency.

4.3.4. In the context of the Group companies as current and potential employers contributing to the opportunity to grow the employment opportunities for the members of the Communities.

4.4. Cooperation with Communities is based on Group Code of Ethics, the Group Anticorruption Policy and other documents describing conduct.

## **5. COMMUNITY INVOLVEMENT AND RELATIONS MANAGEMENT PRINCIPLES' IMPLEMENTATION MEASURES**

5.1. The companies shall appoint the persons responsible for the Community involvement and relations management – the employees of the Company or the Group.

5.2. When the Group companies initiate the project planning in a new area, the Communities, which are or can be affected by the activity of the Group and/or Communities which affect or can affect the activity of the Group, are then identified within three months from the planning initiation.

5.3. Within half a year from the initiation of the project planning in a new area, the Communities or their representatives are presented the Group and its companies, their operations both in the environment of the Community and in general.

5.4. After the Communities are identified, the channel list shall be compiled, through which each Community will be communicated with constantly. It shall be reviewed and updated every six months, it shall be followed then planning and performing the acts of communication.

5.5. The list of the most accessible and efficient communication measures shall be compiled for each Community, they shall be reviewed and updated every six months.

5.6. The representatives of the Communities shall be presented with possible partnerships, projects, activities.

5.7. The events shall be initiated and/or the events organised by the Communities attended, in order to strengthen the connections with the Community members, increase the awareness of the Group and its companies' activities, form a positive image in the eyes of Community leaders and members.

5.8. It shall be ensured that the Community members who raise questions or complaints know who to contact directly via a direct contact with the selected person and/or the Trust Line.

5.9. An effort shall be made to prevent potential manifestation of environmental, violation of interests of Community members risks. Should such risks manifest, an effort shall be made to solve the situation as soon as possible with the least amount of negative consequences.

## **6. FINAL PROVISIONS**

6.1. The Head of Communication Function shall be responsible for the implementation and control of the Guidelines at the Group level.

6.2. The implementation of the Guidelines shall be performed by the employees of the Communication function or GSC employees as a provision of service. If there is no Communication Function employee at the company and the GSC service is not provided, the Head of the Communication Function shall be responsible for the implementation.

6.3. The Guidelines are made public on the website of the Company. The link to it is provided on the website of the Group companies.

## **7. RELATED LEGAL ACTS**

7.1. [Group Sustainability Policy](#)

7.2. [Code of Ethics](#)

7.3. [Reputation Management Policy](#)

7.4. [Anticorruption Policy](#)