

APPROVED BY

Resolution No. 9-27 of the Board of
Joint Stock Company Lietuvos Paštas
of 5 September 2025

SUSTAINABILITY POLICY

Version 4

Effective date: 5 September 2025

Objective:	To establish the principles, directions, and measures of sustainable development to be applied in the operational activities of the Group of Companies of Joint Stock Company Lietuvos Paštas in order to achieve strategic objectives and consistently develop a sustainable corporate culture and practices.
Scope of application:	The Group of Companies of Joint Stock Company Lietuvos Paštas.

CONTENTS

1. GENERAL PROVISIONS	4
2. TERMS AND ABBREVIATIONS.....	4
3. PRINCIPLES OF SUSTAINABLE DEVELOPMENT	5
4. DIRECTIONS FOR SUSTAINABLE DEVELOPMENT	6
5. MEASURES FOR IMPLEMENTING THE SUSTAINABILITY POLICY.....	7
6. FINAL PROVISIONS	8

Document history

Date of signing	Version	Summary of amendments	Owner of document	Author of document
18 December 2020	1	The purpose of the document is to establish the areas and principles of social responsibility on the of which a sustainable corporate culture and practices would be shaped and developed.	Communications Department	Mantas Tursa
7 July 2021	2	The document was updated in line with the directions of the sustainable development strategy. The directions were approved in consultation with managers following the results of a stakeholder survey and impact analysis.	Communications Department	Indrė Kulikauskaitė
26 July 2023	3	The document was updated to include international commitments and management practices related to sustainable development.	Business Development and Technology Department	Guoda Lomanaitė
5 September 2025	4	Document updated to include: an expanded scope of application of the Policy, updated directions for sustainable development in line with the latest Double Materiality Assessment, supplemented and clarified terms used, and reviewed principles of sustainable development and implementation measures.	Business Development and Technology Department	Sustainability Project Manager

1. GENERAL PROVISIONS

1.1. The Sustainability Policy (hereinafter referred to as the “Policy”) of the Group of Companies of Joint Stock Company Lietuvos Paštas (hereinafter referred to as the “Company”) defines the key areas of sustainability for the Group of Companies, the principles of sustainable development and measures for their implementation, which are used to achieve the strategic goals of the Group of Companies and to create and develop sustainable corporate culture and practices.

1.2. The Policy is applicable to all employees of the Group of Companies.

2. TERMS AND ABBREVIATIONS

2.1. Terms and abbreviations used in this Policy are as follows:

Company	Joint Stock Company Lietuvos Paštas.
Group of Companies	A group of companies comprising the Company and any legal entities directly or indirectly controlled by it (subsidiaries of the Company).
CSRD	The Corporate Sustainability Reporting Directive.
UN Sustainable Development Goals (SDGs)	An agreement reached by all United Nations Member States in 2015 on a common agenda for global development until 2030, based on 17 universal Sustainable Development Goals.
Sustainable development or sustainability	A development principle based on a balance between good governance, social welfare, and environmental well-being. The essence of this principle is to ensure that resource consumption and business development meet current needs without compromising the ability of future generations to meet theirs.
Double Materiality Assessment	An assessment approach based on the principle set out in the Corporate Sustainability Reporting Directive (CSRD) and in the European Sustainability Reporting Standards (ESRS) adopted under it. It enables companies to assess both their impacts on the environment and society (impact materiality) and how sustainability-related matters affect their financial position, performance, and development (financial materiality). A topic is considered material if it is material from at least one of these perspectives.
ESRS	The European Sustainability Reporting Standards.
European Green Deal	A set of policy initiatives presented by the European Commission on 11 December 2019, which aims to make Europe the first climate-neutral continent by 2050, aiming for net greenhouse gas (GHG) emissions to be zero by 2050.

GRI	The Global Reporting Initiative.
National Climate Change Management Agenda	A document approved by the Government of the Republic of Lithuania in 2021 defining short-, medium-, and long-term goals and objectives for climate change mitigation and adaptation at sectoral level.
Paris Agreement	An international treaty on climate change, adopted in Paris in 2015 at the United Nations Climate Change Conference, under which the goal is to prevent global temperatures from rising more than 2 °C above pre-industrial levels and to pursue efforts to limit the temperature increase to 1.5 °C.
Global Compact	A United Nations initiative inviting businesses to voluntarily commit to ten principles of responsible business practices in the areas of human rights, labour rights, environmental protection, and anti-corruption, and to publicly report on their implementation.
Greenhouse Gas (GHG)	Greenhouse gases: carbon dioxide (CO ₂), methane (CH ₄), nitrous oxide (N ₂ O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF ₆), and nitrogen trifluoride (NF ₃).
Strategy	The main strategic planning document of the Group of Companies, covering a detailed analysis of the environmental factors of the Group of Companies, its vision, mission, strategic priorities, objectives, their long-term (4-year) indicators, and main risks.
Stakeholders	Individuals or organizations that can influence decisions or operational activities, or be or feel affected thereby (customers, the public, employees, trade unions, partners, creditors, shareholders, investors, influencers, media, etc.).

3. PRINCIPLES OF SUSTAINABLE DEVELOPMENT

3.1. The Policy is developed and implemented in line with the vision, mission, values, and strategic objectives of the Group of Companies. The sustainable development objectives constitute an integral part of the long-term strategy of the Group of Companies.

3.2. The Policy reflects the commitment of the Group of Companies to systematically foster a sustainable corporate culture and to contribute to the achievement of strategic goals across three key areas of sustainability: environmental protection, social responsibility, and good governance. Within these areas, the Group of Companies is guided by good governance practices, international standards, including ISO 9001 and ISO 14001, expert insights, and recommendations from international and national institutions.

3.3. The Group of Companies is committed to adhering to the principles of the UN Global Compact in the areas of human rights, labour rights, environmental protection, and anti-corruption, and to contribute to the implementation of the European Green Deal, the Paris Agreement, and the National Climate Change Management Agenda.

3.4. By implementing its sustainability goals, the Group of Companies aims to contribute directly to the achievement of the United Nations Sustainable Development Goals, with particular focus on: Gender Equality; Decent Work and Economic Growth; Industry, Innovation and Infrastructure; Reduced Inequalities; Sustainable Cities and Communities; Responsible Consumption and Production; and Climate Action.

3.5. In defining sustainable development directions and implementing related measures, the Group of Companies actively engages stakeholders and promotes open, accountable, and mutually respectful cooperation. The Group of Companies maintains ongoing dialogue with customers, employees, shareholders, suppliers, communities, the media, and other stakeholders who are directly or indirectly affected by its operations, as well as those who directly or indirectly influence the operations of the Group of Companies.

3.6. In its activities, the Group of Companies is guided by the following principles of sustainable development:

3.6.1. **Accountability.** The Group of Companies conducts its business responsibly and is accountable for its decisions and impacts on society, the economy, and the environment.

3.6.2. **Transparency.** The Group of Companies operates transparently, providing timely and clear information about its decisions, activities, and results that affect the stakeholders of the Group of Companies.

3.6.3. **Ethical conduct.** The conduct of the Group of Companies is based on the values of integrity, equality, and fairness, and is rooted in respect for people, society, and the environment.

3.6.4. **Respect for interests of stakeholders.** The Group of Companies respects and takes into account the interests of its various stakeholders in order to achieve solutions that create long-term mutual value.

3.6.5. **Respect for the law.** The Group of Companies complies with the laws and regulations in force in each country of operation and also encourages its partners and suppliers to follow the same requirements.

3.6.6. **Respect for international standards of conduct.** The Group of Companies is guided by the standards of conduct set forth in international treaties, agreements, and guidelines, and ensures compliance with the applicable laws and regulations in each country of operation.

3.6.7. **Respect for human rights.** The Group of Companies upholds universal human rights, recognizes their importance, and is committed to ensuring their respect and protection in all areas of its operational activities and in all countries of operation.

4. DIRECTIONS OF SUSTAINABLE DEVELOPMENT

4.1. Directions for sustainable development within the Group of Companies are developed in three main areas: environmental protection, social responsibility, and good governance. The directions are determined by conducting a Double Materiality Assessment. Both impact and financial materiality are taken into account in the assessment, and the stakeholders of the Group of Companies actively participate in the process.

4.2. The main directions of sustainable development of the Group of Companies in **environmental protection** are as follows:

4.2.1. To contribute to climate change mitigation by consistently reducing air pollution, including GHG emissions, throughout the entire value chain.

4.2.2. To increase energy efficiency and promote the transition to sustainable energy sources, including (but not limited to) the decarbonization of the vehicle fleet and the use of renewable energy.

4.3. The main directions of sustainable development of the Group of Companies in **social responsibility** are as follows:

4.3.1. To ensure that the goods and services offered by the Group of Companies comply with the principles of equal opportunities, diversity, and inclusion.

4.3.2. To strengthen employee engagement by creating opportunities for professional development and ensuring a safe working environment.

4.4. The main directions of sustainable development of the Group of Companies in **good governance** are as follows:

4.4.1. To ensure the smooth provision of universal postal services and the fulfilment of specific obligations.

4.4.2. To ensure compliance with applicable legislation and regulations.

4.4.3. To strengthen readiness for unforeseen events and ensuring operational continuity.

4.4.4. To protect the privacy of customer data and invest in cybersecurity.

4.4.5. To promote innovation as the basis for long-term and sustainable activities.

4.5. These directions for sustainable development have been identified as the most significant in the sustainability efforts of the Group of Companies; however, the Group of Companies recognizes the importance of all sustainability issues and is committed to developing a comprehensive sustainable corporate culture and practices to meet the expectations of its stakeholders.

5. MEASURES FOR IMPLEMENTING THE SUSTAINABILITY POLICY

5.1. The principles laid down in the Policy form an integral part of the Group of Companies' operations and are implemented in conjunction with other policies and codes of conduct, ensuring a consistent and integrated approach to sustainability.

5.2. As part of setting environmental protection targets and implementing commitments set out in the Policy, the Group of Companies prepares a sustainable development action plan, which is regularly reviewed and integrated into the operational plans of the Group of Companies.

5.3. The Group of Companies commits to perform a Double Materiality Assessment, including both impact and financial materiality analysis, on a regular basis, but at least once every four years, to ensure that priorities in environmental protection, social responsibility, and good governance are continuously reviewed and updated in line with the changing environment. The assessment is carried out with the involvement of the stakeholders and in compliance with the applicable European Union regulatory requirements, including the provisions of the CSRD and the methodological principles of the ESRS.

5.4. In accordance with the risk management methodology adopted by the Group of Companies, the Group of Companies manages sustainability risks by systematically identifying, assessing and monitoring them. Risk management plans are developed for the management of risks exceeding the established risk appetite. Sustainability risks are reviewed regularly, but at least once a year.

5.5. At least once a year, the Group of Companies presents the results of its sustainability efforts by providing a separate sustainable development report and/or an integrated section within the consolidated annual management report. The report is prepared in accordance with internationally recognised disclosure practices and standards (GRI or ESRS) and made publicly available on the websites of the Company and its subsidiaries.

5.6. In strengthening its sustainability commitments and pursuing sustainable development goals, the Group of Companies joins sustainability initiatives and organizations and fosters partnerships that create added value in the area of sustainability.

5.7. The Group of Companies encourages the voluntary involvement of employees in defining sustainability goals and implementing actions.

5.8. Any breaches of this Policy can be reported through the whistleblowing hotline of the Group of Companies: by email at pranesk@post.lt, by phone at +370 5 2157676, or by contacting the responsible employee of the Safety and Prevention Department within one (1) month of the violation or its discovery. The Group of Companies guarantees full confidentiality and anonymity of the information provided by whistleblowers.

6. FINAL PROVISIONS

6.1. The Policy is approved and amended by a resolution Company's Board.

6.2. As the strategic directions and objectives of the Group of Companies, market conditions, or other external and internal factors change, the Policy may be reviewed and updated as necessary, but not less than once every two years.

6.3. Within its competence, the Company's Business and Technology Development Department is responsible for implementing this Policy with the involvement of other departments of the Company and its subsidiaries.

6.4. The Sustainability Project Manager is responsible for the implementation of measures under the Policy.

6.5. Implementation of the provisions of this Policy is specified in other documents of the Group of Companies, which are prepared and approved by the relevant structural departments within their competence.

6.6. This Policy is public and published on the websites of the Company and its subsidiaries.