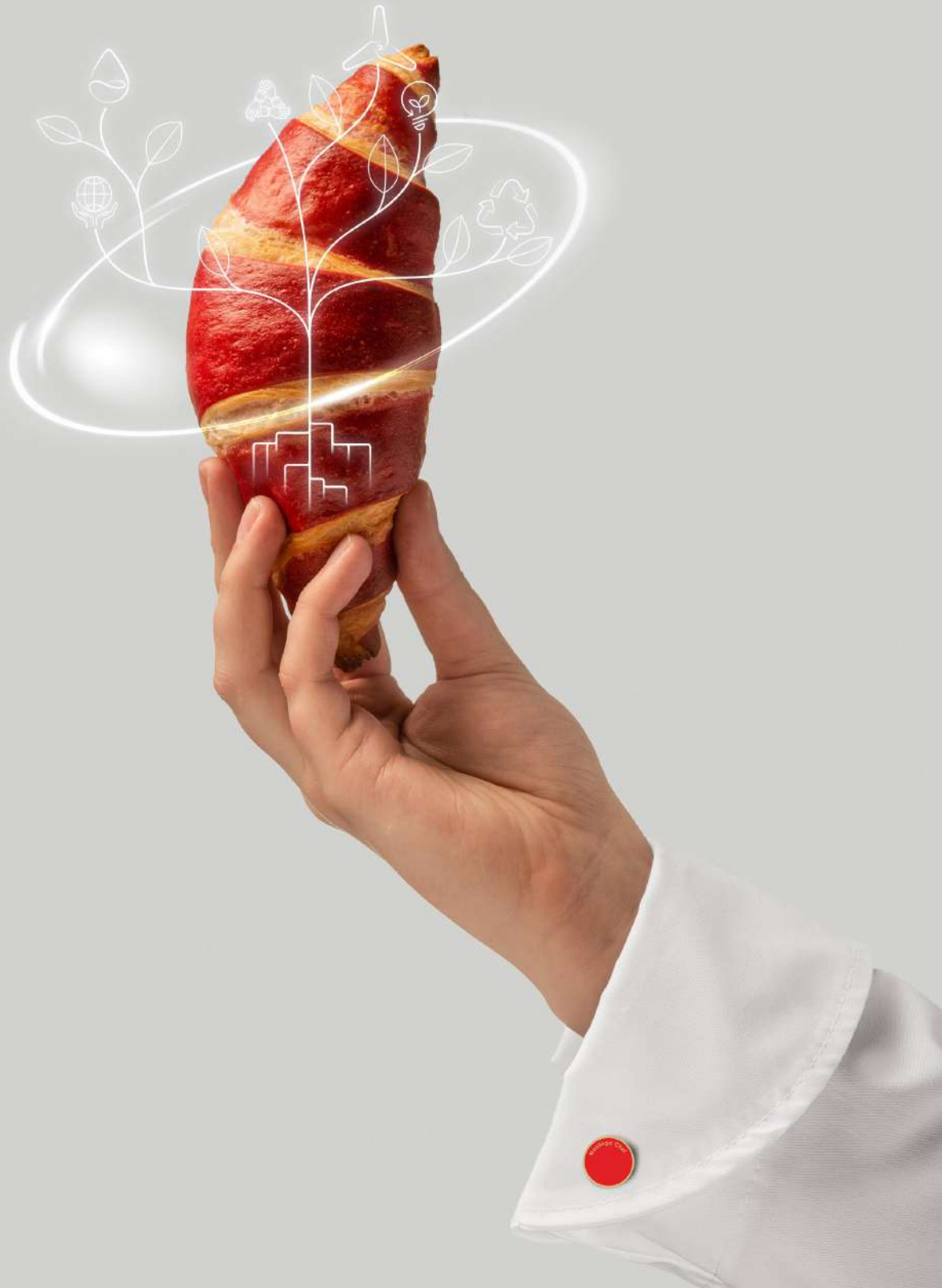


MANTINGA
GROUP

SUSTAINABILITY
REPORT
2022



Information about the report

This is the first sustainability report of UAB Mantinga Group group of companies (hereinafter - the Group).

It covers social, environmental and governance aspects of sustainability relevant to the Group and its stakeholders.

The report contains aggregated data on the companies belonging to UAB Mantinga Group and their branches in Lithuania, Estonia, Latvia and Ukraine, excluding data from the newly acquired (SIA FRESH FOOD PRODUCTION) company in Latvia at the end of 2022, as well as companies that have ceased operations since the beginning of 2022 ООО МАТИНГА (Russia).

The main office of the Group is registered at Stoties St. 51 LT-68261 Marijampole.

This document includes data for the year 2022 and was prepared with reference to the GRI standards, the GHG protocol, and non-financial reporting guidelines (methodology) 2017/C 215/01. We intend to publish a sustainability report for each financial year from 2023.



On the way to sustainability

In Mantinga, we started our sustainability journey a long time ago, at that time we were more guided not by conscious understanding, but by looking for more efficient and environmentally friendly solutions. **Today, we look at sustainability much more broadly, no longer as an opportunity, but rather as an inevitable responsibility of every business.** We are a large producer in Lithuania, and we understand our impact, so we strive to operate as sustainably as possible. Maybe now it requires additional efforts and investments, changing habits, and causes certain inconveniences, but we do not doubt that the results will be valuable in the future - not only for us but also for those around us, our future generations.

In 2022, we paid a lot of attention to the refinement and preparation of the sustainability strategy, aiming for it to meet the expectations of our stakeholders. In this way, we refined 3 essential areas, which became the axis of the sustainability strategy: environmental protection and circularity, employee well-being, ethical and transparent operations. Each of these areas has certain indicators that we are committed to achieving. This report has been prepared taking into account the objectives set in the sustainability strategy.

Last year was full of challenges - the war in Ukraine, the resulting inflation, major structural changes in the group of companies, etc. Nevertheless, sustainability was one of the priority strategic areas. The majority of initiatives are on environmental issues, but we are actively moving forward in the other 2 areas as well.

This report is the first for us as an organization. We prepared it voluntarily. We do this both to inspire other socially responsible businesses and to show others by example that even small steps on the path to sustainability are very important.

General director
Mantas Agentas



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COMPANY'S BUSINESS MODEL



The name was created by combining the names of company's founder Klemencas Agentas children: **MANT**as and **ING**rida.



Over the years, we have also developed our motto **"Think up to the sky"** because we constantly strive to improve and create what is best.



Our assortment includes more than 1000 different products!

Main product categories: breads, puffs, doughnuts, pizzas, and savory products (kibin, pies, etc.), sandwiches (including products such as subs, tortillas, etc.). We also have our own sauce workshop.

Mantinga is the largest producer of bread, snacks and frozen products in the Baltic States.



+6 °C -18 °C

During 2022 we produced 46.6 thousand tons of production.

We divide the products into two groups: frozen and chilled.



Export to 40 countries



Production is exported to almost 40 countries around the world. You may be surprised - American donuts made in Lithuania reach America itself, buttery croissants travel to their homeland - France, and Food on Foot sandwiches can be tasted even in Chile.



GRI: 102-4; 102-6;

KEY EVENTS IN 2022



We handed over ~ 300 pallets of production (the value of which reached more than 114 thousand Euros) to the non-profit organization Lithuanian Food Bank.



We created our first sustainability strategy and started implementing it.



We transferred the food waste to waste processors, who used it for the production of biofuels and bioethanol, saving as much as 16341.51 tons of CO₂^e.



In 2022, Mantinga Group's investments in production reached 23.8 million. Euros



We bought the factory of SIA FRESH FOOD PRODUCTION in Latvia.



Purchased additional private health insurance for administrative employees.



We started with the Progressive Entrepreneurship Education Program in Marijampole municipality educational institutions.



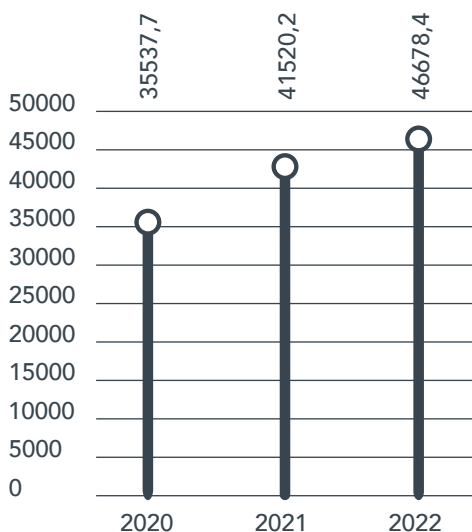
Support for Ukraine in 2022 amounted to 114.5 thousand Euros.



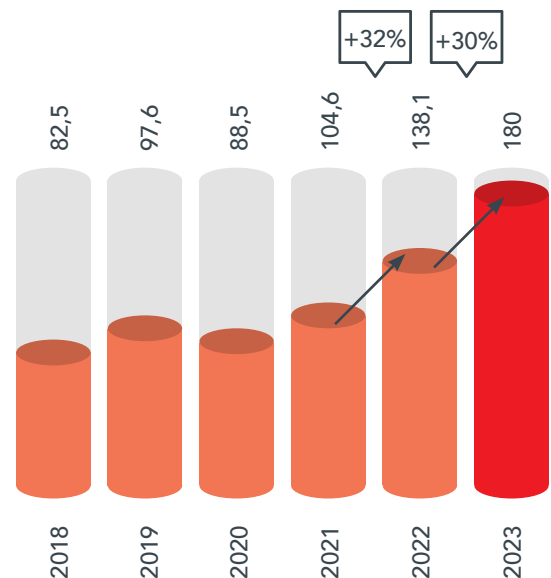
About Mantinga Group

Despite inflation, the energy price crisis, and expensive raw materials, the Group ended 2022 profitably.

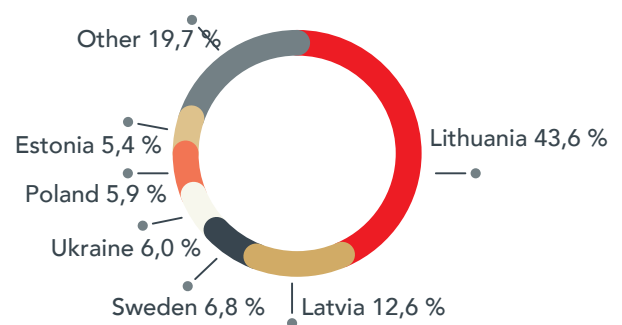
Responsible risk management, operational optimization projects accelerated in 2022, and planned changes in the Group's structure contributed to this (see page 37). By continuing to successfully implement these actions, we will be able to manage business units, distribute capital, manage risks even more efficiently, and open up new opportunities for various means of capital attraction.



1 fig. UAB Mantinga Group annual quantities of manufactured products (not including packaging), t/year.



2 fig. UAB Mantinga Group net annual sales with forecasts for 2023, mln. Euros



3 fig. UAB Mantinga Group net annual sales by country, %

GRI: 102-7;

Management of Mantinga Group

Our board setup reflects our family-oriented roots. **We're a multi-generation family business, and that's why we always make sure to have a family member on the board.** Right now, 4 out of the 5 board members are part of the Agent family. The competences of the board members were also taken into account: the company's activities consist of many different areas, and the current board members are professionals in different fields.

However, as the company grows, we understand that the management structure should change

in the future. **The plans envisage adding more independent members to the composition of the board, which will further expand the competences of the board.** We do not have an executive committee, this function is performed by the general director and his subordinate managers. Klemencas Agentas is currently the chairman of the board, and Mantas Agentas is the general director.

The Board approves the Group's Sustainability Strategy and its goals, as well as the Sustainability Report.

MEMBERS OF THE BOARD



Klemencas Agentas

Majority shareholder and chairman of the board of UAB Mantinga Group



Mantas Agentas

Shareholder – UAB Mantinga Group and UAB Mantinga general director



Ingrida Kupstienė

Shareholder – head of the UAB Mantinga Group legal department



Martynas Mykolaitis

Financial director of UAB Mantinga Group



Vytenis Kupstas

UAB Mantinga managing director

Mantinga Group changes in 2022



UAB Mantinga Group in 2022 September 30 acquired SIA Fresh Food Production, a company operating in Latvia for the production of sandwiches, salads and various snacks, company code 40203368354, registration address: Tallinn iela 26, Riga, Latvia. The company has 58 employees, **all jobs were retained after the transaction was implemented.**

This summer was a record for snacks, especially sandwiches, and they are the main product of the newly acquired company. The synergistic activity of the two factories will allow us **to better meet customer expectations and expand the segment of chilled products.**

UAB Mantinga Group in February 2022, after the invasion of Ukraine by the Russian Federation, stopped the activities of the subsidiary company OOO Mantinga (later the name was changed to OOO Food Service Solution) in Russia. After the suspension of operations, the search for the most efficient way to liquidate this company was immediately started. After evaluating the laws in force in Russia and the prevailing practice, due to the long process of closing the company, the management of Mantinga Group made a decision to sell this company. January 11, 2023, the company was sold.

On September 13, 2022, it was decided to approve the corporate reorganization project, more about it on page 37.

GRI: 102-10;203-1b;

About Mantinga Group's food safety

Product quality, and meeting customer expectations is the priority of Mantinga Group.

Quality is not possible without ensuring food safety. The Group follows evaluation systems for products, ingredients, and packaging materials. All factories have GFSI (Global Food Safety Initiative) certificates: IFS Food, and BRCGS Food Safety. Certificates are renewed annually.

All production staff receive regular training in hygiene, good manufacturing practices, and food safety. Great attention is paid to strengthening the culture of food safety.

Every product comes with its own unique identification code and a comprehensive set of information. This includes technological production cards, detailed specifications outlining all product features, recipes, the step-by-step process, and essential regulatory parameters. To ensure the highest quality, each product undergoes a final inspection using a metal detector at the end of the production process.



Prior to introducing our products to the market, we consistently implement rigorous quality control procedures. To guarantee a consistent level of product excellence, we carefully oversee the raw materials sourced from approved manufacturers and suppliers in our production facilities.

The Group has established a product quality improvement team that monitors product safety, and quality from both a process and product technology perspective (i.e. ingredients, processes, packaging, etc.).

Full-scale self-control audits have been carried out in all factories. Several product retentions were identified in the Group's production companies. If the product does not meet certain product appearance or sensory parameters, it is blocked.

However, there were no significant incidents, non-compliance with the laws and requirements of legal acts.



GRI: 103-2; 103-3; 416-1; 416-2;

2022 awards



Lithuanian Food Bank awards for cooperation in donating food.



In the competition organized by Verslo Žinios and the Financial Analysts Association, M. Mykolaitis was announced as the Financial Management Leader of 2022.



The strongest business representatives of the region were awarded at the Economic Forum. We are the winners of the competition Made in Marijampolė.



MANTINGA Žalgiris sandwich was awarded the Product of the Year 2022 gold medal!

SUSTAINABILITY REPORT 2022



Contributing to the Sustainable Development Goals

When formulating the Group's sustainability objectives, we considered the Sustainable Development Agenda 2030, as endorsed by the United Nations. Our aim is for the Group's endeavors to make meaningful contributions, both directly and indirectly, towards the realization of this important agenda.

SDG	Strategic contribution of UAB Mantinga Group
 <p>2 ZERO HUNGER</p>	As representatives of the food industry, we understand how important it is to manage the entire food chain responsibly. So in this case our commitment is to produce food conscientiously, striving to minimize the generation of food waste in the production process.
 <p>3 GOOD HEALTH AND WELL-BEING</p>	By choosing responsible suppliers of raw materials who care about nature and employees, and by constantly investing in the well-being of the Group's employees, we strive to create a better tomorrow for everyone.
 <p>5 GENDER EQUALITY</p>	Equality is a core value within our Group, where dedicated employees have the opportunity to advance their careers based solely on their merit, irrespective of their gender or any other personal traits. This commitment ensures that individuals of all backgrounds, both women and men, are represented at every level of our organization.

SDG	Strategic contribution of UAB Mantinga Group
 <p>6 CLEAN WATER AND SANITATION</p>	We take great care to ensure that all employees enjoy access to clean, refreshing drinking water. Moreover, our ongoing objective is to progressively decrease the Group's annual water consumption per ton of production.
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	Since 2018, an impressive 99% of the electricity consumed by our Group has been sourced from renewable sources. We are delighted that this commitment to eco-friendly energy consumption will persist.
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	The Group offers work with all mandatory and additional guarantees, constantly invests in the well-being of employees in and outside the workplace, and strives to help the community nearby by expanding and creating new jobs.
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	Inspiration flows abundantly within the Group, as evidenced by the introduction of nearly 200 innovative products to the market in 2022. We continually invest in cutting-edge transportation solutions, modern warehouses, and state-of-the-art production lines, all aimed at seamlessly aligning with the demands of today while embracing the ever-evolving needs of tomorrow.
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	The aim is to choose packaging, raw materials, energy and other important flows with which we constantly work, paying attention to the principles of circular economy and efficient production.
 <p>13 CLIMATE ACTION</p>	
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	We maintain ongoing communication with institutions, ensuring the submission of required reports while fostering transparency regarding the Group's activities. Additionally, we are actively working on the development of a Code of Conduct and an Anti-corruption policy.

Development of the Sustainability Strategy



Realizing that there are constant efforts within the Group to reduce the negative and increase the positive environmental, social, economic, and governance impacts, it was decided to take one more step forward in creating the business of the future - to develop a sustainability strategy.

In order to prepare it, a working group was formed and with the help of consultants the topics were clarified based on the analysis of the interested parties and significance. After clarifying the main topics, the sustainability project manager, together with the help of consultants, helped to set the necessary KPIs and start implementing their

monitoring and analysis. After preparing the topics and their KPI's strategy, they were reviewed and approved by the board's resolution at the level of the entire Group (official approval in 2023).

Due to the wide range of significant topics, it was decided to emphasize topics 1, 2 and 3 for the time being when developing the strategy (see Table 3). It is planned to include other topics in this strategy in the future.

The prepared sustainability report is presented to the board.

Identified interested party	Identified interested party
Board and shareholders	Creditors and financial institutions
Management (heads of departments)	Suppliers
Employees	Neighborhood*
Consumers	Customers (representatives, partners)
Competitors	

Table 1. Key stakeholders for 2022 identified.

A significant topic	A significant topic
Environmental protection and circularity	Development
Employee well-being and engagement	Food safety and quality
Governance	Supply chain
Business ethics	Nutritional value of products
Equal rights	

Table 2. Significant topics for 2022

*Neighborhood - Institutions, persons and other environment surrounding the Group's buildings in LT, LV, UA and EE.

EXPLORE THE CORE PILLARS OF OUR SUSTAINABILITY STRATEGY

EMPLOYEE WELFARE



Safe working environment, good microclimate

ETHICAL GOVERNANCE



Information disclosure, ethical and transparent governance

ENVIRONMENTAL PROTECTION



Responsible raw materials, CO₂^e emissions, responsible management of waste and packaging

ENVIRONMENTAL PROTECTION AND CIRCULARITY



Reducing the impact on the climate

Climate change is a major global challenge that requires urgent action, and Europe aims to be at the forefront of addressing this challenge. This is achieved through necessary agreements such as the Paris Agreement, in which the European Union (EU) committed to reducing greenhouse gas emissions and limiting global warming to below 2°C (above industrial age levels).

Inspired by the European Union and acknowledging our shared participation in this collective system, we wholeheartedly embrace the EU's aspirations and commit to adopting them as our own. We firmly believe that UAB Mantinga Group is not only capable of but also enthusiastic about achieving ambitious European objectives.

To kickstart our objectives, we needed to evaluate the current state of greenhouse gas emissions, focusing on GHG categories 1 and 2. GHG emission calculations were performed in accordance with the requirements of The Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard (hereinafter - the GHG protocol). GHGs include CO₂, CH₄, and N₂O emissions. Emissions of other greenhouse gases (HFCs, PFCs, SF₆) are not accounted for, as no significant sources of pollution with these gases have been identified.

GRI 103-2; 103-3;



In 2022, colleagues working in the Estonian branch supported the tree planting initiative, thanks to them 71 trees were planted in Tartu district!

		Financial year 2018	Financial year 2021	Financial year 2022
Scope 1	Production and its administration	3164	3827	3814
	Transport	1330	1133	1214
	Refrigerant consumption	80	84	51
	Total annual GHG emissions (scope 1)	4575	5044	5079
Scope 2	Supply of centralized heat energy	4	6	0
	Indirect emissions from electricity consumption, MB (Location-based, LB)	2 (7116)	2 (6498)	169 (10288)
	Total GHG emissions (scope 2)	6	8	169

Table 3. GHG emissions expressed in tons of CO₂^e, broken down by category.

In the calculations, the operational control emissions consolidation approach is applied. Calculations were made for the base year 2018, intermediate year 2021, and reporting year 2022 (Table 3) (data collection conditions are specified on page 2).

Calculations for 2018 and 2021 encountered the following limitations:

Electricity and heat consumption for 2018 and 2021 from ООО МАНТИНГА (Russia) was not received and included due to the geopolitical situation;

The organization could not submit the 2018 electricity and heat consumption data from UAB Transport Leader. In 2018 and 2021, the Group was assisted in making the calculations by a consulting company, and in 2022, the calculations were made by UAB Mantinga Group based on the practices used for the calculations in 2018 and 2021*.

We are continually broadening the scope of our data collection efforts. While this report doesn't currently assess Group's Scope 3, we are actively working on incorporating this particular area into our climate impact assessment in the near future.

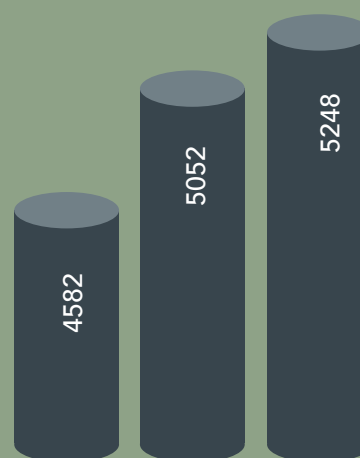


Fig 4. Total emissions of scope 1 and 2, ton CO₂^e, in 2018, 2021 and 2022.

*We collect the necessary data ourselves, and used pollution factors from: NIR 2022,CS; IPCC 2026,D; CRF, LT 2020,D; CRF, LV 2020,D; UA 2020,D; European Residual Mixes, 2018 – 2021 – 2022, CS; STR.01.02:2016; National Regulation No.222; Energy production mix, Ulitras, MB

Reducing the impact on the climate

We're thrilled to share our company's continuous growth, with more details about our journey in 2022 (available on page 8). As we expand, our total CO₂^e footprint in scopes 1 and 2, as shown in Figure 4, naturally increases. However, our ongoing projects and an enhanced focus on process management are yielding promising outcomes. This is evident in the decreasing trend of our relative GHG footprint (per ton of production) showcased in Figure 5. In the areas we've examined, 2022 marked a significant achievement - a 15% reduction in our relative CO₂^e footprint compared to our base year of 2018.

Our goal is to weave the CO₂^e footprint into our everyday discussions and decision-making. That's why we've established company-wide targets to reduce our CO₂^e footprint in scopes 1 and 2. We're also eager to include scope 3 in our objectives starting next year, as our Group's activities have an impact throughout the entire supply chain.

Sustainability Policy and Sustainability Strategy of UAB Mantinga Group reveals our approach. The Group Board oversees the monitoring, establishment, and management of goals, while the Group Sustainability Manager conveys the results and recommendations to them.

Lithuania has set a lower goal (by 2030, 9% lower emissions for the non-ETS sector), but UAB Mantinga Group wants to meet more ambitious European goals (Table 6).



GRI 305-4; 305-5; 103-2;

	2018	2021	2022
GHG emission intensity in the organization (MB)	0,132	0,122	0,112
GHG emission intensity in the organization (LB)	0,337	0,278	0,329

Table 4. The organization's GHG intensity ratio per ton of production (tCO₂^e/t) (functional unit - ton of production: 2018 - 34672,262 t; 2021 - 41520,223 t; 2022 - 46678,4 t.), applying the market based method (MB) and the location based method (LB).

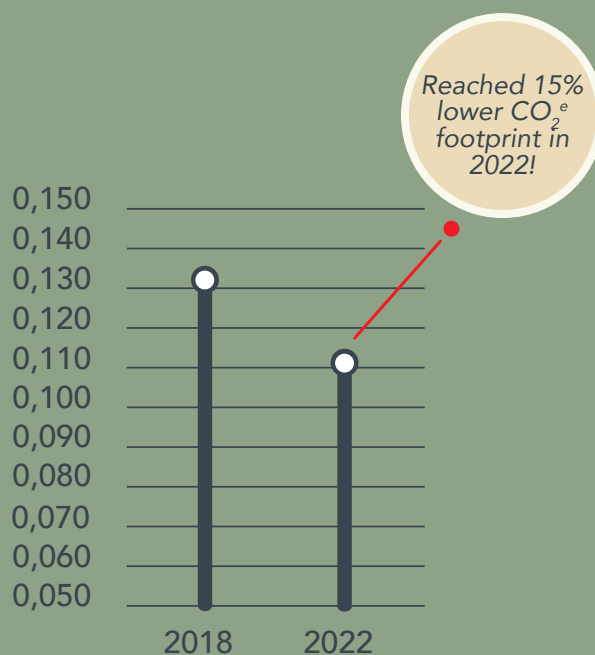


Fig 5. The organization's GHG intensity ratio per ton of production (tCO₂^e/t) using the market based approach (MB).



Objective	Goals	Units of measurement
To become a carbon neutral organization in scopes I and II	Until 2030 55% lower CO ₂ ^e emissions (compared to 2018)	tCO ₂ ^e /ton of manufactured products
	Become carbon neutral by 2050	

Table 5. Group objectives and units of measurement.

Efficient use of energy resources

Group companies, especially manufacturing companies, inevitably face a high energy demand - automated lines, ovens for baking products, storage, maintenance of suitable conditions, transportation and others.

We've observed that Europe, in tandem with Lithuania, is proactively committing to energy conservation and a transition towards renewable sources. The national energy and climate action plan of the Republic of Lithuania sets a visionary goal for the EU, aiming to reduce energy consumption by a substantial 32.5% by 2030. The importance of boosting energy efficiency is now recognized not merely as a way to ensure a reliable and sustainable energy supply, reduce greenhouse gas emissions, enhance security, and cut import expenses. It's also increasingly seen as a vital tool for enhancing the competitiveness of the European Union. We recognize the importance of responsibly managing energy flows for this very reason.

We have set ourselves the goal of gradually reducing the use of gas, electricity and fuel for transport (kW/ton of production). Since the Group is already advanced in this field, the goal is not as ambitious as the EU, but we aim to further reduce the intensity of energy used and thus contribute to Lithuania's improvement in energy matters.

We track and collect data ourselves based on consumption amounts. Administrative transportation and logistics fuel consumption constitute approximately 10% of the overall energy consumption within our Group. In light of this, our focus in 2022 has been directed towards projects that specifically enhance our utilization of electricity and gas. We intend to install compressor technological control systems, reconstruct room heating systems, in order to better use the excess heat of factories.

We strive to maximize our use of surplus energy in various aspects, such as office space heating, water heating, and warehouse floor temperature control. Additionally, when developing new facilities or spaces, we prioritize the integration of electric-powered equipment, as we exclusively rely on renewable energy sources for our electricity needs.

GRI 103-02; 103-03



Objective	Goal	Units of measurement
Reduce the consumption of resources (in terms of tons of production) and increase the amount of renewable energy in the organization	In the next 5 years, to reduce the need for energy consumption by 10% from the level of 2022	kW/ ton of production

Table 6. Group objective and units of measurement.

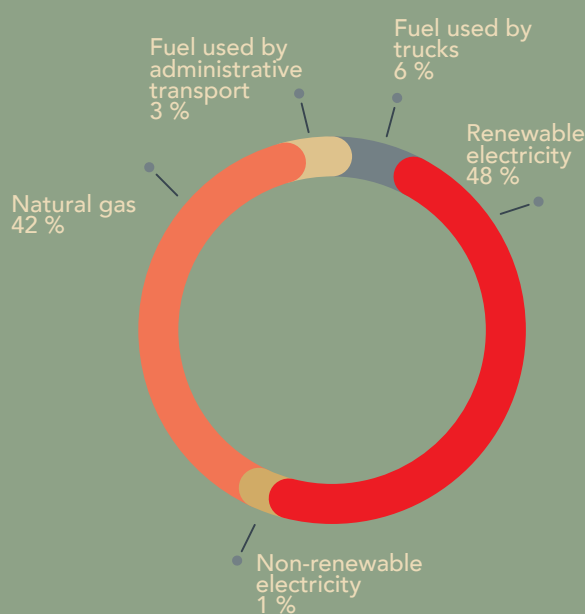


Fig 6. The origin of directly consumed energy in UAB Mantinga Group companies.

Efficient use of energy resources

Period	2018		2021		2022	
	TJ	MWh	TJ	MWh	TJ	MWh
Electricity	67,4	18727,7	68,1	18922,3	79,5	22087,1
Heat (burning gas, central heating) LNG	63,4	17669,1	76,9	21416,7	68,6	19062,4
Gasoline	3,1	893,4	3,7	1063,7	2,6	730,9
Diesel	15,5	4446,9	12,5	3640,6	13,7	3808,7
LPG	0,1	43,8	0,2	53,5	0,2	56,7
Total energy consumption	150,4	41780,9	162,3	45096,7	164,7	45745,8

Table 7. Total fuel and energy consumption in the organization in 2018, 2021, 2022

Period	2018		2021		2022	
	TJ	MWh	TJ	MWh	TJ	MWh
Renewable sources	68,1	18924,5	68,9	19145,9	78,2	21717,5
Non-renewable resources	82,2	22856,4	93,3	25950,9	86,5	24028,3

Table 8. Total fuel consumption in the organization from non-renewable and renewable sources (GRI 302-1)

When analyzing our energy consumption, we collected data from the companies mentioned on page 2. It's important to understand that our overall energy usage is on the rise each year. This increase is mainly due to our expanding production, improving logistics, introducing new production lines, ongoing testing, and other growth-related activities. It's crucial to note that the energy generated by our Group companies is only used within the Group and isn't sold elsewhere.

Period	2018		2021		2022	
	TJ	MWh	TJ	MWh	TJ	MWh
The amount of energy used	150,411	41780,880	162,348	45096,747	164,685	45745,798
Amount of production, tons	34672,262		41520,223		46678,400	
Energy intensity in the organization	0,04	1,205	0,004	1,086	0,004	0,980

Table 9. Energy intensity (relative number per ton of output)

Despite the growing demand for energy resources, energy is used more and more efficiently (Table 9). We hope that we will continue to succeed in reducing the energy intensity in the Group every year, but this is a considerable challenge for a constantly growing business. The introduction of new products, testing of new lines, calibrations, wear and tear of equipment or breakdowns create difficulties, but the professional team and the Group's general effort to save resources show excellent results.

GRI 302-1; 302-3;



~ 99% of the total electricity used in the Group is obtained from renewable sources.

Efficient use of water

Responsible use of freshwater resources is part of the overall goal of reducing resource consumption by increasing efficiency. Although Lithuania is lucky to have abundant fresh water resources, our gaze is not limited to this country. In a global context, it is important to realize that only 0.1% of all water on Earth is fresh and potable. It is very important to carefully manage this resource, which is expensive in many ways, if we do not want to face serious challenges in the future. In order to protect our future and yours as much as we can, we set goals for responsible and sustainable water use (Table 11).



Objective	Goal	Units of measurement
Reduce the consumption of resources (in terms of tons of production)	In the next 5 years, reduce the amount of water consumed by 10% from the level of 2022	m3/tons of production

Table 11. Group objective and units of measurement.

For this reason, the total amount of water used in the Group will be continuously measured, regardless of whether the water used is channelized or not (consumed in products, released as steam or not).

In 2022, all our production was carried out in Lithuania, therefore the main water consumption was in this country. The Group's water supply is centralized, meaning we use fresh groundwater ($\leq 1,000$ mg/l total dissolved solids) from an area that is not identified as a risk zone. We measure the amount of water used according to the readings of the counters.

Water taken from the tap is used as an ingredient in products, evaporates during baking or is discharged into the sewage pipeline and is treated by the city's sewage treatment plant.

In order to better manage water resources, the Group plans to start a more detailed assessment of water accounting and its use, trying to purify flows, find problematic areas and start working with them in order to achieve the desired results.

In 2022, we used a total of 126 thousand m³ of fresh water.

Hence, in 2022, we directly consumed about 2.7 m³ of water in order to produce and serve 1 ton of production.

GRI 103-2; 103-3; 303-3;303-4;303-5



Responsibly sourced raw materials







In order to achieve change, it is necessary to monitor and follow it, and to have specific goals. Therefore, we did not limit ourselves to the general goals of responsible raw materials, while monitoring the social and environmental risks associated with certain raw materials, we decided to set additional goals in the sustainability strategy for specific groups of raw materials.

We started working towards these goals right away. We understand that changing or educating suppliers is a time-consuming process, so we

are already trying to follow the set goals when introducing new products and choose raw materials that meet the criteria, and where this cannot be done, we take action - communication with suppliers, search for potential suppliers, etc.)

Since it is not easy to directly control suppliers in the context of sustainability, we decided to rely on internationally recognized standards and criteria that must be met by the supplier or the raw material it supplies.



Objective	 Switch to RA certified cocoa	 Switch to RSPO certified palm oil	 Only eggs from Happy hens are used in production
Goal	100% RA (or UTZ) certified cocoa from 2025.	100% RSPO certified palm oil from 2023	from 2023 – 50%, and from 2025 - 100% eggs from happy hens
Why it matters to us	When choosing cocoa, we choose cocoa from responsible farms, where child slavery, unfair wages are fought, and a more environmentally friendly form of farming is supported. More information: https://www.rainforest-alliance.org/insights/rainforest-alliance-certified-cocoa/p	RSPO certification ensures that the oil is extracted sustainably. Such palm oil production involves legal, economically viable, environmentally sound and socially beneficial business management. Therefore, the palm oil used in our products must be certified according to the RSPO supply chain certification standard (according to the Segregated model). More information about the standard: https://rspo.org/standards	We're delighted to share that our company is among those that have made a public commitment to this significant cause. As of 2025, you can rest assured that our eggs will no longer come from hens confined to cages (eggs marked No. 3). These cages rob chickens of the ability to engage in simple, natural behaviors like digging in the earth, enjoying sand baths, and spreading their wings. If you'd like to dive deeper into the initiative we support, please continue reading below: https://www.kiausiniukaina.lt/
2022 result	 ~28% RA (or UTZ) certified cocoa	 ~99% of palm oil is RSPO certified	 ~50% Eggs of happy hens

Responsibly sourced raw materials

We embrace a holistic approach to our responsibility, aspiring to evolve alongside our raw material suppliers. Our aim is to enhance not just product quality but also environmental stewardship and human welfare. Recognizing our dual role as both a significant producer and consumer, we commit to conscientiously selecting sustainable raw materials and nurturing enduring partnerships with our suppliers.

For this reason, and at the same time based on the examples, recommendations and customer needs of other companies, we named what should be considered responsible raw material in the Group. This is the raw material:

- whose supplier has signed the Group's Supplier Code of Conduct ;
- the supplier of which is certified by a certificate recognized in Europe and approved by an accredited organization, which would be associated with environmental and/or social and/or economic sustainability aspects;
- whose supplier has a certificate recognized by GFSI;
- whose supplier answered the survey prepared by the Group or submitted its ESG score and/or sustainability report (second party audit).



Objective	Goal	Unit of measurement
Ensure the use of responsible raw materials in the organization	Until 2030 to reach 100%, increase by at least 10% points every year	%

Table 12. Group objective and units of measurement.

GRI 103-02; 103-03;416-1;



After establishing our criteria for “responsible raw materials”, we established a Group-wide target for the top ten (by weight) food raw materials used in production (refer to Table 12). These materials account for approximately 78% of our total food raw material usage.

In 2023, we will start a more detailed assessment of suppliers based on these criteria and update the Supplier Code of Conduct so that in 2023 we can already assess how many main raw materials meet the criteria and start putting together action plans.

However, these criteria are not the only ones we apply to the raw materials. There are also mandatory requirements for the composition of raw materials:

- must not contain genetically modified organisms (GMOs) or their products;
- synthetic azo dyes (E102, E110, E122, E123, E124, E129, E151, E154, E 155, E 180) or ingredients with azo dyes, dye E171 must not be used;
- preservatives E211, E223, E224, sweetener E954, aroma and flavor enhancers E620-E635, E640, E650, antioxidants E310, E320, E385 must not be used;
- must not contain partially hydrogenated fats, avoid hydrogenated fats;
- avoid using palm oil in the composition. If it contains palm oil, it must be certified according to the RSPO supply chain certification standard (according to the Segregated model);
- it must not contain synthetic fragrances and synthetic dyes;

When choosing raw materials, we apply many criteria to them, which help us assess the suitability of the raw material, the risks, and help us make decisions when changing suppliers or looking for alternatives.

Circular economy principles - packaging



According to the statistics agency Eurostat, in 2020, one resident of the European Union (EU) had to generate an average of 177.9 kg of packaging waste. For this reason, the EU is constantly improving the legal framework that would contribute to the proper management of the packaging flow (recyclability requirements, waste reduction, etc.).

The Group is part of a considerable flow of packaging (we release both plastic, paper and cardboard packaging on the market), we understand that we must manage the flow of packaging responsibly, paying attention not only to solutions that directly benefit us, but also to the needs of other interested parties. For this reason, we have set packaging-related goals in the strategy and are pursuing them at the Group level.



Objective	Goal	Why it matters to us
Reduce the amount of single-use packaging used in production	Reduce by 5% over the next 5 years (2023-2027)	Despite the fact that we try to choose recyclable and easily sorted packaging, we understand that the essential goal is to use only as much packaging as is really needed. We set this goal to constantly encourage ourselves to choose thinner, narrower or more optimized packages (more pieces in one box, etc.). It is also important to mention that we do not look at our packaging as a part of the final product, but as a raw material, we also record those parts of the packaging that have already become waste due to defects or scraps during production, so that we do not start saving on the thickness of the packaging by increasing the amount of packaging scraps.
Make all single-use packaging recyclable	Achieve 100% recyclability by 2030	The EU has planned that by 2030 non-recyclable plastic packaging will be banned from the market. Achieving this goal will fuel the implementation of the circular economy. However, after assessing the internal situation, we realized that we want and can already now (from 2023) monitor what packages we choose and set a recyclability goal for all single-use packages (not only plastic).
Switch to FSC (Forest Stewardship Council) certified packaging materials (paper, cardboard)	from 2023 - 100% (paper, cardboard)	However, not only the amount of packaging raw materials or the ability to recycle them should define the sustainability criteria for packaging. The origin of the raw material itself and the effect it creates during production is also an important factor when choosing a package. As a result, we have decided that when choosing our main single-use packaging (paper and cardboard), we must choose them from responsible suppliers and manufacturers, which we will evaluate using the globally recognized FSC standard. You can read more about FSC initiatives: https://fsc.org/en

Circular economy principles - packaging

Used packaging raw materials per ton of produced products, kg/t

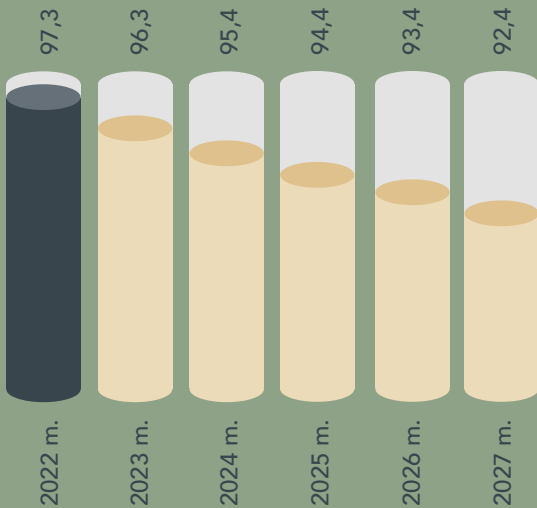


Figure 7. The amount of single-use packaging raw materials used (per ton of product), kg/t. The fact of 2022 and the aspiration of the further period (2023-2027).

As of 2022, several packaging optimization projects have been initiated at the Group level. Although achieving a yearly reduction of at least 1% in packaging usage may seem challenging, it is an achievable goal.

It's crucial to realize that opting for thinner or more eco-friendly packaging may not always be the optimal choice for food packaging if it doesn't meet the necessary requirements. Consequently, even minor packaging alterations demand significant effort and time, including testing physical properties, conducting microbiological tests, and assessing new pricing and supply options. It is extremely important that other, not only environmental, sustainability goals are not forgotten when changing packaging.

GRI 301-1

Composition of single-use packaging raw materials, %



Figure 8. Composition of used packaging raw materials (single-use packaging), %

Most of the single-use (primary and secondary) packaging used for packaging manufactured products is made of paper or cardboard (87%) and only 13% consists of plastic packaging raw materials (see Figure 8).

In 2022, the Group used an impressive 95% of FSC-certified paper and cardboard (based on item count, with tonnage data to be assessed for 2023). While 5% of paper and cardboard packaging couldn't be replaced despite our best efforts, we're committed to achieving 100% by 2023.

Paper and cardboard FSC status

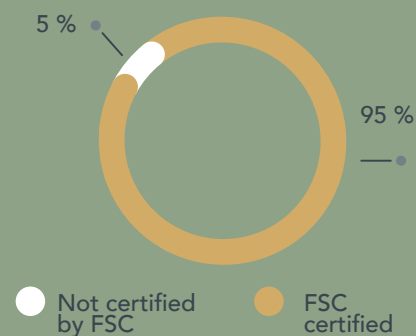


Figure 9. The share of used paper and cardboard packaging raw materials certified by FSC (single-use packaging), % (assessed by the number of positions)

GRI 301-1

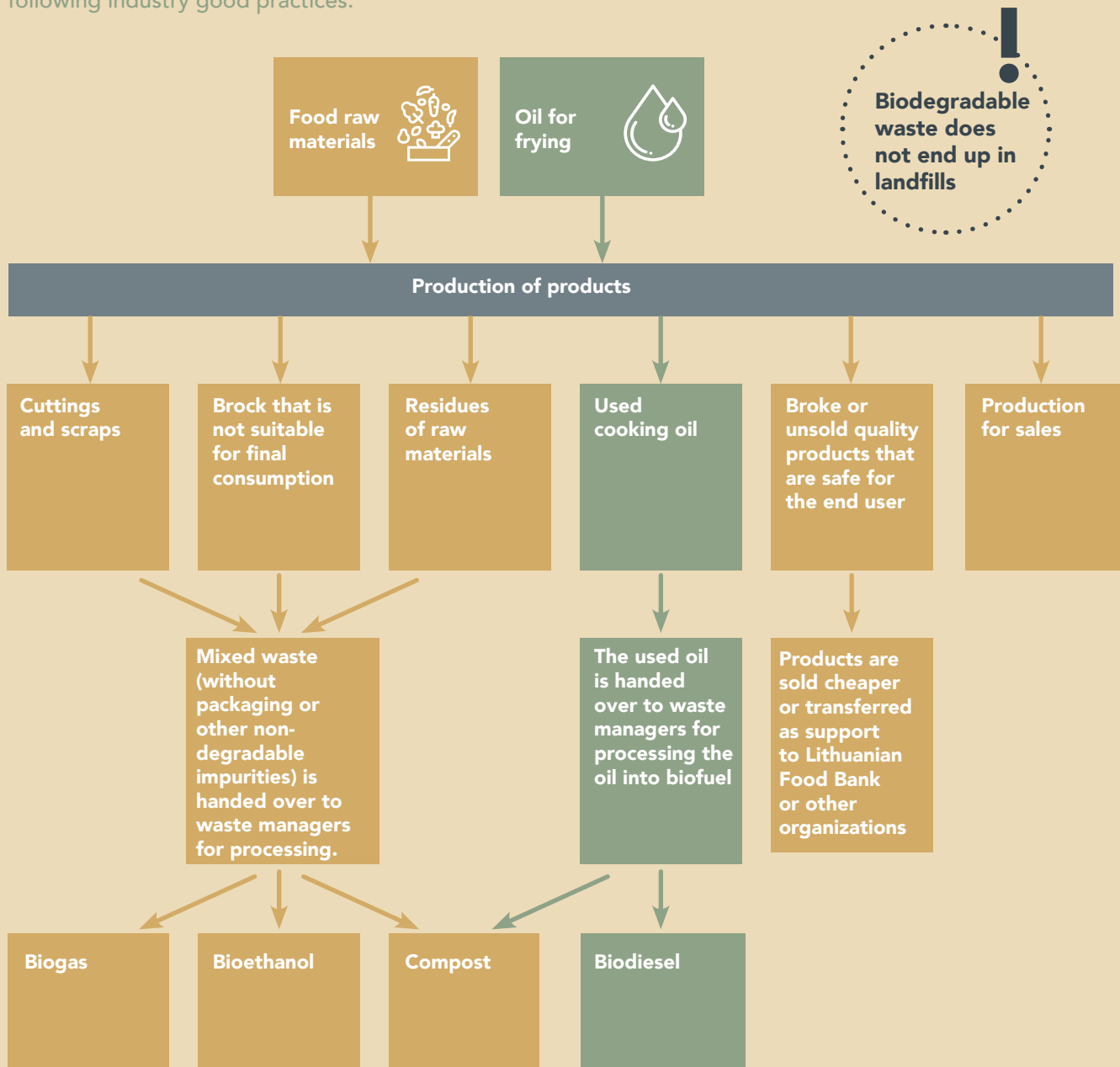
Biodegradable waste



UAB Mantinga Group is part of the food and beverage production sector within the manufacturing industry. In our food production process, we inevitably generate biodegradable waste, including defective products, scraps and etc.

To ensure the best outcomes, it's vital to efficiently handle waste flows. This begins with innovative ideas and streamlined processes to minimize waste. It culminates with transparent waste accounting and responsible treatment following industry good practices.

Biodegradable waste from production doesn't go to landfills. Whenever possible, we donate defective products to charities or sell them at discounted prices. If these items aren't safe for reuse, we responsibly hand them over to waste managers who transform them into biofuel or bioethanol, effectively recycling the waste. Waste managers also give used cooking oil a second life by converting it into biodiesel.



Biodegradable waste



Although biodegradable waste generated during production doesn't end up in landfills, the Group doesn't prioritize transforming food raw materials into recyclable waste.

Based on the Group's internal goals and the 2008/98/EC directive, when talking about this waste, it is always emphasized that - food must become food, not waste. To achieve this, we've established a Group-wide target to minimize this waste in proportion to our production volume.



Objective	Goal	Unit of measurement
To minimize food wastage within the organization	Reduce by 20% by 2030 (Compared to 2022)	%

Table 13. Group objective and units of measurement for food waste

This Group-wide objective stands out as one of the most demanding tasks within our sustainability strategy. Managing production during periods of product evolution, company growth, and increasing production volumes presents a formidable challenge for our entire organization. As a result, a strong and determined goal was set, so that in every area of the Group's activity (from the introduction of the product to its preparation and shipment to the customer), the waste generated during the process should be considered.

In 2022, in order to produce one ton of production, 76 kg of biodegradable waste was generated. We hope that every year we will be able to proportionally reduce the amount of waste per ton of production, but due to the construction of new lines and factories (line testing will be carried out, etc.), it is likely that the desired change in 2023 and 2024 will not be so significant. But work will be done to achieve the goal by 2030.

GRI 103-02; 103-03;

Food waste for the amount of produced tonnage in kg/t

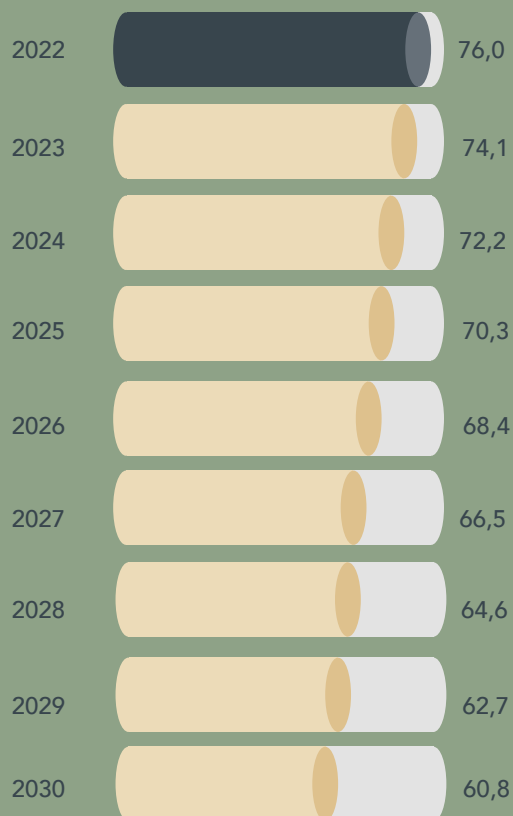


Figure 10. The amount of waste generated during the production and processing of food products per ton of production, kg/t. The fact of 2022 and the aspiration for the further period (2023-2027)



EMPLOYEE WELFARE



Employee safety and health

Employees are a very important part of the Group. Therefore, ensuring a safe and healthy workplace remains one of the most important obligations of UAB Mantinga Group.

The company has an EMS (enterprise management system), which is connected to the management of employee safety and health. Although the company does not have a direct Occupational Safety and Health standard (ISO 45001:2018), preparatory work is underway to implement the standard.

We closely monitor incidents and accidents within the Group, employing a well-defined methodology for their examination, follow-up, implementation of preventive measures, and communication.

Work with incidents is described in the Incident Investigation Procedure Description. When an employee of the company notices a risk factor, he fills out an incident recording report in the established form and sends it to the responsible department. Simple incidents are closed after eliminating the risks, more complex incidents are examined by applying PDCA (Plan, Do, Check, Act), providing preventive measures.

Accidents are investigated according to the description of the procedure for the investigation of accidents.

After an accident at work, the PDCA investigation is completed. During the investigation, immediate preventive measures, as well as measures that require a longer implementation period, are determined.

Despite the fact that the permanent goal is to have no NA at all, it is still impossible to completely avoid it, but every year we set ourselves more and more ambitious goals (see table 14). Taking into account the result of 2022 (2.21 units/100), a goal of 1.9 units/100 was set for 2023.



Objective	Goal	Unit of measurement	2022 result
Ensure a decreasing number of accidents	In 2023, the number of accidents/100 employees does not exceed 1.9	The number of accidents/100 employees	2.21/100 employees

Table 14. Group objective and units of measurement

Employee safety and health

The employees' own knowledge and motivation to protect themselves and others contributes to the reduction of accidents to a large extent. Therefore, training is carried out continuously according to the procedure established by the company. In the entire company, employees of different positions are trained according to 51 training programs. Some of the training is internal, some is external. The main trainings in occupational safety and health are:

1. Heads of departments;
2. Safety and health of employee representatives (not committee members);
3. Drivers of all types of self-propelled loaders;
4. Employees working with dangerous chemical substances;
5. Employees handling cargo by hand;
6. Workers performing fall hazards lifting works and carrying out high-rise work;
7. First medical aid;
8. Fire safety.

Despite efforts and ever-changing personnel and systems, it is nearly impossible to completely avoid accidents. Comparing 3 years (2020-2022), the total number of accidents did not exceed 37 times per year (see Figure 11). However, they do occur and are influenced by many factors - increasing number of employees, turnover of employees, new equipment, new premises, etc.

The number of accidents

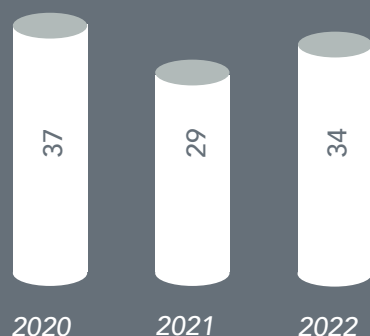


Figure 11. Total number of Group accidents in 2020-2022

GRI 403-3;403-9; 403-7

Personal data of employees, used in the field of employee safety and health, is stored in accordance with the general policy of employee personal data storage established by the company.

Incidents and their investigation

An incident is a work-related event that does not result in the employee suffering health damage or loss of working capacity due to health damage. **ISO 45001:2018 emphasizes that incidents are a key factor in occupational health and safety.**

In short, the more incidents that are recorded and resolved, the more accidents are avoided.

The set target for incident recording is 660 for 2023.

It is calculated taking into account minor accidents in the company, according to the recommendations of Employee safety and health - everyone's concern Practical guide for employers.

Health and life insurances

In 2022, a new health insurance was introduced at the Group level for all administrative employees. Health insurance consists of the following benefits:

1. Outpatient assistance;
2. Inpatient treatment in state hospitals;
3. Day surgery;
4. Additional medical services;
5. Treatment of critical illnesses.

Also, all employees have accident insurance, which is valid 24 hours a day worldwide. We ensure the help of a psychologist - every employee, in case of need, can independently and anonymously contact a specialist.

Incidents have been recorded

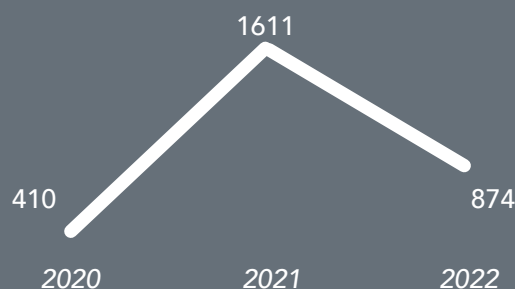


Figure 12. Total number of Group incidents in 2020-2022

Employee turnover and motivation

Employee well-being in the Group is measured in more than one way. Therefore, despite the fact that we aim for a safe working environment (monitoring and investigation of incidents and accidents), work is constantly put into the general well-being and motivation of employees.

For the aforementioned type of monitoring, a microclimate study is conducted every two years and the Employee Net Promoter Score (eNPS) indicator is evaluated every year, these help to find out the employees' attitude towards the company where they work, determine the internal microclimate, the existing problems and hear the proposed solutions and prepare based on all this and implement plans to contribute to employee well-being. The results of 2021 - 2022 became a support point for setting goals for 2023 (see table 15). Since there was no microclimate study in 2022, data from 2021 was used.



Objective	Goals	Unit of measurement	2022 results
Ensure favorable and attractive working conditions	The microclimate index of employees in 2023 is not less than 7.5 points	Points	-
	Maintain not lower than the level of 2022 - the indicator of favorable employees (Employee net promoter score (eNPS)) 8.84	Points	8,84
	In 2023, maintain a staff turnover of no more than 30%/year (in production)	%/m	34,1

Table 15. The Group's objectives to ensure the well-being of employees for the year 2023 and the units of measurement provided.

GRI 102-8; 103-02; 401-1; 103-03; 401-2;

The microclimate rating in 2021 was 7.1. We feel the need for stable growth of this indicator, we have set ourselves the goal of achieving a result of at least 7.5 in 2023, and the goal for the following years will be chosen accordingly. After this study, the essential problems of the departments became apparent, microclimate improvement plans were created, the implementation of these plans was monitored, and it was decided to conduct the study every year from 2023.

After the investigation in 2022 The eNPS rate was 8.84, and in 2021 - 12.69 points. Although the indicator has decreased compared to last year, we still exceed the average indicator of Lithuanian companies, which was -7 points in 2021. Despite the country's statistics, we aim to grow this indicator and reach a higher score next year (see table 15).

Since the main business of the Group is associated with production and product lines requiring a lot of employees, the turnover of employees on the scale of the Group is not small, in 2022 it reached (without temporary employees) 34.1%. We have maintained a similar turnover for several years (33.9% in 2020 and 31.4% in 2021). The slightly increased turnover in 2022 is associated with the development of production, which created a need for the flow of new employees.

To foster motivation among our current and prospective colleagues and strengthen their commitment to our team, the Group implements a range of initiatives. These include enhancing our work environments, regularly assessing and adjusting salaries, and implementing additional motivational measures, as detailed below. These efforts collectively lead to a positive transformation in our workplace culture.

In 2022, a total of 572 new employees joined the Group's team.

New employees in 2022

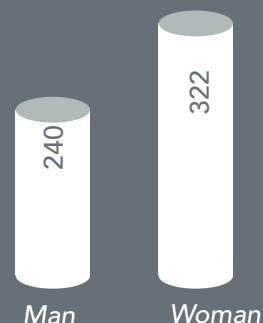


Figure 13. The total number of new employees during the reporting period (year 2022), broken down by gender.

In order to create an attractive and safe workplace, the Group:

- Offers transportation of employees to/from work;
- Serves the company's products and coffee, tea during breaks and lunch;
- Offers free camps for employees' children;
- Awards first-graders and the best-learning children of employees;
- Organizes holidays;
- Allocates part of the budget for employee team building trips;
- Additional health insurance is provided;
- Employees are insured against accidents 24 hours a day worldwide.
- Assigns a car and/or fuel compensation (for work trips) according to the position;

**A few moments
from 2022**



Library update!



Mantinga employee basketball league is back!



Mantinga pedometer has reached the finish line!



Moments of the school trip of the best students



The little ones from Manting are escorted to the first class



Establishments - the first colleagues settled in the M2 office



Hot dog day!



MANTINGA team participates in the exhibition PLMA 2022

Distribution of employees

The main production and administration of the Group is located in Lithuania. The year 2022 ended with 1,638 employees working in the Group, even 98% of them in Lithuania. At the end of 2022, the Latvian production unit was acquired, which added another 58 employees to the Group, but the data of this unit was not yet included in the 2022 report.

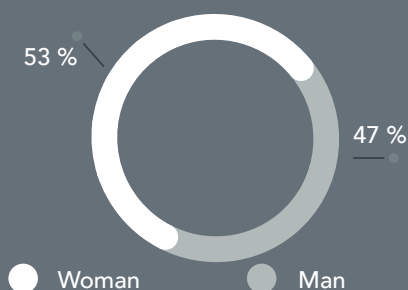


Figure 14. In UAB Mantinga Group companies (2022.12.31) the percentage of employees in the management bodies of the organization by gender.

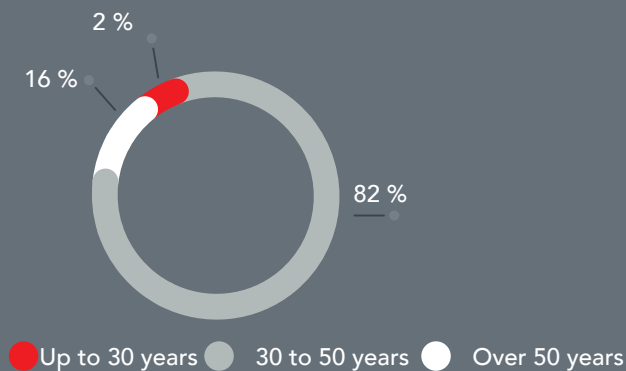


Figure 15. In UAB Mantinga Group companies (2022.12.31) the percentage of employees in the management bodies of the organization by age groups.

Lithuanian region	Darbuotojų skaičius	Country	The number of employees
Marijampolė	1583	Lithuania	1601
Vilnius	8	Latvia	13
Kaunas	4	Estonia	6
Klaipėda	2	Ukraine	18
Panevėžys	2	Total	1638
Šiauliai	2		

Table 16. The number of employees who worked in UAB Mantinga Group companies (2022.12.31) by country (Lithuania detailed by districts).

GRI 102-8; 401-1; 401-2;

	Had the right to parental leave	Used the right to parental leave
Woman	93	93
Man	22	22

Table 17. The number of employees who had the right to childcare leave and used it in UAB Mantinga Group companies (2022.12.31).

	Fixed-term employment contracts	Open-ended employment contracts
Woman	8	1065
Man	9	559

Table 18. UAB Mantinga Group companies (2022.12.31) number of employees under fixed-term and open-ended employment contracts.

Employee training and development

In our Group, we dedicate time not only to job interviews but also to training. In 2022, we allocated a total of 720 hours for training, encompassing essential areas like workplace safety, health, and food quality. Additionally, we set aside time and resources for English language proficiency, specialized training, and more.

Every year, we assess the need for training, prioritizing specific areas for optional training to ensure the training program is as effective as possible.

Gender	Number
Women	250
Men	120

Table 19. The number of employees who had annual interviews in UAB Mantinga Group companies (divided by gender).

Category	Number
Managers	65
Specialists (administration, production, warehouse, technical department)	305

Table 20. The number of employees who had annual interviews in UAB Mantinga Group companies (divided by category).

TRANSPARENT AND ETHICAL GOVERNANCE

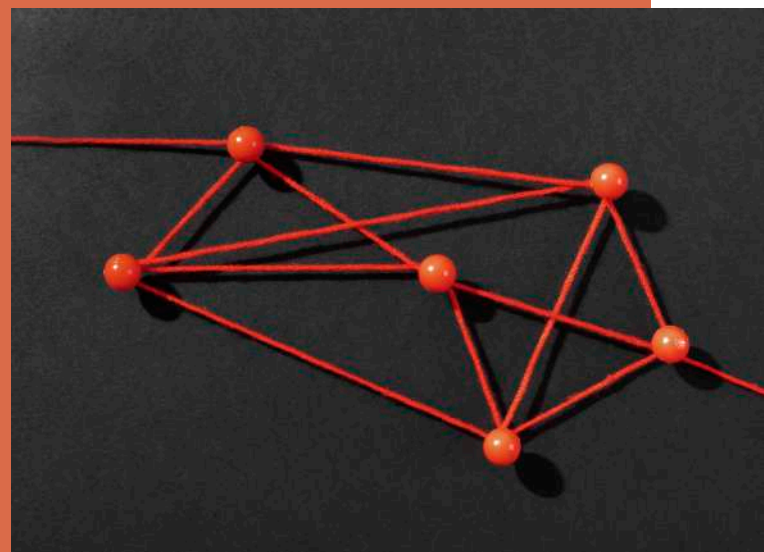


Proper organization management and information dissemination

Internal communication

Over our 25 years of operation, we've discovered that effective communication is a cornerstone of a thriving company. Our strong focus on internal communication ensures that our employees stay well-informed, align with shared goals, and fosters a reassuring sense of security through knowledge sharing.

Each year, we host our annual conference for our administrative team. This event is a platform where we share key updates, accomplishments, and future plans within our employees. In 2022, we eagerly returned to in-person gatherings after a two-year break due



to the pandemic, ensuring strict adherence to safety measures. Beyond the annual conference, we maintain ongoing communication with our employees through various channels like our intranet, a dedicated Facebook group, posters, and more. We are committed to continually exploring engaging ways to keep our team informed.

Externally, our communication is not active, we limit ourselves to a few regular messages to the media about essential events, results, achievements, we also pay attention to educational messages for users, and share success stories of employees. We are open and ready to answer questions from journalists or other public groups

Transparent and secure governance



Objectives	Goals	Unit of measurement	Why is it important to us?
Carry out corruption prevention and form an organizational culture that does not tolerate corruption.	**0	*Number of violations of a corrupt nature	The Group is committed to ensuring that all its companies adhere to both national and international laws that govern the prevention of corruption. This commitment extends to upholding the values of business ethics and transparency. In our upcoming anti-corruption policy, we will clearly outline what constitutes corrupt behavior within our organization. By following these guidelines, we will actively monitor and work to prevent such violations. When confronted with such issues, we will address them appropriately and seek proactive measures to mitigate their occurrence.
Create a secure cyber environment in the organization	0	Total number of data security violations (intrusions, unauthorized use of data, etc.)	The European Parliament points out that cyber-attacks are one of the fastest growing forms of crime worldwide. Safety is important for both employees, customers, suppliers and the Group itself. Therefore, it is important to monitor whether we have had similar type of violations and how we react to them, what we do with it and how effectively we solve this type of violations, but the first priority is that such violations do not occur at all. In 2022, no data security violations were detected (intrusions, illegal use of data, etc.).
The number of identified violations of the Code of Conduct	**0	The number of violations of the Group's Code of Conduct	In order to emphasize the need for ethical management within the Group, the Group will approve the Code of Conduct in 2023, which will define and oblige the Group's employees to comply with the laws adopted in the world and within the Group related to environmental protection, human rights, food safety, etc. The aim is to ensure that there are no violations of this type in the Group, and if they do occur, measures are taken to resolve them in the best available way.

*Minor violations of legal acts (as defined in the Public Administration Law of the Republic of Lithuania No. VIII-1234, Article 38) are not assessed.

**The goal was set in 2022, but its follow-up will be started in 2023, using the policies planned to be adopted in 2023.

At the Group level, we submitted all mandatory financial and non-financial reports in 2022, and started collecting information for the Sustainability Report, which we promised to prepare for each reporting year. We are glad that our fulfilled promise reached you too!



Group reorganization

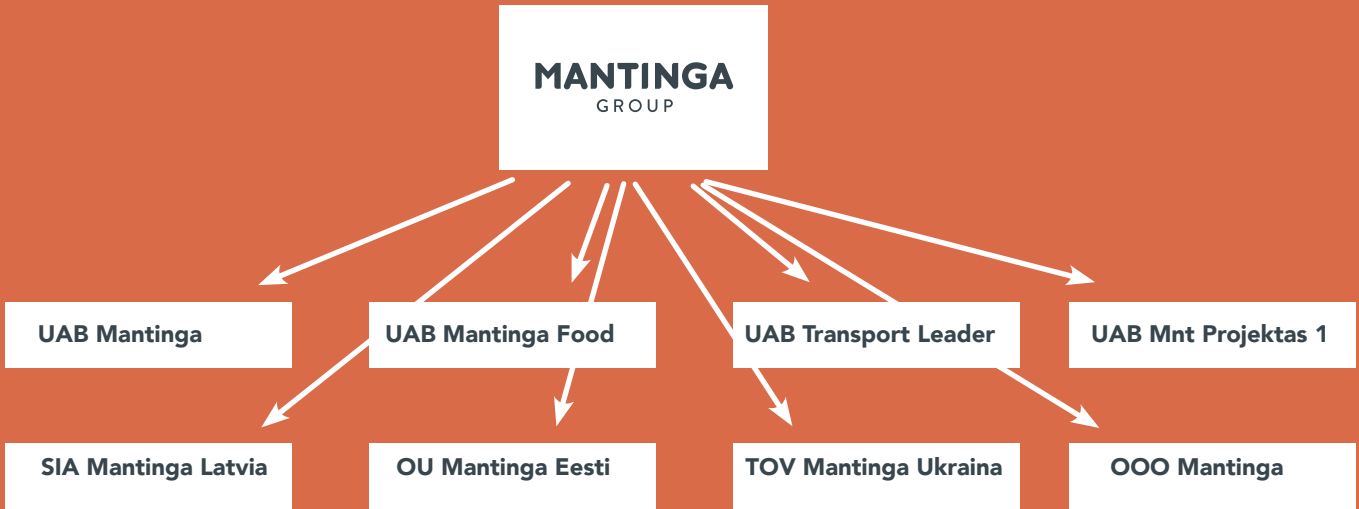


Figure 16. December 31, 2021 existing ownership structure of the Group.

In 2022 and 2023, a project to change the structure of the Group of companies is being implemented, the main goal of which is to break up the activities carried out in the Group into different companies. In this case, the following activities are identified: production, trade, logistics and storage and service. It is planned that on January 1, 2024 the structure of the Group of companies will look like this:

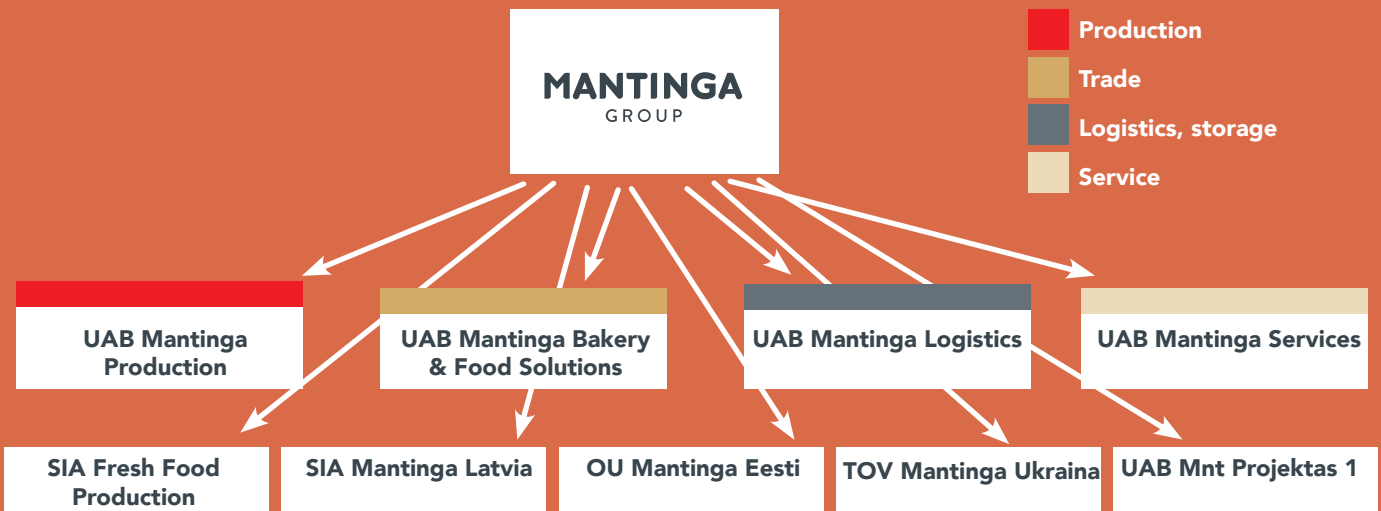


Figure 17. The ownership structure of the Group of companies that is planned for January 1, 2024.

The upcoming changes are set to bring a host of advantages, including:

- Higher management efficiency, i.e. increase efficiency by creating a clear structure of the Mantinga group of companies, including companies and responsibilities according to the main activities;
- More efficient allocation of capital, i.e. creating a Mantinga Group structure to more efficiently distribute capital among group companies;
- Better investment decisions, i.e. to verify the company's activities and make relevant investment decisions;
- Risk reduction, i.e. disaggregate assets according to activities, thus reducing the risk of one basket;
- A more attractive structure for capital providers;
- More effective communication, i.e. the breakdown of companies according to activities will facilitate both internal and external communication about the functions performed by companies, responsibilities, etc.



LABDAROS
IR PARAMOS
FONDAS

CHARITY AND SUPPORT FUND 2022 ANNUAL REPORT

AID TO UKRAINE



30 thousand Euros financial support
(Blue/yellow, Municipality of Marijampole)



Over 70 thousand Euros production support (for the Lithuanian Food Bank, the organization Strong Together, volunteers, Ukrainians settled in Marijampole, Refugee Centers, Ukrainian families in Lithuania, day care centers, people living in Kyiv)



7 generators for headquarters in Ukraine (value about 10 thousand Euros)



At the same time, we also **collect, donate and transport** the necessary items (from blankets, clothes to daily hygiene products)



We encouraged **the volunteering of Mantinga employees** in Refugee Centers, branches of Lithuanian Food Bank, we are glad that even 8 became volunteers!



THE FIRE OF KINDNESS LIVES IF IT IS CONSTANTLY FURNISHED

Maistobankas



Support for 108
organizations



From 5 to 13
support requests
per day



Cake
day



**CULTURE
PATRON OF
THE YEAR**

300 units
of pallets
filled with
production
for more than
105 thousand
Euros



In total, support in the form of our production was allocated for the value of **205 thousand Euros**



12,600 Euros
for children's
summer camps



38 to 70 support
acts per month



250 pieces of drawing sets, 3 stethoscopes, 4 pocket watches - for the children's department of the Marijampole hospital

	Theme	GRI disclosure	Pages no.
General corporate governance disclosures	Organization profile in reference to GRI 102: General Disclosures 2016	102-1: Name of the organization	1
		102-2: Activities, brands, products, and services	5
		102-3: Location of headquarters	1
		102-4: Location of operations	6
		102-5: Ownership and legal form	Family business; 9
		102-6(i): Markets served	Tags on the map; 6
		102-7 Scale of the organization	8
		102-8: Information on employees and other workers	31; 33
		102-10: Significant changes to the organization and its supply chain	10; 23
		102-12: External initiatives	7; 32; 34; 37
	Organizational strategy, in reference to GRI 102: General Disclosures 2016	102-14: Statement from senior decision-maker	2
		102-15: Key impacts, risks, and opportunities	36
		102-17: Mechanisms for advice and concerns about ethics	35
	Data protection in reference to GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	35
	Management in reference to GRI 102: General Disclosures 2016	102-18: Substantiated complaints concerning losses of customer data	9
		102-22: Composition of the highest governance body	9
		102-23: Chair of the highest governance body	9; 15
		102-32: Highest governance body's role in sustainability reporting	9; 15
	Stakeholder engagement in reference to GRI 102: General Disclosures 2016	102-33: Communicating critical concerns	15
		102-40: List of stakeholder groups	15
		102-42: Identifying and selecting stakeholders	15
	Reporting practices in reference to GRI 102: General Disclosures 2016	102-46: Defining report content and topic Boundaries	1
		102-47: List of material topics	15
102-50: Reporting period		1	
102-52: Reporting cycle		1	
102-54: Claims of reporting in accordance with the GRI Standards		38	
Investments in reference to GRI 203: Indirect Economic Impact 2016	102-55: GRI content index	38	
	203-1: Infrastructure investments and services supported	7;10	
Impact on climate – scope 1 and 2 at the Group level	Management of a topic in reference to GRI 103: Management Approach 2016	103-02: The management approach and its components	17-19
		103-03: Evaluation of the management approach	17-19
	Self-assessment of GHG emissions in reference to GRI 305: Emissions 2016	305-01: Direct (Scope 1) GHG emissions	18
		305-02: Energy indirect (Scope 2) GHG emissions	18
		305-04: GHG emissions intensity	19
Use of energy resources	Management of a topic in reference to GRI 103: Management Approach 2016	305-05: Reduction of GHG emissions	19
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