



Integre
Trans

20% less
CO₂

**SUSTAINABILITY
REPORT
2021**

LNG
powered

TABLE OF CONTENTS

Foreword by the company head	03	<u>Reducing CO₂ emissions. Conservation and management of transport fuels</u>	28
1. Integre Trans	05	<u>CO₂ emissions</u>	31
<u>About us</u>	06	<u>Driver training centre and driving academy</u>	32
<u>Financial indicators</u>	09	<u>Green Policy at work</u>	34
<u>Renewed image of the company</u>	11	<u>Innovation and technology</u>	37
<u>Business philosophy</u>	13	<u>Employee motivation and involvement</u>	38
<u>Memberships and awards</u>	14	<u>Involving customers and suppliers in sustainable activities</u>	39
2. Sustainable and responsible business management	16	4. Social responsibility	40
<u>Principles and goals of sustainable activities</u>	17	<u>About social responsibility in the company</u>	41
<u>Quality policy</u>	20	<u>Occupational safety and health</u>	44
<u>Business ethics and social responsibility</u>	22	<u>Equality and diversity</u>	47
<u>Fair competition and anti-corruption</u>	23	<u>Career</u>	51
<u>Privacy policy and protection of personal data</u>	24	<u>Competence development</u>	52
<u>Risk management</u>	25	<u>Remuneration system</u>	55
<u>Good practices</u>	26	<u>Employee involvement and job satisfaction</u>	59
3. Environmental protection	27	<u>Social initiatives</u>	62
		About the report	64



Foreword by the company head

The word 'sustainability' is not new to Integre Trans companies. It can be found in the definition of one of our three core values- responsibility - it is integrated into our strategic goals; it can be found in each of the policies and processes that describe the group's policies and commitments; it is not a new concept for our employees who take the initiative to raise related issues and find solutions, and it is also reflected in this document, which is the second report assessing the sustainability of our activities.

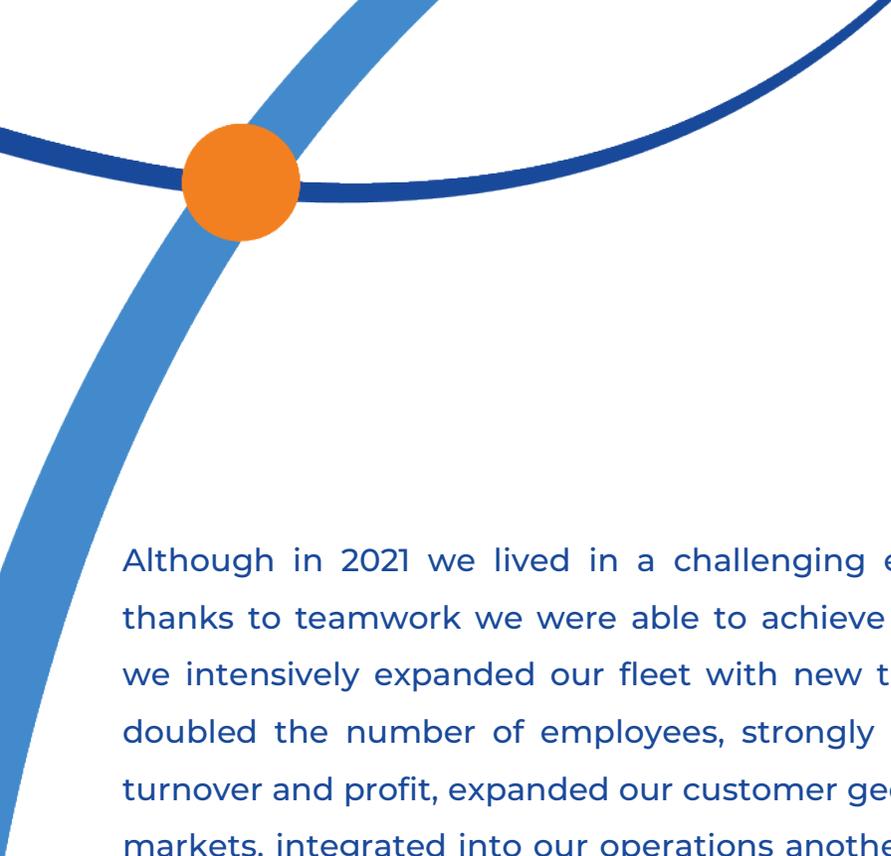
The first report gave us a clearer overview of the performance of our companies from the sustainability perspective, to see where we are and where we are going towards, and the second report provides an opportunity to measure the progress, see the patterns, and set strategic goals forward even more precisely. This report is not only a short stop to be proud of what we have achieved, but also a demonstration of transparency of our activities and our motivation to do more.

At Integre Trans, we understand sustainability through the following prisms:

Environmental protection: Our commitment to the environment is reflected in the management of energy, water, waste, pollution and greenhouse gases.

Social responsibility: Our efforts are focused on responsibility to employees, our customers, and the social impact we make on the community.

Good governance: We emphasise good corporate governance in company operations and sustainability-based risk management.



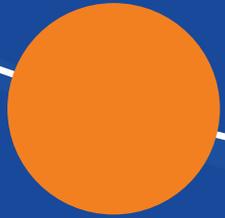
Although in 2021 we lived in a challenging environment, but thanks to teamwork we were able to achieve excellent results: we intensively expanded our fleet with new trucks, more than doubled the number of employees, strongly increased annual turnover and profit, expanded our customer geography into new markets, integrated into our operations another UN Sustainable Development Goal – Reducing Inequality, we were awarded the EcoVadis Gold Medal, which places us among the top 5% evaluated companies in the areas of environment, employee and human rights, ethics and sustainability, we were able to prove that we deserve the highest level of evaluation in mainstreaming equal opportunities – three “Equal Opportunities

Wings” awards, we received the Eco Performance Award in the nomination “The Transformer of the Year”, and we joined the European Clean Trucking Alliance, which aims to accelerate the transition of EU countries to green trucks.

The rapid development of business and international and national assessments in the field of sustainability not only enable but also require commitment, so it is very important to us that our employees, who ensure our success, are visible and motivated to move forward. To ensure the well-being of our employees, we take steps every day to ensure the safety and health of our employees, to support equality and diversity, to create and encourage conditions for improvement, and to raise awareness.

In 2021, we have also updated our image and formed the team's slogan "Anywhere for you". This slogan is the message we want to convey to our customers, partners and employees, meaning that we care more about your needs and prove it with our efforts and results every day.

- Žana Kel



1. ABOUT US

About us



International transport and logistics services company.

Starting its business in 2008, today we are a group of companies with more than 1,000 employees and 2,000 customers, with operations registered in four countries – Lithuania, Germany, France and Poland.



Integre Trans UAB

Vilnius (head office);
Kaunas, Lithuania



Integre Trans GmbH

Ulm, Germany



Integre Trans France SARL

Paris, France



Integre Logistics SARL

Épône, France; warehouse



**Integre Trans Poland,
Sp.z.o.o**
Poland

Our fleet consists of about 750 trucks and 800 semi-trailers, which have handled more than 30,000 orders in Western Europe in the last year. Our main markets: Germany, France, Benelux countries, Great Britain, Italy and Spain.



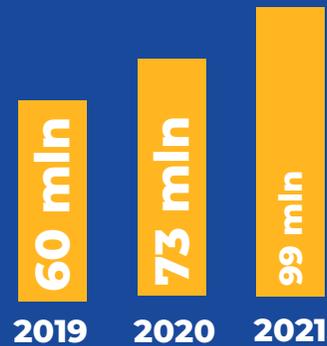
The main logistics and transportation services provided by the Integre Trans group of companies:

-  LTL and FTL shipments
-  Dangerous goods
-  Contract Logistics
-  Express delivery
-  GPP transportation
-  Logistics consulting
-  JIT and JIS transportation
-  Reverse logistics

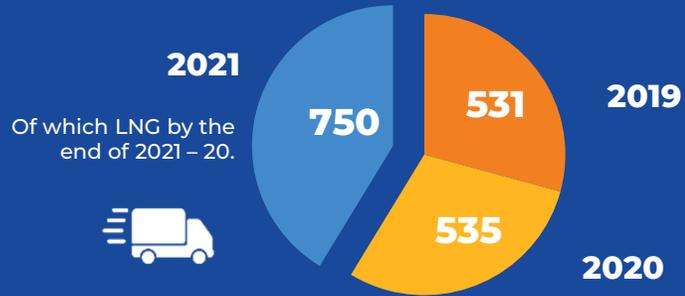
➤ Our transportation and logistics services serve a wide range of industries:

-  Retail Goods
-  Agriculture
-  Healthcare & Pharmaceuticals
-  Chemicals
-  Information & Technology
-  Automotive
-  Paper & Packaging
-  Steel & Industrial
-  FMCG
-  Manufacturing

TURNOVER, €



NUMBER OF TRUCKS



The rapid growth of the company, the growing quality requirements of international customers, the maturing value approach of the company to social responsibility and environmental issues also determine the need to respond by taking concrete actions. The sustainable and responsible operation of the Integre Trans group of companies is reflected in the systems implemented and the certificates and assessments obtained, including:

Quality management system



Environmental management system



Supply chain security system



Occupational safety and health management system



Validation of quality, safety, security and environmental performance



Transport property protection certificate



In addition, in 2021, we were awarded the EcoVadis Golden Medal, which places us among the top 5% companies in four categories – environment, employee and human rights, ethics and sustainability.

Financial indicators



Annual revenue growth



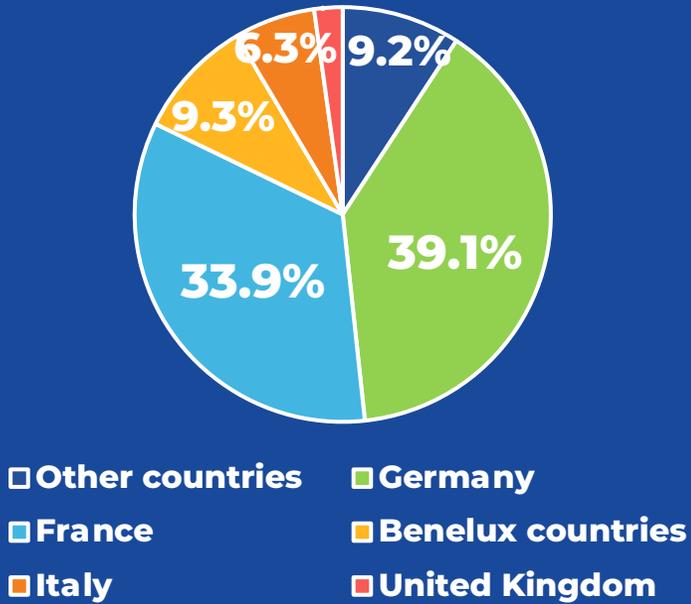
Annual profit growth



In 2021, the financial indicators of the Integre Trans group of companies grew: revenue increased by 36% and profit by as much as 193%. During this year, we have begun to pay more attention to the markets of Great Britain and other European countries. This is perfectly reflected in the sales structure by country: 85% of all shipments in 2020 were carried out in Germany and France. Meanwhile, in 2021, this percentage fell to 73%, which means a higher percentage distributed across other markets, the main ones being the Benelux countries, Italy, the United Kingdom and Spain.

With sales growing rapidly, it is important to maintain appropriate diversification among customers. During 2021, the largest customer accounted for about 5% of total annual sales. We will continue to strive to maintain this positive indicator.

Sales structure in 2021 by country (percentage of shipments):



In 2021, in order to implement the set strategic goals, we continued to invest intensively in the expansion of the truck fleet: we purchased 100 units of Volvo trucks, 110 units of Mercedes Benz trucks and 10 units of Iveco LNG trucks with much lower CO₂ emissions. The total investment amounted to about 17 mln euros (Approx. 15 mln euros in 2020).



Business development plan for 2022:

- Increasing the total truck fleet to 1,000 units
- Increasing sales to 130 million Eur
- Increasing customer satisfaction
- Increasing productivity and quality of work by implementing technological solutions
- Creating an nurturing, career-enhancing, and collaborative organizational culture

This plan focuses on the following areas: innovation, quality, teamwork (community), development of ESG criteria (environmental protection, social responsibility, good governance), reputation (as company and employer), efficiency.

Renewed image of the company

In 2021, we formulated a communication strategy and set out 3 main goals that led to the need for a complete renewal of style. This is the first significant change in the brand and visual identity over the life cycle of the company, which reflects the rapid growth and expansion of the company in the last few years. We believe that the new visual identity will help create brand integrity and increase exclusiveness both among partners and customers in Western Europe and among current and future employees of our fast-growing company.

Our corporate identity is based on a sincere concern for our customers, partners, employees and the surrounding environment, so we wanted to come up with a slogan that best reflected these values. Integre Trans new slogan – "Anywhere for you" – sends the message that we care more about your needs.

Objectives of communication strategy



Image enhancement

Communication of the company's uniqueness and strengths, which helps to increase the awareness of Integre Trans



Employer communication

Creating an attractive employer image to attract new employees: both administration staff and drivers.



Sustainability initiatives

Demonstrate that a company not only declares a concern for sustainability, but actually makes a difference.

In order to maintain the recognisability created over 13 years, we have strived to create a new visual identity in harmony between innovation and time-tested values. When creating the logo, the essence of the old logo was preserved, but it was adapted to modern trends – another font was chosen and colours were updated. The new version of the logo is more organised and legible.

The idea of the "System" was chosen to fulfil the visual concept. This idea reflects Integre Trans as a unified system in which everything is perfectly aligned, fits and merges into one. The key elements chosen – road and point – are a reference to our core business. By combining them in various ways, we get a dynamic system in which everything is important and interdependent – employees, customers, carriers and partners.

We will use colour effects from “morning dawn to evening darkness” in the photos that accentuate and convey our values – to act responsibly, to work with quality and to show professionalism at every step.



Business philosophy



Our mission

We provide the highest quality services to our customers as it were to ourselves.



Our vision

The most valued logistics company in Europe.

We also refined the company's vision and mission by implementing brand changes. According to Žana Kel, CEO of Integre Trans: “By providing quality transport and logistics services, we will strive to consistently move towards a leading position in terms of customer choice in Europe. We hope that the exceptional attention paid to each customer's cargo will help us to do just that.”

Our values

QUALITY

We work qualitatively when:

- We respond quickly to requests, follow processes and communicate smoothly.
- We do the work carefully – we delve into the situation and notice the details and do it on time.
- We solve non-standard situations – we seek and quickly find a solution to a problematic situation.

PROFESSIONALISM

We are professional when:

- We know our field.
- We want to learn.
- We keep improving.
- We share knowledge.
- We train drivers.
- We follow the attitude – **EVERYTHING IS POSSIBLE.**

RESPONSIBILITY

We are responsible when:

- We know what we need to do.
- We fulfil obligations – towards the customer, fulfilling obligations towards the customer, colleagues, and ourselves.
- ALL employees are important to us, ALL customers are important, we deliver ALL cargos on time.
- We act sustainably – we protect nature, reduce carbon dioxide emissions, reduce the use of plastic, we sort, care for, and respect each other.

Memberships and awards

In 2021, we have continued to participate successfully in the activities of national and international organisations:



VILNIUS
CHAMBER OF COMMERCE,
INDUSTRY AND CRAFTS



New membership

European Clean Trucking Alliance (ECTA)

Integre Trans joined the ECTA organisation founded in 2020, with the aim of bringing together businesses, associations and civil society organisations to act together to accelerate the transition of EU countries to green trucks. EU Climate Law obliges to make Europe CO₂-neutral by 2050, which will require effective large-scale solutions and their implementation.

Reducing CO₂ emissions is also a strategic goal of our company, which we pursue in various ways, thus, being part of the ECTA Alliance offers greater opportunities to seek zero-emission solutions together with industry leaders.

As members of ECTA, we have also endorsed the Global Memorandum of Understanding, which emphasises the importance of the transition to global decarbonisation and commits businesses to this goal.

Awards and certificates

During 2021, we have been acknowledged nationally and internationally. During this year we gained the following recognitions:



EcoVadis Gold

In 2021, Integre Trans was awarded the gold medal of the international company EcoVadis.

This assessment indicates that Integre Trans is among the top 5% companies rated in four categories – environment, employee and human rights, ethics, sustainability. The performed audit reveals perfectly the company's strategic goals and their implementation – after receiving a silver medal in 2020, we were awarded even higher scores a year later, which confirms Integre Trans responsible approach to sustainability, social responsibility, commitment and implementation. EcoVadis assessment is a great way to test the success of a company's sustainability processes and help find opportunities to meet emerging challenges.



Eco Performance Award 2021

Another outstanding 2021 award in the field of sustainability was winning the Eco Performance Award nomination "The Transformer of the Year 2020".

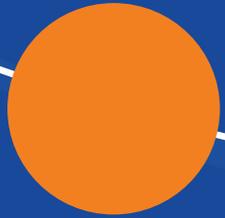
This competition is the initiative of St. Gallen University of Switzerland, which has been running for 13 years, evaluating the sustainability of the participants, the use of innovative technologies, and the ability to successfully combine ecological, economic and social issues in the company's activities. We believe that the future of our business depends on the harmony of these three areas, and we are happy that our efforts are visible and appreciated.



TCF ELITE | Trans.eu certified

In 2021, we obtained the TCF Elite certificate of Trans.eu Polish logistics platform – a quality mark for forwarding companies.

This certificate can be obtained only by companies providing integrated transportation process organisation services. This mark indicates that Integre Trans provides services at the highest level – in a transparent and fair manner. TCF Elite also sets us apart on the Trans.eu platform and gives us a competitive edge, allowing for more cooperation offers in Poland.



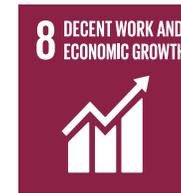
2. SUSTAINABLE AND RESPONSIBLE BUSINESS MANAGEMENT

Principles and goals of sustainable activities

Sustainable business development and growth have already become an integral part of our strategic and value activities, which we are moving towards by integrating complex factors at all levels and processes of the group's operations. Business development in the transport sector also obliges us to show leadership in finding the most effective solutions to environmental issues.

Our approach to sustainability is reflected in the United Nations Sustainable Development Goals, which are integrated into the group's activities.

The main business principles of Integre Trans group of companies – protection of natural resources, quality of services and well-being of customers, and safety and health of employees, ensuring equality – are integrated in all the operating processes of the companies of the group.



Decent work and economic growth

Promoting sustainable, inclusive and sustainable economic growth, productive employment and decent work.



Reduced inequalities

Reducing inequalities between and within countries. Integrated in 2021



Responsible consumption and production

Ensuring sustainable consumption and production models.



Climate action

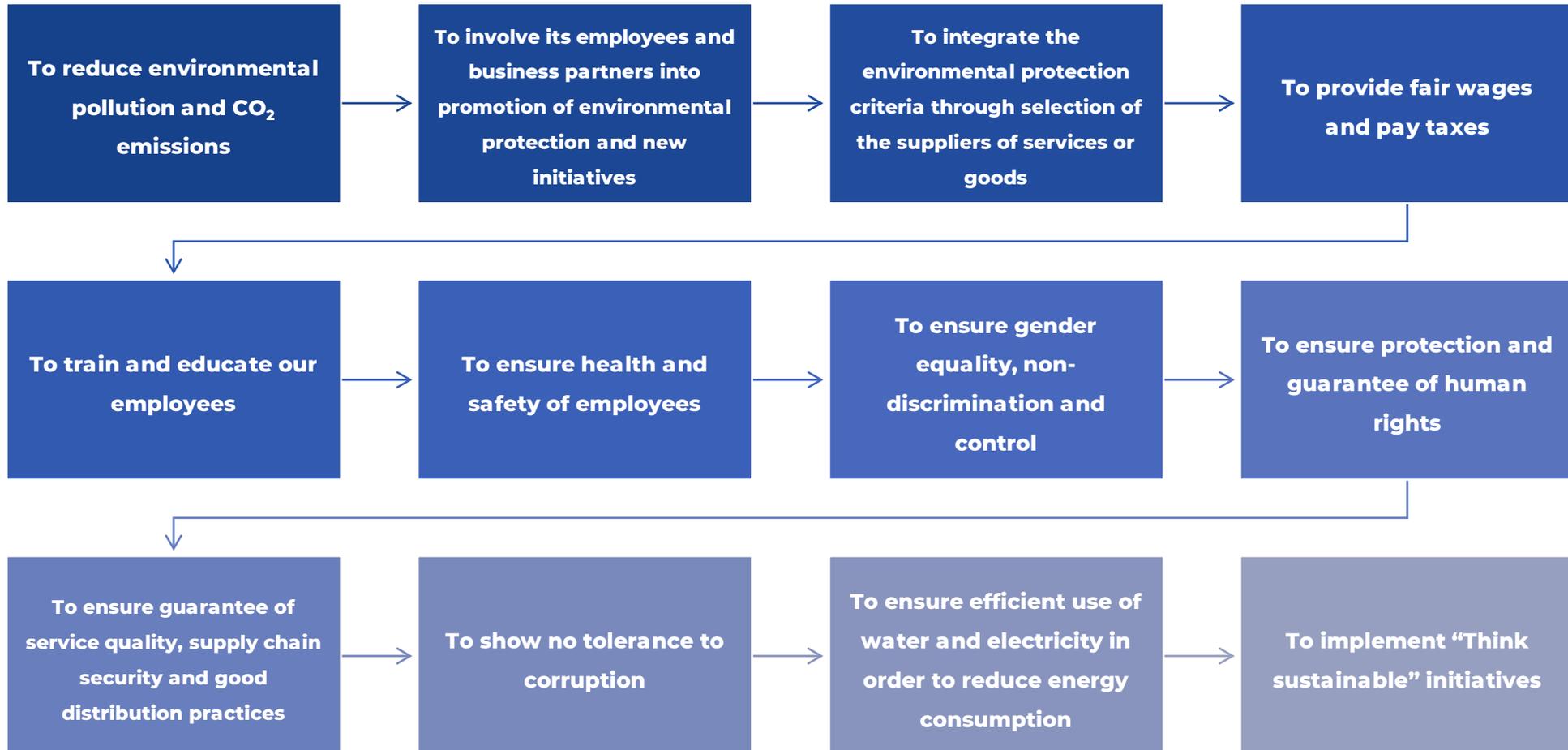
Taking urgent action to combat climate change and its effects.



The main objectives of quality, environmental protection, social responsibility, occupational safety and health, supply chain security and sustainable business are:



These objectives are integrated into the group's annual goals and are described and made public (on our website) in the Code of Ethics and Social Responsibility Policy.



Integre Trans companies comply with all the requirements of the laws regulating protection of the local environment, which govern the workplace and services provided, protect environment by preventing and reducing negative impact on the environment, take all available measures to reduce the potential negative impact of environmental state on the company, and provide environmental protection information to all interested parties. Integre Trans companies have implemented the environmental management system aimed at reducing the environmental impact of the company's operations. Compensation mechanisms are being implemented to reduce the impact on the environment, and communities of employees and partners are being created.

All purchases are organised in accordance with sustainability requirements; suppliers are subject to sustainability and environmental requirements.

By investing into the newest technologies and acquisition of new towing vehicles, we pursue not only successful organisation of transportation services or compliance with the safety and health requirements, but also aim at contributing to the safety of the surrounding environment and measure the created impact.

The main documents defining Integre Trans group of companies as a responsible business, which we use in our daily activities:

- Code of Ethics and Social Responsibility
- Supplier Code of Ethics and Social Responsibility
- Fair Competition and Anti-Corruption Policy
- Quality Policy
- Security Policy
- Equal Opportunities and Non-Discrimination Policy
- Personnel Management Policy
- Security Management Plan for Subcontractors
- Personal Data Protection Policy
- Drivers' Guide
- IT Security Policy
- Privacy Policy

Quality Policy

The quality, environmental protection, occupational safety and health, good distribution practices, supply chain safety, safety and quality assessment and operational safety of freight vehicles policies are the most important quality management system documents that Integre Trans companies follow in their day-to-day operations, and which have been introduced to all employees of the group of companies.

The present policy provides the description of the vision, mission and slogan of Integre Trans companies, as well as the goals of the top management's integrated quality, environmental protection, occupational safety and health, supply chain security and cargo transportation safety (TAPA, SQAS) management system. The integrated quality management system is applied to the entire management of logistics services. For the purposes of implementation of the integrated management system (IMS), the company formulates the goals and indicators on the annual basis.

Criteria for sustainable business development of Integre Trans companies are defined in the integrated management system:





The integrated management system ensures that:

- Responsibilities and duties of managers are clearly defined and known
- Products would be delivered to the recipients within a specified period
- Records are made at set times and directly
- Deviations from established procedures are documented and investigated
- Appropriate adjustments (including preventive) shall be made to correct non-conformities and prevent recurrence

IMS stakeholders: customers, employees, managers (top management), shareholders, suppliers, carriers (subcontractors), community.

In 2021, we aimed at implementing “Good Dissemination Practices” and HACCP guidelines. With this standard, we will assume responsibility for ensuring appropriate transportation conditions (truck hygiene, cargo separation) in accordance with GPP requirements for cargo transportation. The GPP certification of the group of companies is planned in 2022, during external audits.



Number of unscheduled audits and inspections in 2021



Number of substantiated complaints from service providers/customers about the quality of services in 2021

Business ethics and social responsibility

The Code of Business Ethics describes the main requirements of Integre Trans group of companies for road haulage activities applicable internally and to its employees, and which the company complies with for the performance of its daily operations. The requirements indicated in this Code shall apply to all the employees of the company.

The policy covers the following aspects: customer service; attention to employees; latest technology; safety and quality; protection of personal data; focus on the environment, sustainable business development; labour, human and equal opportunities rights; harassment; child labour; forced labour; discrimination (direct and indirect); working hours; safe driving; wages and benefits; occupational safety and health (OSH); penalties; business integrity (bribery); donations and support; fair competition and corruption.

The Code of Ethics also includes the principles and norms of ethical conduct that we expect from employees of the group of companies. It has been designed to create safe, democratic and confidence-building environment, establish the main principles and standards of the company operations and apply them in a responsible manner, as well as to promote ethical conduct of employees not only through performance of their functions, but also by engaging in other activities related to representation of any Integre Trans company.

The Code of Ethics and the Social Responsibility Policy are regularly reviewed and updated.

Supplier Code of Ethics and Social Responsibility

Integre Trans group of companies applies high standards of business ethics and integrity not only to itself but also to its partners. In this way, we aim to encourage our suppliers and partners to apply best ethical business practices and adhere to social responsibility guidelines when working with us.

We have described the quality standards applicable to suppliers in the Supplier Code of Ethics and Social Responsibility Policy, which defines the basic operating principles of Integre Trans suppliers. The policy is regularly reviewed and updated.

The Supplier Code of Ethics is integrated into the General Conditions of Carriage for Subcontractors and is made available to all suppliers.

Fair competition and anti-corruption

Integre Trans group of companies declares that during performance of their operations they shall act in a transparent manner, and that ethical conduct shall serve as a standard for a fair competitive environment. We do not tolerate any form of corruption and are committed to taking preventive measures to prevent and combat corruption and money laundering within the group.

The main document defining these obligations is the Fair Competition and Anti-Corruption Policy, which sets out guidelines and rules for the implementation and supervision of fair competition and the principles and requirements for the prevention of corruption, money laundering and terrorist financing, as well as the guidelines for ensuring compliance therewith, the implementation of which creates preconditions and terms for the implementation of the highest standards of transparent business conduct at throughout the group of companies.

In 2021, we continued implementation of the provisions and training provided for in the Fair Competition and Anti-Corruption Policy. All 100% of the group's administration staff attending training with the topic Fair Competition and Corruption Prevention.

100%

% of administration staff who listened to the topic



In order to ensure the implementation of the provisions of the Policy, prevention of violations, transparency and trust within the group of companies, the "Procedure for Notification of Violations Committed Inside the Company" has been implemented, and employees can report violations by sending an e-mail to: pranesk@integretrans.lt

Reports of corruption



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Corruption cases

Privacy policy and protection of personal data

Ensuring the protection of personal data is a very important area of our activity, for the support of which we seek and integrate new solutions and good practices of the GDPR every year.

To ensure the privacy of personal data, we follow the General Data Protection Regulation (GDPR).

Company policies related to the processing of personal data:



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Warnings of the State Data Protection Inspectorate in 2021



Integre Trans group of companies has a single personal data protection e-mail – bdar@integre.lt.

In 2021, the following actions related to the protection of personal data have been taken:

- ✓ A service agreement has been signed with the Data Protection Officer, which will ensure the full implementation of personal data protection requirements in the Integre Trans group of companies;
- ✓ A security audit of the personal data protection documentation and IT systems using personal data of the Integre Trans group of companies has been performed;
- ✓ The company's personal data protection policy has been updated in line with the latest practices of the General Data Protection Regulation (GDPR);

% of the administrative staff participated in the training

100%

Training on personal data protection and cyber attacks/IT security has been developed and implemented.

Risk management

Risk is one of the inevitable parts of a business. It covers a wide range of factors, from financial markets to natural disasters or human error. With the rapid growth of business, risk management is becoming not only an important but also a priority task aimed to ensure successful business development.

The group of companies has established and maintains a procedure for identifying, assessing and managing operational threats, as well as threats and risks related to security management. Risk assessment and management is performed with the help of the “Short Guide to Risk and Threat Identification, Analysis and Assessment”, which identifies the necessary management control measurements.

This assessment and management information is used to define the integrated management system (IMS) policy, objectives, IMS security program, objectives and process measurement indicators, for development of processes and procedures, specifications and other requirements, development of employee competencies, training and skills, improvement of performance management, and to manage the basis of IMS operational threats and risk.

The identification, review, analysis and assessment of risks and threats are performed periodically, at least once a quarter, as well as immediately upon receipt of information in the event of incidents.

Risks of activities and services provided and risks related to the company's processes: Reputation (services, vision and leadership, work environment, management and operations, social responsibility); Compliance (company compliance, performance compliance, behavioral compliance); Activity (human factor risk, process management risk, systems malfunction and error risk, security risk).

The risk assessment takes into account the likelihood and impact (consequences) of events, which include:

- ✓ Physical failures, potential and emerging threats, information provided by employees and/or subcontractors on potential events and risks
- ✓ Threats and risks to operational processes, as well as weakening and/or partial or full non-compliance with safety management requirements
- ✓ Intentional, planned actions and management of their prevention
- ✓ Natural events
- ✓ Uncontrolled actions by the group of companies, e.g., failures of equipment supplied by third parties, improper provision of services, etc.
- ✓ Stakeholder threats and risks
- ✓ Selection of safety equipment at the time of purchase, maintenance and deterioration of safety during use
- ✓ Information and data management and communications
- ✓ Disaster preparedness, response, security recovery and business continuity threats.

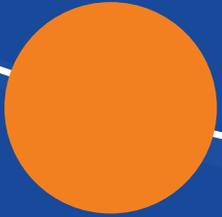
Good practices

Integre Trans companies understand the value of applying good practices, in increasing the efficiency of their operations and ensuring the satisfaction of customers, employees and stakeholders. The key principle in disseminating and applying good practices within a company is to focus on small, continuous improvements that can be made quickly to create manageable actions that contribute to the long-term improvement of the company. Learning from own experience and applying good practices helps Integre Trans achieve its goals from ensuring quality logistics (forwarding) services throughout the supply chain to implementing occupational health and safety requirements.

The main goal is to improve the company's processes: to make them faster, more convenient, more efficient and safer based on good practices and involving all employees in the process improvement.

During 2021, the following good practices have been introduced and implemented or are being implemented

- Alcohol prevention for employees
- Retention and attraction of drivers
- Reducing print paper
- Fuel card theft (cloning, exchange)
- CO₂ offsetting
- Optimisation of the structure of the business development department
- Claim control and mitigation actions
- Improving the functionality of the system desktop
- Risk management of SPOT cargo sales
- LinkedIn benefits and value for managers
- The Week for Tolerance
- Financing



3. ENVIRONMENTAL PROTECTION

Reducing CO₂ emissions. Transport fuel conservation and management

Reducing carbon dioxide is one of the most effective ways of tackling the greenhouse effect, climate change and other related environmental problems. The CO₂ reduction indicator is also one of the priority parts of our sustainable business development strategy, for the control, management and reduction of which we invest in various areas – from process updates, innovations and technology implementation to education and motivation measures for employees.

We have also committed ourselves to tackling CO₂ emissions effectively through the implementation of the UN's 13th Sustainable Development Goal: 'Climate Action', which calls for urgent action to combat climate change and its effects.





During 2021, we have taken the following measures to reduce CO₂ emissions and conservation and management of transport fuels:

- We have installed special ECO SOFT and FLEET programs in our trucks, which help to save fuel and reduce CO₂ emissions accordingly;
- In all trucks operated by the company, the maximum speed is limited to 85 km/h when driving with the cruise control system and up to 78 km/h – when driving with the accelerator pedal;

We ended the year with 20 LNG trucks in our own fleet. These trucks emit 15% less CO₂ than diesel vehicles of this type. The development of the LNG truck fleet is a strategic issue for the group of companies; it is expected that this type of trucks will account for at least 10% of the total fleet before 2025;
- When ordering new trucks, we chose those featuring power packs that save fuel and reduce fuel consumption (as well as CO₂ emissions). We put into operation only truck tires with a lower resistance index and environmentally friendly tires;
- The company has been running the ECO driving academy and a personal driver motivation system based on ECO driving;
- The company has created special positions for monitoring, control and management of economic driving;
- We worked on route optimisation solutions and cargo optimisation using technology and cargo tracking system;
- We sorted waste in the companies' offices, conserved electricity and used electronic documents.



The average age of own truck fleet is 1.3 years. Trucks are replaced every 3 years. All trucks meet the requirements of the Euro 6 Standard and feature the most advanced technologies for CO₂ control and reduction.

4.48%

We have reduced CO₂ emissions per truck-kilometre (compared to 2020)

1.79%

Reduced fuel consumption/per truck.

2.1%

Reduced gas consumption/per truck.

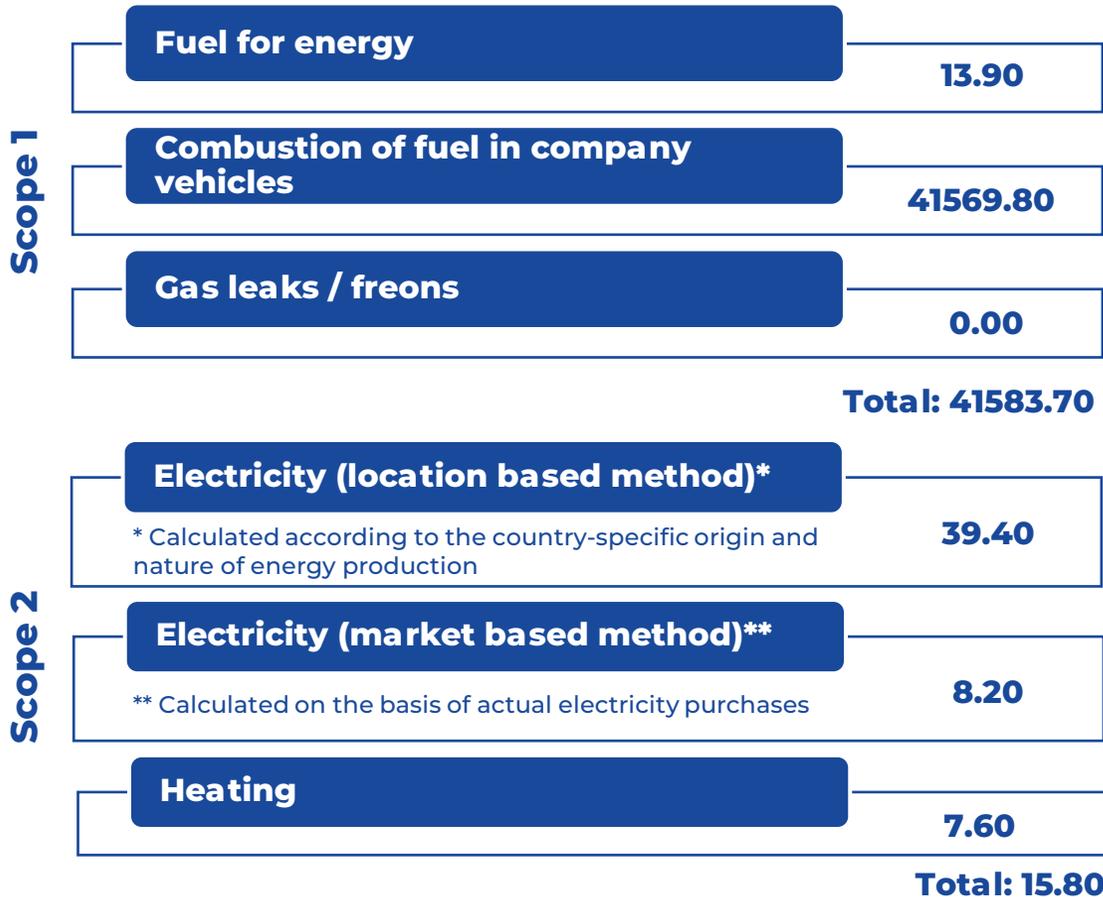
12.24%

Empty run km % of total number (2020: 11.39%)

CO₂ emissions

2021 we started calculating CO₂ emissions according to Parts I and Parts II of the GHG Protocol. Activity emissions are classified into three groups: direct (Scope 1), indirect (Scope 2), other sources (Scope 3)

General data (tonnes of CO₂ e) in 2021



Total emissions of Integre Trans group of companies in 2021 (tonnes of CO₂ equivalent)

Most of the CO₂ emissions are generated in transport activities - 41.57 k. tonnes. The offices operating in Lithuania are almost fully serviced by green energy, therefore the CO₂ emissions of the offices are relatively small - 8.2 tonnes.

Intensity of CO₂ emissions in 2021



* Only CO₂ generated by the fleet is included

Driver training centre and driving academy

Our drivers are an essential component of a successful business, as they directly perform the main function of our business – freight transportation. For this reason, it is particularly important for us to take care of employee qualifications, their safety and health, and their job satisfaction.

Integre Trans has established the driver training centre in Vilnius, the purpose of which is to create convenient conditions for the employment and training of employees. The training centre also has a special training truck, which allows for a live test of the driver's professionalism and a practical application of the knowledge gained during the training.

This centre offers training that covers the topics of BBS (Behavior Based Safety) / ADR (Dangerous goods), Workers' health and safety, Ecodriving theory and practice. Drivers are educated about ways to reduce fuel consumption, optimise travel costs, ecological awareness and its importance. Drivers are provided with useful information about cargo loading, fastening techniques, document filling tips, case analysis and simulations. They are also taught to use all the benefits provided by technical means and simulated to develop their insight. The knowledge acquired during training is assessed by means of knowledge evaluation tests. Training takes place periodically.





By using the GPS system, we have the ability to record the driver's movement on the road and, if necessary, alert the driver about incorrect driving parameters (such as speed). We measure and monitor: truck idling, engine load, overspeed, use of autopilot, rolling, economic speed and service brake application.

A motivation system based on ECO driving has been developed for drivers. We monitor the indicators on a monthly basis and reward the most economical and environmentally friendly drivers. Special positions have been created to monitor, control and manage Ecodriving.

**19.02
academic
hours**

Average number of training hours per driver per year.

We successfully use the Drivers' Guide – a booklet that describes all the main issues of work specific to drivers – from cargo fastening, meaning of the markings, key words and phrases used in various languages to instructions on how to fill in cargo documents correctly, use Integre Trans mobile application, etc. The Drivers' Guide is updated every year (we are currently using version 5).

Green policy at work

Electricity consumption



In 2021, electricity consumption per person per month decreased from 132.95 kWh (2020) to 107.02 kWh (-19.5% per year). The company's target – a 1% reduction per year – has been successfully achieved. The main reason for the decrease in consumption was the possibility of teleworking used by employees. We also practice turning off all electronic devices (computers, printers, etc.) when not in use.

Only LED energy-saving light bulbs are used in the office premises.

The Premium Business Centre, home to Integre Trans main and largest office, supplies the building with green energy, with 79% of its energy coming from renewable sources.

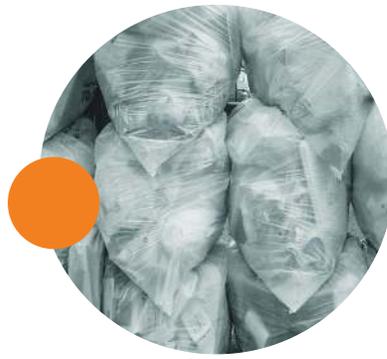
Water consumption

In 2020, in order to reduce the consumption of water resources, we have set a goal: to reduce the indicator (calculated per employee) by 1% every year. In 2020, this indicator per employee amounted to 1.3 m³/month. Meanwhile, in 2021, it was reduced to 1.04 m³/month, thus successfully achieving the set goal (-20% per year).

Premium Business Centre Vilnius meets the highest Breeam Outstanding sustainability requirements. The following water reduction measures have been implemented in the building:



- The flushing mechanisms of the toilets allow 2 or 4 litres to be drained at a time (instead of the usual 3/6 litre proportions);
- Faucets with built-in flow restrictors and trigger sensors;
- Showers with built-in flow restrictors;
- Water leakage sensors;
- Drainage water is collected and used for technical purposes and watering of plants.



Waste reduction and sorting

All offices of the group of companies are equipped with waste sorting containers (paper, plastic, glass) on each floor, which are accompanied by information guidelines to help correctly dispose waste into the required container. Employees are also given the opportunity to sort batteries and containers for recycling. The office regularly collects waste paper, recycles printer cartridges, and safely disposes of obsolete IT equipment.

We also initiate and implement good practices at the events. We use only paper plates and cutlery for events in the nature, and we choose paper packaging or reusable containers for drinks.

In 2021, we also implemented the DAROM model initiative in the office: we encouraged to clean up our workplaces throughout the week and to pay attention to their home and community environment; colleagues shared their thoughts on the importance of awareness and advice on waste management.

Indicators related to waste reduction and sorting were not measured in 2021.



Paper consumption

The project has been running for two years involving customers and partners, seeking to digitise exchange of invoices and other documents. In 2021, despite the growing number of orders and the number of customers and partners, the percentage of documents processed electronically increased by more than 7% (from 83.57% to 90.98%). The goal set for 2022 is to reach an annual average of 95%.

We use e-signature for document administration and work only with electronic documents inside the company.

The office orders paper that does not contain environmentally harmful materials.

We did not measure the indicator of paper consumption per person in 2021.



Other sustainable solutions

We try to choose ecological product alternatives for office needs. These products include: toilet paper, paper towels and foam soap. A wider integration of organic products in the offices is planned for 2022.

The percentage of organic products in the total purchased production has not been calculated in 2021.

Innovation and technology

One of the reasons for the success of Integre Trans business is our commitment to new technologies and innovative solutions. We see the introduction of new technologies as an opportunity to streamline and modernise processes, improve customer service, deliver higher quality of services, reduce costs and analyse performance to make faster and more accurate strategic business decisions.

To manage and optimise order execution, we have developed our own Integre Trans system, which is accessible to every employee who works directly with cargo, and we also provide access to customers. This system allows us to efficiently manage orders from sales to order execution, store related documents, communicate, get all the latest and most up-to-date information about trucks and drivers, and more. During 2021, together with our IT partners, we have implemented about 150 improvements to our Integre Trans system.

For business management, we actively use an analytics tool Qlik Sense integrated with all main systems, which allows us to monitor various indicators of the company's performance in real time and, correspondingly, to make the best decisions for the business quickly and efficiently.

In our daily activities we use the CRM tool, Cloud technologies for data exchange, Office365 package, personnel management system HCM.LT and GPS system.

In 2021, we started using:

- ✓ **Recognize tool – for peer observation and evaluation**
- ✓ **Organimi – a platform for depicting the structure of the company**
- ✓ **TalentLMS – a new electronic training platform**
- ✓ **We have installed and migrated to the new accounting system NetSuite**

Employee motivation and involvement

Within the Integre Trans group of companies, we have been running the Think Sustainability programme for two years, which includes a variety of in-house initiatives related to the environment, social responsibility and occupational safety and health. In 2021, we have also integrated the embassy component into this sustainability programme, i.e., not only did we invite employees to come up with personally relevant and important ideas, but we also encouraged them to take on the role of “hosts” of individual initiatives. Empowered employees became more interested in the success of the initiative and encouraged colleagues not to be indifferent. The result is about a 20% increase in employee involvement.

During 2021, we implemented 6 Think Sustainable initiatives for office staff related to environmental education and inclusion:

- ✓ Car Free Day
- ✓ The Cycling Challenge
- ✓ Walking Contest
- ✓ Let's Do action week at the office
- ✓ Collection and donation of unused drink bottles to charity
- ✓ “Giving Clothes a Second Life”

For the convenience of employees, bicycle parking spaces are provided in the parking lot, thus encouraging them to come to the office in Vilnius by bicycle or scooter. A safer and more convenient arrangement of the storage space for bicycles and scooters is planned for 2022.

In order to promote a responsible approach of drivers towards economical driving, every month we elect the most economical driver

All employees of the group attend environmental training on an annual basis.



% of administrative staff who listened to the topic



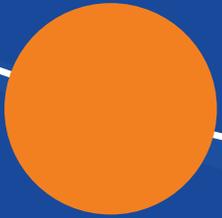
Involving customers and suppliers in sustainable activities

We are implementing a continuous project to abstain from the printing of sale invoices and order forms. Although the growing business is leading to an increasing number of documents related to order processing and exchange, in 2021, we managed to increase the volume of electronically processed documents by more than 7% (from 83.57% to 90.98%). The 2022 target is an annual average of 95%.

Our partner and subcontractors also submit documents related to the transportation of goods in the electronic system.

All accompanying cargo order documents are digitized, i.e., are prepared and signed via a special mobile application developed for drivers.





4. SOCIAL RESPONSIBILITY

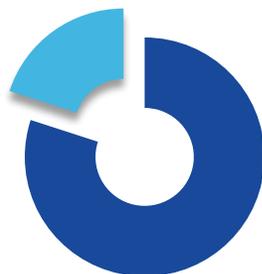
Social responsibility

Our essential assets and guarantee of success are our employees, therefore, we invest into improvement of the employee competences and continuous training of drivers at the drivers' academy, ensuring safe and healthy workplaces, gathering the team of professionals, regularly assessing the impact of the company on the environment and making every effort to reduce negative effects on the environment, performing risk assessment, certifying and implementing the measures improving the quality of the services we provide, ensuring care for the employee safety and health, monitoring safety of the cargo supply chain, implementation of good distribution practice guidelines and measures reducing environmental impact.

Key figures

The rapid growth of the group of companies is particularly well reflected in the intensive increase in the number of employees – the number of newly hired employees in 2021 is more than double than that in 2020, with 742 employees hired in 2021. The large number of new employees also led the decreased average length of service of employees in the group of companies in 2021; among the administration staff it amounted to 2.56 years in 2020 and decreased to 1.75 years in 2021. Meanwhile, the average age of both administration staff and drivers remained virtually unchanged.

Increase in administration employees per year +59



Increase in divers per year +683

The total number of employees in the group of companies as at 31 December 2021: 1147 employees

Average length of service of administration staff in the group of companies, years

1.75

Average length of service of drivers in the group of companies, years

0.59

Average ages employees in the group of companies in 2021

Total:

38.67

Administration staff:

32.6

Drivers:

39.52

Number of employees with membership in trade unions

0

Number of employment-related disputes

Occupational safety and health

With the Covid-19 pandemic still dominating the world in 2021, we have focused on ensuring the good physical and psychological well-being of our workers. We have developed and issued new policies related to the occupational safety and health, invited employees to engage in various types of activities that are beneficial to health, and educated them on these issues.

In July 2021, a new company policy entitled “Alcohol and Other Psychoactive Substance Use Prevention Policy” was issued. The policy reflects the clear message of the Integre Trans Group that the company does not tolerate employees intoxicated with alcohol and toxic substances, and the use of alcohol, narcotics, psychotropic and toxic substances in the workplace, and before work, and has set a tolerance limit of 0.00 promille for ethyl alcohol and/or other narcotic, psychotropic and toxic substances.

The provisions of the Code of Ethics and Social Responsibility Policy have also been updated and provide that:

Employees are provided with a clean, safe and healthy work environment

The aim is to prevent work-related injuries and illnesses of employees

The risk to the health and safety of employees is reduced by taking preventive and other necessary protective measures

➤ In 2021, the assessment of biological factors Covid-19 was also performed, and preventive measures were planned. Employees have been briefed on the results.

➤ In 2020, the company has obtained the International Health and Safety Standard ISO 45001. During 2021, 17 employees of the Integre Trans group of companies received general training on occupational safety and health in accordance with the requirements of ISO 45001 Standard.

➤ Every Integre Trans company has certified staff who are trained and ready to provide first aid assistance.

During the year, 6 meetings of employees and employee representatives took place in the group of companies, during which the issues of occupational health and safety were discussed, protocols were prepared and action plans were drawn up.



1 accident at work



Supplementary health insurance was provided to 75 office employees.

Employees underwent a medical examination



Vaccinated against tick-borne encephalitis



Vaccinated against flu



Vaccinated against pneumococcus



The company reimburses 50% of the vaccine price

Morbidity rate (working days per year/employee)



Initiatives implemented

In 2021, we implemented a number of various initiatives related to the health and safety of employees.

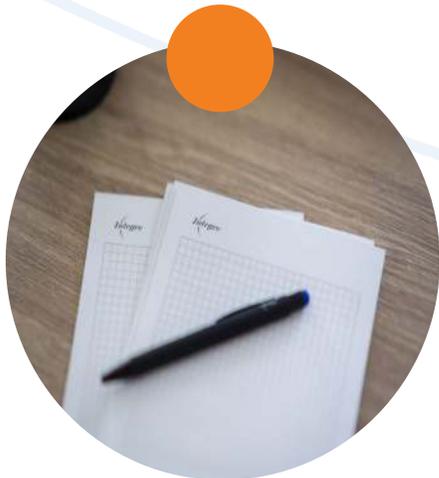
The survey on employee well-being conducted during the pandemic allowed us to understand the prevailing emotional state of employees and to take the necessary actions to improve the mental health of employees in a timely manner.

Two new relevant training programmes have been developed. All those interested were able to take part in the training "Sources of Internal Motivation" and "Training in Psychological Welfare".

The "Occupational Safety and Health Week" has been implemented. During this week, we shared tips on how to sit properly, relax the eyes and exercise at work. We communicated the benefits of exercise during the journey to the drivers, how to adjust the driver's seat correctly and the correct position of hands while driving.

We invited those enjoying active lifestyle to join the walking and cycling challenges within the company; we shared practical advice and useful links. In September, we also organised the first team cycling trip.

For the fourth year in a row, we participated in the largest running event "RIMI Vilnius Marathon". It was attended by a record number of employees – 30.



Equality and diversity

Our goal and ambition at the Integre Trans group of companies is to create an organisation based on common values that is efficient, competent and able to make decisions quickly in the face of a changing situation. These ambitions are a strategic part of the development of Integre Trans companies.

Through our activities, we aim to contribute to the four UN Sustainable Development Goals, one of which is Goal 10: Reduced inequalities. To achieve this goal, we have approved and implemented a number of measures and goals.



The group of companies has a complaints and notification system. Any employee who believes that his/her equal opportunities have been violated or that he/she has been discriminated against or instructed to be discriminated, harassed or sexually harassed, is encouraged to notify the CEO of Integre Trans directly (in writing) or by e-mail.



Complaints received regarding violations of equal opportunities in 2021 – 0.

Selection procedures and rules that ensure equal opportunities:



Recruitment is subject to the same objective evaluation selection criteria and conditions appropriate to the position;



We facilitate equal working conditions, qualification improvement, professional training, re-qualification and internship opportunities and provide the same benefits;



The same job evaluation criteria are used;



Direct and indirect discrimination, harassment, instructions to discriminate on the grounds of sex, race, nationality, language, origin, social status, religion, belief or opinion, age, sexual orientation, disability, ethnicity, religion are intolerable.

The Equality Assurance and Initiatives Plan has been developed and is being implemented in the group of companies.

Equal opportunities group. Integre Trans companies have created a group responsible for implementing and ensuring equal opportunities and compliance with the Equal Opportunities and Non-Discrimination Policy within the organisation. The group of companies has also appointed the Equal Opportunities Coordinator, who is responsible for raising employees' awareness of diversity and equal opportunities through training and communication tools, as well as creating an equal opportunities environment in all internal company processes.



LYGIŲ GALIMYBIŲ SPARNAI

Equal Opportunities Wings

We are proud of having joined the "Equal Opportunities Wings" standard in 2021.

This standard is an assessment of our achievements in the field of equal opportunities. Following the evaluation, Integre Trans was awarded the highest rating for equal opportunities – three Equal Opportunities Wings. This assessment means that:

- ✓ The organisation set high priorities in the field of equal opportunities (e.g., reducing the pay gap, inclusion of employees with disabilities, etc.).
- ✓ The organisation has the Equality Plan that provides for measures to promote equal opportunities, or such measures are included in other strategic planning documents of the organisation.
- ✓ The organisation has a transparent remuneration system that is publicly available to employees.
- ✓ The organisation involves employees and managers in equal opportunities initiatives.

We strive to make every employee in our company feel equal, therefore, this assessment is an important demonstration of our efforts and an incentive to continue the work we have started.

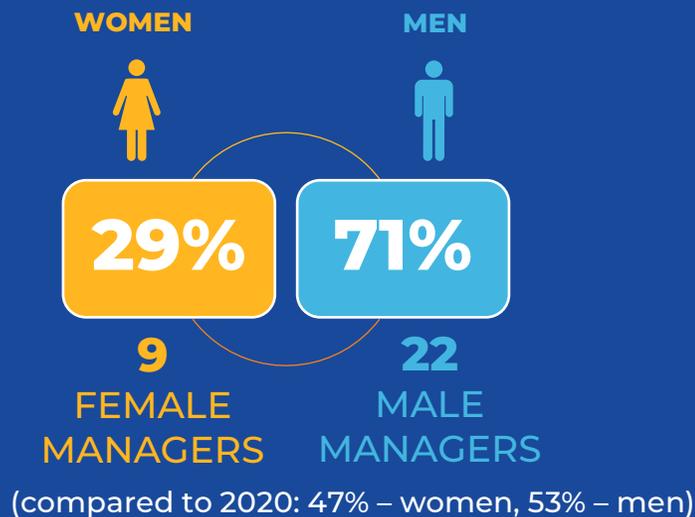


Diversity

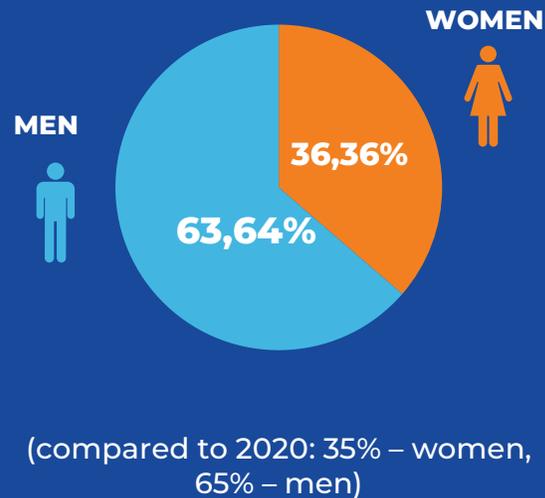
We identify diversity in terms of gender, citizenship, age and other equal opportunities indicators as the strength of our business, which is why we not only support and value it, but also promote it within the group.

Due to the strong growth of business in 2021, new managerial positions have emerged, most of which have been filled by men, leading to an increase in the percentage gap between women and men in management positions. Meanwhile, at the specialist level, the percentage difference in the gender distribution has narrowed slightly over the year. There is still a significant gap between men and women in driver positions. The Integre Trans group of companies promotes and supports employment of women as drivers.

Gender ratio in senior positions



Gender ratio at specialist level



Distribution of employees by nationality:

- Lithuania - 12.03%
- Belarus - 81.52%
- Ukraine - 4.45%
- Moldova - 0.09%
- Russia - 0.44%
- France - 0.87%
- Germany - 0.52%
- Kyrgyzstan - 0.09%

* We do not collect information on nationality of employees.



Number of employees with disabilities



Number of part-time employees

The Week for Tolerance

The International Day for Tolerance was celebrated around the world on 16 November 2021. We believe that the world will be a much better place to live if we are tolerant of each other, so to commemorate this day, we have dedicated a whole week to celebrating tolerance, diversity and raising awareness among stakeholders (employees, their loved ones, society) on this issue.

During the Week for Tolerance:

- ✓ We asked the employees what tolerance means to them (we made a video of their responses)
- ✓ We organised a competition for drawings of employees' children on the topic of tolerance. The children's drawings were put together in the 2022 calendar, which was presented to the parents of the young artists
- ✓ We invited employees to take part in the internal battle game on tolerance
- ✓ At the Driver Training Centre, we organised a national equality lunch – we invited drivers to enjoy traditional dishes of different nations, thus introducing them to the culture of their colleagues.



Career

As the company grows rapidly, we face a great need for new employees in different job positions, from transport managers to drivers. The most attractive job positions in terms of the number of CVs received in 2021 were: account manager (91), business development manager (38) and transport manager (34).

Career inside the company

At Integre Trans, we have created favourable conditions for a career within the company. During 2021, as many as 6 employees became managers. 2 new positions were created in the company transport department – three employees became team leaders, one – transport project manager. In the planning department, one of the employees became the leader of the team of planning managers. A new Transport Development Division was also formed, in which one of the existing employees became the head of this division. In 2021, 6 more employees were promoted inside their own departments – from assistant managers to managers.

Successful practice is also implemented within the company in the field of horizontal career. 6 managers transferred from one unit to another: migration took place from the Forwarding Division to the Planning Division and Business Development Division.

Staff turnover rate:



22%

Drivers turnover rate:



23.68%

* The employee turnover rate allows us to estimate the ratio of employees who join the company to outgoing employees per year.

Integration of new employees

The process of introducing new employees has been developed and implemented. The process is constantly being improved by supplementing a specific introduction and training program for a separate position. In 2021, an introductory training program for the transport manager has been developed.

Newcomer Days are organised every quarter (4 times a year) to help new employees integrate even more successfully into the company.



Employees have been promoted and/or changed positions



Became managers at different levels



Changed position (horizontal career)

Competence development

Professional and personal development of employees is one of the company's priority areas, to which we pay a lot of attention and constantly invest in.

In 2021, the competencies required for the successful implementation of the company's strategy were identified and the employee competency models and competency development action plans were updated accordingly, as well as an internal and external training plan was prepared.

The process of assessing employee competencies has been divided into 7 stages:

- ✓ The description of existing and potentially new competency requirements for each specific job position.
- ✓ Presentation of new competency models to employees, presentation of the purpose and benefits of competency assessment.
- ✓ Completion of the employee competency model form 3 business days before the agreed competency assessment interview and handing over the completed form to the direct supervisor 1 business day before the interview.
- ✓ Assessment of subordinates' competencies upon receipt of the employee self-assessment form 1 business day before the interview.
- ✓ Competency assessment interview, during which the supervisor and subordinate employee discuss competency assessments and agree on a competency development action plan for the year.
- ✓ Development of an educational action plan, final discussion and confirmation by the employee.
- ✓ Execution of the employee's competency development plan: regular (quarterly or semi-annually) discussions of the plan and adjustments as needed.



Last year, as many as 7 new leadership and "soft" competencies training programmes were developed for employees:

- Training in the basics of finance and accounting;
- Conflict management;
- Training in intrinsic motivation sources;
- Meetings and their use to increase work efficiency;
- Change management;
- Psychological well-being training;
- How do adults learn?

In addition to the above-mentioned training programmes, new or previously unable to participate employees also deepened their knowledge in practical training on the basics of time planning and prioritisation, employee personality typology, stress management and emotional intelligence. Training is provided in Lithuanian and English.

As every year, all employees must attend compulsory training on the following topics:

- ✓ ADR Carriage of Dangerous Goods;
- ✓ BBS (Behavior Based Safety) training;
- ✓ Information security training;
- ✓ Corruption prevention;
- ✓ Environmental protection training;
- ✓ Security incidents training;
- ✓ Risk management training;
- ✓ GDPR training;
- ✓ Quality Management System (ISO) training;
- ✓ Direct marketing training
(for Business Development Division).

In 2021, an e-learning platform was launched with the aim of organising and coordinating the learning process even more conveniently. Training materials on as many as 47 topics are available on our interactive training platform. Some of these trainings are mandatory for each employee, others are optional.



EUR 42,900



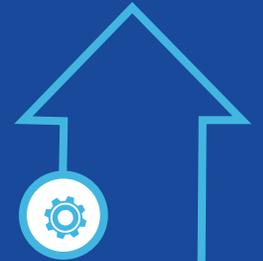
Allocation for staff qualification training in 2021

100%



Percentage of office staff attending internal in-service qualification training

80%



Percentage of office staff attending internal general skills training

A large part of managers is nurtured inside the company, therefore, the Leaders' Club has been successfully operating for the second year in a row helping raise the management competencies of the managers. This included regular meetings focused on hands-on training organised in a discussion format that develops the qualities needed for leadership, reading and reviewing targeted literature to improve knowledge of operation of successful organisations, multi-layered psychological parameters, personal growth, etc.

Remuneration system

The remuneration system of the Integre Trans group of companies comprises:

Basic wage

Determined individually and differentiated within the pay structure ranges

Performance bonuses for KPIs achievements

Additional benefits

Programmes that create social welfare for employees and promote loyalty

Changes in wages and salaries in 2021

From 1 January 2021, the basic wage was increased for all drivers (100%).

Salaries also rose for 60 administration employees (51%). Remuneration of employees is reviewed once a year or as needed.



The company has a motivation programme "**Bring a friend**" – after the recommended employee successfully completes the probationary period (3 months) and keeps employment in the company, the employee who recommended his/her receives a gift voucher.

During 2021 thanks to the program, 3 administrative staff and 120 drivers started working in the company.

Additional benefits

- Career opportunities (including internships in the Western European branches)
- Flexible start of workday
- Vocational and 'soft competences' training (external and internal)
- Supplementary health and investment insurance (after 1 year of employment)
- Office health check, vaccine reimbursement
- Events and other entertainment (3 major annual events, different internal initiatives/activities)
- Election and awards for employees of the year
- Greetings on different personal occasions:
 - In the event of death of a family member, support in the amount of 1 MMW is provided
 - Snacks in the office (breakfast, fruit days, pastry days)
 - Employee/colleague recognition and evaluation system Recognize (redeeming points for various prizes)

Greetings on different personal occasions:

- ✓ Water bottle as a gift to every new employee
- ✓ After a successful probationary period, the company's sweater as a gift
- ✓ Birthday present (chosen annual by voting)
- ✓ Gift for the anniversary of work
- ✓ Gift voucher to commemorate a special family event – birth of a child or wedding
- ✓ Gift voucher upon completion of higher or post-graduate studies related to the work performed
- ✓ A gram of gold for every employee on the company's birthday



Changes in motivational measures for drivers in 2021

In 2021, a motivational system for drivers was developed, described and introduced. In addition to the basic wage, drivers now also receive individual additional benefits: a gift for a new employee(s), a birthday gift, 3 years of employment celebration, congratulations on the occasion of a wedding and a birth of a child, health insurance (during a trip). The company has a motivation programme "Bring a friend".

The company also hold an election of the best driver(s) (quarterly), a competition for the best photos (every month), and an election for the best Ecodriving driver(s) (every month).

A modern office environment with white desks, ergonomic chairs, and large shelving units filled with black binders. Two employees are seated at desks, working on computers. The room is bright, with large windows in the background.

Changes in motivational measures for office employees in 2021

In 2021, Recognize, a large-scale successful peer recognition and evaluation project, was launched. Its aim is to form a team-based and nurturing community in which every employee who deserves it is recognised and valued. With the help of the Recognize tool, employees send each other points-based accolades, which employees can then exchange for various prizes – snacks, free lunches, various gift vouchers or even paid vacation days.

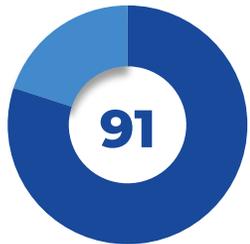
The daily life was complemented by the employees' beloved pastry days, which is replaced by ice-cream always available in the refrigerators during the summer.

EMPLOYEE INVOLVEMENT AND JOB SATISFACTION

In 2021, two employee engagement and job satisfaction surveys have been conducted:

- For office workers
- For drivers

The purpose of the survey is to create preconditions for the growth of employee job satisfaction, successful integration of the team and promotion of cooperation.



respondents

91 respondents (out of 126 employees) participated in the survey of office employees that took place on 7-19 August



questions

The survey included 16 questions, of which 11 were open-ended and 5 were multiple-choice.

The results of the survey revealed that our office employees are most motivated by:

- ✓ Managers open to novelties
- ✓ Opportunities to realise themselves and improve within the company
- ✓ Colleagues
- ✓ Positive company culture
- ✓ Interesting extracurricular activities

Growth in employee satisfaction:



Office employees responded that their job satisfaction has increased over the last six months (*27% in 2020*)

Employees would recommend the company:



Office employees would recommend the company as an employer to friends and acquaintances (*72% in 2020*)

After evaluating the results of the survey of the office employees, we took the following steps:



Reviewed the motivation systems



Competence development action plans have been prepared and presented to all employees



Individual and team KPIs have been defined in each division



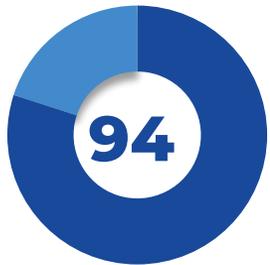
The second group of the Leaders' Club has been formed, the aim of which is to ensure the development of new management competencies within the company

The survey also revealed areas for improvement – the need to focus more on communication, interdepartmental cooperation, activity planning, workload distribution and efficiency enhancement meetings.

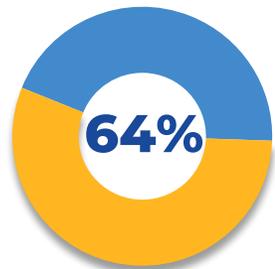
In order to promote cooperation between divisions, the Recognize system for recognising the contributions of employees to teamwork has been introduced. The company events, initiatives, trainings and other joint activities are also focused on strengthening cooperation between individual teams. To improve workload distribution, a matrix of responsibilities was developed in 2021, which is constantly discussed with division heads to ensure the most optimal workload distribution within the team.

Driver job satisfaction survey

In September 2021, we also conducted a driver survey, in which we sought to find out about the relationship between drivers and assigned transport managers, the difficulties they face at work, what they like about the company and what needs to be improved.



94 respondents took part in the survey
(activity – 11.75%).



- ➔ 64% of respondents rated their work experience after the last trip positively
- ➔ Those who positively evaluated their work experience during the last trip, describe their relationship with the assigned transport manager as good or very good.

After analysing the answers and refining the areas for improvement, a precise plan has been drawn up:

- ➔ to improve the change process and cooperation between managers and drivers;
- ➔ to increase the fleet of minibuses to make change of drivers in Europe more comfortable.

Social initiatives

Integre Trans companies initiate, support and promote implementation of social projects both inside and outside the group.

Main social initiatives inside the companies in 2021:

➤ We celebrated Day for Tolerance, turning it into “Week for Tolerance”, during which we involved employees, their relatives and society in various initiatives. The initiatives were aimed at raising awareness of tolerance among stakeholders.

➤ We promoted a healthy and active lifestyle of our employees by inviting them to a walking contest, a bicycle challenge, and brought together a team to take part in a running marathon taking place in Vilnius in the autumn.

➤ We regularly (at least once a month) held internal "Crazy Days", the aim of which is to diversify the daily routine and integrate employees (team building) by changing the style of clothing for one day, choosing a certain colour of clothing, and cheerfully celebrating various calendar holidays.

➤ With the help of “Think Sustainable” programme, we have implemented a socio-environmental initiative – collecting unused drink bottles from employees and donating them for recycling. We handed over the drink bottles to the Vilnius Children and Youth House, which will be used for children's needs.



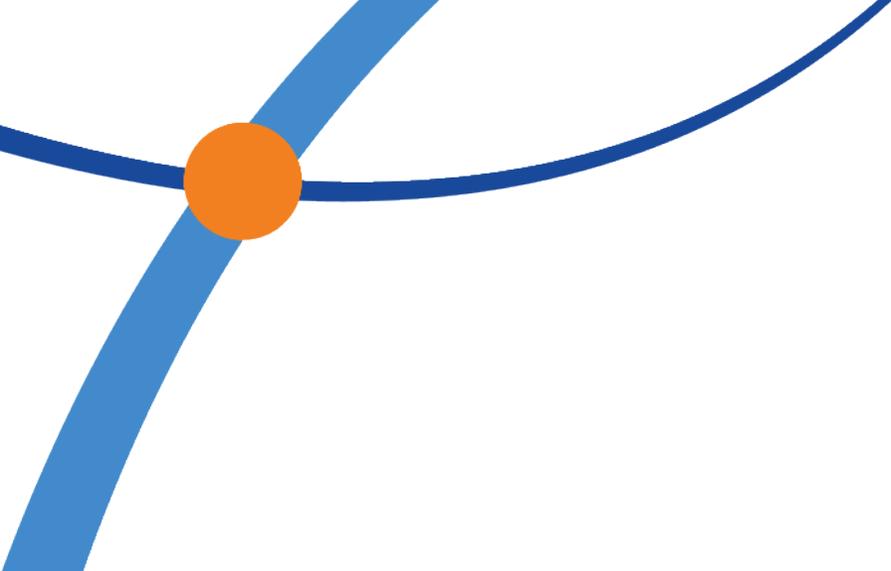


In 2021, we also participated in the annual French Language for Work and Career forum organised by the French Institute in Lithuania, where together with the participating students, representatives of educational institutions, the French Ambassador to Lithuania and other businesses we discussed the importance and need of the French language in the Lithuanian labour market, granting more understanding of market needs to students and confidence in their capabilities.

Employees are encouraged to participate in a variety of volunteer programmes. In 2021, employee involvement in volunteer activities has not been measured.

Public Institution “Pagalba tau” (Help for You)

The owner of Integre Trans companies has established a support fund Public Institution “Help for You”, the purpose of which is to contribute to the implementation of the social needs and ideas of employees. The support fund is also allocated to employees of the group of companies in the event of an unfortunate family matter – loss of a family member, serious illness or other circumstances. The fund has been operating for 5 years. In 2021, support was disbursed to 1 employee.



About the report

This Sustainability Report of Integre Trans group of companies covers the period from 1 January 2021 to 31 December 2021.

The information in the report is based on the best practices of responsible and sustainable businesses in Lithuania and in the world, which allow to present the most relevant and activity-related environmental, economic and social indicators.

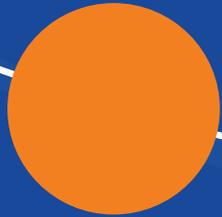
The Sustainability Report describes the main actions reflecting the planned, implemented and/or developed sustainable activity that contribute to the strategic direction of a sustainable and socially responsible company.

We plan for further intense growth in 2022, which means not only new challenges and achievements but also commitments. Realising that the growing transport business also has a greater negative impact on climate change, we plan to further develop CO2 reduction policies in the coming years, as well as to integrate the CO2 offset mechanism.

Employees remain our priority, and we will make every effort to ensure that they feel respected, equal and dignified when working in our companies.

Instead of buying Christmas presents for customers and employees in 2022, we have promised to undertake certain beautiful sustainable actions that we share here as a public commitment:

- We will plant 1,000 trees to compensate for the pollution;
- We will promote diversity and equality by supporting the Equal Opportunities Awards in Lithuania;
- We will help cancer patients and their relatives by implementing a psychological assistance project with the POLA organisation;
- We will help talented children by setting up science scholarships;
- We will allocate funds for professional, personal development and well-being to each employee;
- We will implement at least 12 different social initiatives per year (Think Sustainable programme).



Questions or comments and remarks on the improvement of the Sustainability Report are welcome and can be sent by e-mail to

marketingas@integre.lt

This report is prepared in Lithuanian and English.

It is published on the company's website www.integretrans.com

The report is not audited.