

Corporate Social Responsibility

The success of Livonia Print is built upon our core values and management systems, which reflect our operating principles and ensure the company's sustainable development. The Livonia Print Code of Business Conduct outlines our company culture, core values and commitment to adhering to European Union regulations, Latvian national legislation, the Ethical Trade Initiative (ETI), the UN Business and Human Rights Guidelines and our clients' Codes of Business Conduct.

It defines how we think, work and treat each other, as well as our interactions with customers, suppliers, business partners and society as a whole. We love books. Books remain the most reliable medium for recording human knowledge and experience in today's information-saturated world. As leading professionals in book production, we combine expertise with modern technologies to transform creative and written ideas into high-quality books that will serve as messages for future generations. We take pride in our work. Our work matters.

Our Core Values

- **Our customers** – Our success depends on the success of our customers. We must understand their needs and requirements, providing solutions that positively impact their business. Without customers, our business would not have a purpose.
- **Our employees** – The foundation of our company's success is mutual trust and respect. Livonia Print must be a workplace where every employee is valued as an individual and their rights and well-being are upheld.
- **The environment** – We are responsible for the environment in which we live and work, both individually and collectively.
- **Our suppliers and partners** – We take social responsibility for those we collaborate with and expect our partners to uphold our core values, conducting their business in compliance with Latvian and international business ethics and legal guidelines.

Livonia Print's Code of Business Conduct

1. Regarding Our Employees

1.1. We strictly prohibit the employment of individuals under the age of 18 under any circumstances.

1.2. We do not allow forced or compulsory labor (including "debt settlement" work), human trafficking, or any restrictions on employees' freedom of movement outside of working hours, unless necessary for safety reasons.

1.3. We ensure that every employee has the right to work the statutory number of hours per week at a rate that exceeds the national minimum wage for full-time work. We comply with legal requirements regarding overtime, annual leave, sick leave, maternity leave, childcare benefits and social security contributions.

1.4. We provide employment opportunities based on qualifications, with contracts signed

before the first working day, without discrimination based on race, color, gender, sexual orientation, religion, marital status, nationality, or any other social or physical characteristic. We uphold a workplace of fairness, equality and respect.

1.5. Harassment - whether physical, verbal, psychological, or sexual—as well as intimidation and humiliation, is not tolerated at Livonia Print. Every employee has the right to work without fear of offensive behavior.

1.6. Employees have the right to form or join a representative group and engage in collective bargaining without discrimination. An anonymous complaint and whistleblowing channel is available via the internal communication platform NEXT.

1.7. We provide a clean, safe and healthy working environment, including personal hygiene facilities, changing rooms, drinking water, dining areas, temporary food storage and rest areas for breaks.

1.8. Our premises comply with fire safety and occupational health regulations. We conduct regular risk assessments, implement corrective actions as necessary and provide employees with safety training and emergency drills.

1.9. Employees are expected to adhere to workplace safety regulations, use personal protective equipment provided by the employer and report any non-compliance or safety concerns to their manager or a higher-level supervisor. Anonymous reporting channels are available.

1.10. High-quality production is essential to Livonia Print's success. Employees must understand and meet customer requirements. If an employee encounters difficulties that prevent them from performing their work properly, they must report it to their supervisor. If no corrective action is taken, the employee is encouraged to escalate the issue to senior management, either directly or through the anonymous reporting system. Employees should also report errors or inaccuracies in colleagues' work to ensure quality control.

1.11. Livonia Print maintains a strict no-alcohol and no-drugs policy in the workplace to ensure the safety and well-being of all employees. Suspected violations are treated in accordance with Latvian Labour Law.

1.12. Any personal data provided to the company is handled and stored in compliance with the Personal Data Protection Regulation.

1.13. To ensure the safety of employees, equipment and business operations, management reserves the right to inspect company premises (including changing rooms) and work equipment (e.g., computers, smartphones, business documents). Video surveillance is conducted throughout the production facility, except in personal hygiene areas, under strict access controls.

1.14. If an employee observes misuse or intentional damage of company property, they must report it to their direct manager or use the internal communication platform.

2. Regarding Our Customers

Our customers are the driving force of our business. Our success depends on how well we meet their needs and expectations.

2.1. We provide accurate and transparent information about our company in all communications, including advertising and marketing materials. We do not misrepresent, exaggerate, or withhold information.

2.2. We enter into contracts with customers that outline terms for services, pricing, raw material supply and delivery conditions. We honor these agreements and resolve any issues as efficiently as possible. Our relationships with customers are built on trust, sustainability,

and ethical business practices. We strictly oppose bribery and kickbacks.

2.3. We compete in the market based on the quality of our services and products - not by offering gifts or personal benefits to customer representatives. However, we may present small gifts (up to EUR 25) that:

- Promote Livonia Print or Latvia
- Serve as product samples made in our factory
- Include invitations to business lunches or cultural events that enhance mutual understanding.

3. Regarding Our Suppliers

Our suppliers are our partners and we expect them to uphold our core values, as well as comply with the Business Code of Conduct, ETI and UN Business and Human Rights Guidelines.

3.1. We evaluate supplier offers objectively, selecting partners based on:

- Compliance with our Code of Business Conduct
- Environmental policies and certifications
- Compliance with all applicable environmental, social and sustainability regulations and legislation
- Product quality
- Delivery reliability
- Pricing and payment terms

3.2. To ensure continuity, we select at least two suppliers for the same product, following non-discriminatory criteria.

3.3. We maintain strict confidentiality regarding supplier information and never disclose business-sensitive details.

4. Regarding Our Competitors

We support fair and open competition in the European market. Latvian printing houses are our colleagues, collectively shaping the industry's reputation in export markets.

4.1. We gather competitor information fairly and legally.

4.2. We treat competitors with respect and do not engage in negative marketing.

4.3. We uphold fair competition principles, avoiding price dumping or bribery.

4.4. We do not engage in price-fixing or disclose the results of price surveys.

4.5. We avoid any situations that may raise concerns about unfair competition.

5. Regarding the Environment

We are committed to minimizing our environmental footprint.

5.1. We prioritize suppliers that meet environmental standards and comply with the demands of environmental certificates FSC, PEFC, Nordic Swan, EU Ecolabel, as well as European

Union Regulations, Directives and legislation of the Republic of Latvia.

5.2. Employees are trained to responsibly sort and dispose of waste.

5.3. We minimize hazardous substances in production and use certified processors for disposal.

5.4. We reduce packaging waste while maintaining product quality.

5.5. We ensure waste is processed by certified companies.

5.6. We promote energy efficiency and renewable energy solutions.

5.7. We audit CO2 emissions via ClimateCalc and follow our Climate Action Plan.

5.8. We set CO2 reduction targets and encourage sustainable practices.

6. Regarding Society

Livonia Print, together with its employees, is an essential part of Latvian state and society - not only by providing work and means of livelihood for those working here, but also by significantly contributing to the economic well-being of the country through tax payments. The Livonia Print team is compassionate and always ready to help those who need it most.

6.1. We ensure fair and timely tax payments.

6.2. We financially support individuals or non-governmental organizations in need based on employee suggestions.

6.3. We organize career days and excursions in our factory to inspire young professionals.

6.4. We donate paper waste to schools, preschools and children hospitals for creative activities.

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