

Logistics Pure and Simple

## LOGISTICS PURE AND SIMPLE

Sustainability report

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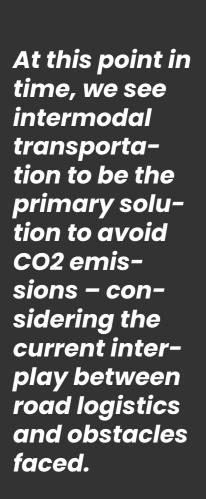
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### CEO LETTER

#### Darius Vyšniauskas Chief Executive Officer



The logistics and road transportation industry are ever-changing, affected by a variety of external factors - and 2022 was a year of exactly that. Though some of the effects from the COVID-19 pandemic still lingered, the war in Ukraine, the energy crisis and the impending economic recession took a toll on the way European logistics operated. Companies had to take steps adapting to yet another shift, adhering to the pledge of better sustainability in logistics.

#### Focus on intermodal transportation and eco-friendly solutions

While there were new areas that we had to re-shift our focus on, our commitment to better sustainability remained our focus. Attention was directed at the intermodal transportation. Last year Transimeksa saved 1,647.27 tons of CO2 emissions transporting goods by intermodal transport. It accounted for a total of 21,573 tonnes carao transported in 2022, indicating our steady growth in this segment, which you can read more about on page 15.

The goal remained to continue renewing our truck and trailer fleets with fuel-efficient environmentally friendlier solutions, emphasize eco-driving trainings, as well as drive stronger focus on educating and teaching not only our employees but also suppliers on the importance of sustainability in our line of work. However, the road to better sustainable logistics is a long and winding one.

#### Challenges to logistics' sustainability

Intermodal, for the foreseeable future, seems to be the most viable way of avoiding carbon emissions. Yet, the capacities which we would have been able to transport via intermodal in 2022, were and still are limited by the lack of proper rail infrastructure in Europe. This has been the main challenge in moving most of the cargo from road to rail.

Another difficulty lay in limited opportunities to purchase the needed number of new, more environmentally friendly trucks and trailers due to the production backlog we as an industry have been affected by. In turn, this altered the timeline for fleet renewal and meeting the sustainability goals - and continues to do so.

#### Support for Ukraine

Unfortunately, the war in Ukraine that began in 2022 still goes on as this report is being submitted. It was and is a difficult time to focus on business development when the war continues to rage on every day only one country over. The Ukrainians have shown incredible resilience in this fight for their freedom, and I'm very alad to say that Transimeksa has played a part in extending a helping hand to them.

With nearly 300 Ukrainians working at Transimeksa in 2022, we have made it our responsibility to take care of both our em-

ployees and their families, no matter the financial costs. We have aided in bringing our employees' family members from Ukraine to Lithuania as well as providing comfortable accommodation for them, and helped some to return back home if they wished so. During the year, we have continuously supported humanitarian organizations that bring essential aid and support Ukraine and its people today.

#### **Outlook for 2023**

In some cases, it becomes difficult to be sustainable when European Union's set governmental policies are contradicting one another. A good example of such a contradiction is the Mobility Package, and the mandatory return of trucks regulation, which does affect sustainability aspect of the logistics services. Looking at 2023, with the first half of the year wrapped up, our priority to continue expanding into intermodal transport segment remains. At this point in time, we see this to be the primary solution to avoiding CO2 emissions - taking into consideration the current interplay between road logistics and obstacles faced. Though electric trucks are a realistic alternative for long-haul transportation, we are not expecting them to become the main mode of transportation until 2030. That is why we remain with our strategy to increase cargo transportation flows by intermodal. Nevertheless, if electric trucks become more widely available longterm, undoubtedly, we will be investing in this alternative.





### WHO WEARE

GRI CONTENT 2-1, 2-2, 2-6

UAB Transimeksa (thereafter, Transimeksa) is one of the leading Lithuanian logistics company groups with headquarters in Vilnius.

Transimeksa operates II branches across Europe – Lithuania, Latvia, Estonia, Poland, Germany, Italy and United Kingdom – providing seamless full truckload (FTL) and less-thantruckload (LTL) road transportation services.

Putting a strong emphasis on intermodal logistics, Transimeksa's 1,200 trailer fleet – including standard, mega, and box types – ensures secure, sustainable and efficient transportation, until the very last mile.

The company specializes in transporting a variety of freight:

- automotive, including finished vehicle logistics
- high tech and electronics
- paper & parcels
- dangerous goods
- oversized & heavy cargo

Transimeksa goes beyond just freight transportation – it also provides end-to-end logistics solutions such as 3PL, warehousing, customs brokerage and more to keep the supply chain running smoothly.

#### Contact point

Matas Lukošius, Quality & Environmental Manager

quality@transimeksa.com

### What is our sustainability strategy?

Responsible growth, reduced environmental impact, safer workplaces, respect for human rights.

#### What do we stand for?

We stand for the 10 Principles of the UN Global Compact and the Sustainable Development Goals.

#### What are our priorities?

Environment, social responsibility, governance, safety, and quality.

#### What are our key levers?

An understanding of the business, our almost three-decade industry experience, simplicity, trust in each other, and motivation.

FRANCE SWITZERLAND

BELGIUM

LUXEMBOURG

JNITED

KINGDON

SPAIN

ITALY

WEDEN

CZECH

AUSTRIA

EPUBLIC

POLAND

DENMARK

GERMANY

n

THE

NETHERI

#### DISCLOSURES

### Entities included in the sustainability report

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**BELARUS** 

In the sustainability report for 2022, the reported information is only for the UAB Transimeksa (thereafter Transimeksa), excluding its subsidiaries. The approach does not differ across the disclosures and across material topics.

#### **Reporting period**

The sustainability report is for the year 2022 – starting January 1st and ending December 31st. The financial reporting matches the reporting period of the sustainability report.

## MATERIALITY ASSESSMENT

**GRI CONTENT 3-1** 

Engagement with stakeholders helps the company identify and effectively manage its negative and positive impacts across key sustainability areas.

In response to the input from our stakeholders, we have decided to adopt the internationally recognized Sustainability Accounting Standards Board (SASB) materiality map for our logistics sector.

This decision was driven by the need to enhance the credibility and relevance of our sustainability reporting process. Through the consultations with stakeholders, we have identified additional issues that, in our view, need to be included under the general issue category. By incorporating these additional issues, we aim to provide a more comprehensive representation of our impacts and actions.

The report is divided into five dimensions, based on the SASB standard:

#### **01. Environment**

Focuses on environmental impact, including resource consumption, emissions, and management of environmental risks and opportunities.

#### 02. Social Capital

Assesses relationships with stakeholders, and how it contributes to their well-being and sustainable development.

#### 03. Human Capital

and manage human resources, including employee training & development, and occupational health & safety.

### Innovation

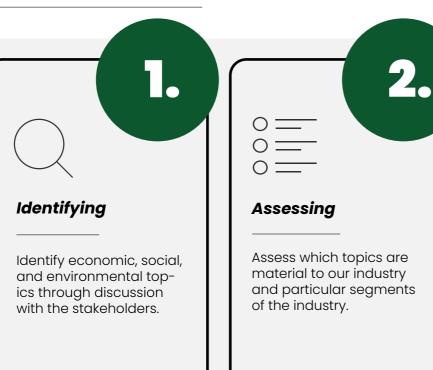
Examines how the company integrates sustainability considerations into its core business strategy and operations.

#### 05. Leadership & Governance

Focuses on governance structures, and policies, assessing its commitment to ethical conduct, transparency, and accountability.

Reporting







Evaluates efforts to develop

#### 04. Business Model &

The five dimensions are further split into parts that are relevant to the transport sector and our sustainability strategy, including what is mutually important to interested parties. The report is prepared in reference to the Global Reporting Initiative (GRI) index.

All statements are based on sustainability context and presented in accurate, balanced, and clear way.



# 01

## ENVIRONMENT

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Waste & Hazardous Materials Management **16** 



# 

## **Environmental** Policy

GRI CONTENT 302-4, 305-5

### Sustainability strategy framework

Our sustainability strategy is based on our understanding that the transportation sector is responsible for nearly onefourth of global greenhouse gas (GHG) emissions. With the commitment to delivering high-quality transportation solutions for our customers, we also remain mindful of the impact we leave on the world for future generations.

Through a collaborative approach with our stakeholders, we have developed a comprehensive sustainability framework that guides our actions and decision-making. This framework encompasses a range of initiatives aimed at reducing our carbon footprint, promoting energy efficiency, and embracing sustainable practices throughout our operations.

#### The sustainability framework is built on 4 main principles:

- safety,
- business ethics,
- compliance,
- environment.

Our main focus areas are - caring for our environment, planned improvements and becoming net-zero by 2050 in line with the Paris Agreement. In the nearest future, we are also joining the Science Based Targets Initiative (SBTI) to have our carbon footprint decrease strategy approved, to embed sustainability and integrate it throughout our company.

#### Our environmental targets are:



To have zero environmental penalties



To decrease our Scope 1, Scope 2 and Scope 3 emissions by 15% until 2030

### **Environmental policy**

We are committed to complying with all applicable environmental laws in the countries and markets we operate in.

In 2013 we have integrated the environmental standard ISO 14001 and we have been continuously improving our management system through internal audits and training for our employees and partners.

#### We are:

- Identifying our environmental performance, and monitoring our emissions, waste, water, and electricity consumptions.
- Constantly renewing our fleet and oreco-drivganising ing courses for our employees daily.
- participants Active in the United Nations **Global Compact and** report annually on sustainability topics.

Our Environmental Manager is responsible and in charge of this policy, which must be reviewed annually. The next review date is in 2024.

You can find the Environmental Manager's contacts in provided Contact List on page 58.

The scope of the policy is for all our staff operating in all countries, and the policy is integrated into our annual sustainability reporting and in the communication of progress.

With the commitment to delivering high-quality transportation solutions for our customers, we also remain mindful of the impact we leave on the world for future generations.

# 1.2.

### Greenhouse **Gas Emissions**

GRI CONTENT 302-1, 302-2, 302-3, 305-1, 305-2, 305-3, 305-4

# 

## Intermodal Solutions

GRI CONTENT 302-4, 305-5

### **GHG** emissions and emission intensity

| Year | КМ         | Fuel<br>consumption | Scope<br>1 T | kg/km | Scope<br>2 T | Scope<br>3 T | Transport<br>emission<br>Intensity |
|------|------------|---------------------|--------------|-------|--------------|--------------|------------------------------------|
| 2022 | 61,081,303 | 15,339,575          | 41,145       | 0,67  | 129          | 11,302       | 0,044 kg<br>CO2 per t/km           |
| 2021 | 61,290,854 | 15,523,623          | 42,136       | 0,69  | 186          |              | 0,045 kg<br>CO2 per t/km           |
| 2020 | 52,961,674 | 14,706,178          | 36,687       | 0,69  | 148          |              | 0,046 kg<br>CO2 per t/km           |

Transport emission intensity = emissions / t/km

Scope 1 – direct TTW (Tank To Wheel) emissions, received from fleet telematics, no emission factors or assumptions used. Scope 2 – indirect emissions, electricity purchased, using emission factor given by the electricity provider – 446g co2 per KWH Scope 3 – carrier WTW (Well To Wheel) emissions in the value chain, calculated using GLEC Framework, with emission intensity factor 0,092 kg co2e / t-km

| Energy type   | 2020  | 2021  | 2022  |
|---|-------|-------|-------|
| Thermal Energy for maintenance<br>workshop (MWh/year) | 484   | 507   | 589   |
| Thermal Energy for space<br>heating (MWh/year)        | 745   | 780   | 907   |
| Quantity purchased<br>(MWh/year)                      | 332   | 416   | 290   |
| Potable water<br>(thousand m3/year)                   | 3,702 | 4,244 | 3,616 |
|   |       |       |       |
| Energy type   | 2020  | 2021  | 2022  |
| Quantities produced and fed into the grid (MWh/year)  | 81    | 80    | 84    |

As soon as the national railway cargo operator opened a new route from Kaunas, Lithuania to Duisburg, Germany, we decided to join the project straight away. This sustainable means of moving goods has aligned with our ongoing sustainability strategy.

By including the rail transportation option in our package of services, we have not only broadened our scope, but also have avoided greenhouse gas emissions and expanded business opportunities.

To prepare to dodge certain complications that the rail transportation currently comes with - such as low reliability due to weather and other external factors - we are steadily increasing the percentage of trailers being transported via rail, in order to study the situation closer, but also to satisfy our customer expectations.

It has been an internal strategic decision to offer a more sustainable way of transportation to our potential customers. This has given us an opportunity to inform them of the reduced CO2 emissions by issuing our own internally-prepared CO2 reduction certificates. This way our customers have also been tracking their performance in this area and have benefitted from the intermodal solution.

| Starting from<br>April 2022 |
|-----------------------------|
| 1,269                       |
| 21,573                      |
| 1,647                       |
|                             |





CO2 Reduction Certificate issued by Transimeksa to its clients.



CO2 Avoidance Certificate issued by the national railway cargo operator LTG Cargo

# 1.4.

### Waste and Hazardous Materials Management

GRI CONTENT 302-4, 305-5, 306-1, 306-2, 306-3, 306-4, 306-5

The main waste generation source has been our maintenance workshop.

As we have implemented and certified the environmental management system to ISO 14001 standard, all hazardous waste that is accumulated in the service area goes to nationally approved and trusted, time-tested partners.

The accounting goes through a unified product, packaging and waste record-keeping information system called GPAIS. We understand that keeping and sorting hazardous waste from fleet repairs expose dangers to personnel. That is why we have emergency response plans in place, emergency drills executed, and personnel trained to follow the health and safety protocols as well as chemical material safety data sheets in place.

Regarding environmental aspect management, the risks are evaluated and mitigation plans are in place to minimize waste generation. With the implementation of the sustainable procurement policy, which you can read about on page 37, and selection of a competent and trained responsible person for purchases we are planning to acquire products with a long-lasting life; therefore, waste will accumulate at larger intervals.

In addition to actions preventing waste generation, employees have been encouraged and trained to sort waste, which can be recycled. In 2023 we have external partners coming to educate in waste sorting matters, also an educational trip to the waste sorting facility has been already planned.



### Hazardous waste management

Waste sent to landfill in 2022 – 21,840 kg

| Waste Type                                    | Total (in tonnes)<br>in 2022 | Total (in tonnes)<br>in 2021 |
|---|------------------------------|------------------------------|
| Small IT and<br>telecommunications equipment  | 0,22                         |                              |
| Tyres   | 63,68                        | 78,58                        |
| Plastics                                      | 5,063                        | 3,76                         |
| Lead — acid batteries                         | 21,282                       | 33,10                        |
| Displays, monitors                            | 0,104                        |                              |
| Contaminated packaging                        | 0,063                        | 0,01                         |
| Mixed construction and demolition wastes      | 3,88                         | 7,50                         |
| Fuel filters                                  | 0,242                        | 0,67                         |
| Intake air filters                            | 0,403                        | 0,53                         |
| Portable lead acid batteries                  | 0,03                         |                              |
| Engine, gear and lubricating oils             | 2,437                        | 5,50                         |
| Other constituents not<br>otherwise specified | 0,181                        |                              |
| Ferrous metals                                | 11,505                       | 13,03                        |
| Oil Filters                                   | 0,49                         | 1,33                         |
| Absorbents                                    | -                            | 0,02                         |
| Discarded Equipment                           | -                            | 0,43                         |
| Total   | 109,58                       | 144,4                        |
|   |                              |                              |

\*Non-hazardous waste in blue



## SOCIAL CAPITAL

Human Rights & Labour Policy **20** 

Employment **21** 

Human Rights & Community Relations Management **22** 

Data security **25** 



# 2.1.

# Human Rights & Labour Policy

GRI CONTENT 2-23, 2-24

For us, our employees are the biggest asset. They play the key role in Transimeksa's success. The purpose of this policy is to share the standard amongst employees and main shareholders.

The policy applies to all employees of the company no matter the country they work in. The General Manager assures that all required resources are provided in order to boost social performance and enhance the enrolment of this policy.

The company's vision is to be a safe place for all employees to work at. We strongly believe that incidents at work can be avoided with the right implemented process and that human rights violations cannot be tolerated, thus must be discouraged at any cost.

The management of the company are instrumental in guiding employees through the requirements of this policy. They ensure that the multinational personnel understand the company's core values towards the requirements of this policy.

The company commits to organise yearly trainings on human rights and labour issues. Our main target is to maintain low levels of health and safety incidents and avoid having any professional illnesses and human rights violations. We aim to have our Total Recordable Injury Rate below 0,5 as we did in 2022 [see more on page 29].

Our pledge to conduct annual reviews of our policies and targets, ensuring their alignment with our evolving needs is ongoing. As part of our dedication to minimizing the negative effects of journalistic investigations on the transport sector as a whole, we have decided to commission a social responsibility audit. This audit will better transparency and provide assurance to our stakeholders that we are actively upholding our commitments. We firmly believe in the importance of fostering social dialogue and maintaining open communication with our employees, as well as honouring our work commitments.

We maintain our values and are strongly against any sort of discrimination, forced labour, child labour, harassment, or human trafficking. We stand for freedom of association, speech, minority and indigenous peoples rights, diversity and inclusion. Our multinational company proves that it is a place where people from any background can work and achieve goals together.

Any act against the requirements of this policy can be reported through our webpage's "Leave feedback" section or straight to

mumsrupi@transimeksa.com.

We have wel-

comed a signif-

icant number of

tion, enabling us

to tap into fresh

and harness the

power of diverse

new hires into

our organiza-

perspectives

talent.

## **Employment**

GRI CONTENT 401-1, 401-2, 401-3

#### New hires and turnover

Throughout the reporting period, our recruitment efforts have been directed towards attracting and selecting individuals who align with our values and possess the skills and competencies required for success in their respective roles.

In 2022, Transimeksa has employed 389 people.

98 389 241 under 30 years old between 30 and 50 years old over 50 years old

25 of them were women

lieve in the importance of fostering social dialogue and maintaining open communication with our employees, as well as honouring our work commitments.

We firmly be-







#### 364 were men.

A large part of men was employed for drivers' positions.

Managing employee turnover and retention has been a key area of focus for us in our sustainability efforts. While we have made significant efforts to attract and select new hires, we acknowledge that our employee turnover rate has been higher than anticipated during the reporting period.

#### In 2022:

- 393 employees have left the company or were fired
- 61 were under 30 years old
- 241 were between 30 and 50 years old, and
- 78 over 50 years old
- 21 women and 372 men.

This provides us with an opportunity to further analyze the underlying factors contributing to turnover and take proactive measures to address them by implementing strategies to improve retention. Our ongoing commitment to this aligns with our broader sustainability objectives and supports our mission of creating a sustainable and inclusive workplace for all.

# 2.3.

### Human Rights & **Community Relations** Management

GRI CONTENT 2-7, 405-1, 405-2, 406-1, 205-2, 407-1, 409-1

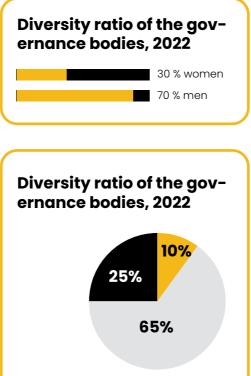
#### **Diversity**

Diversity is a driver for innovation, creativity, and sustainable growth & strategy. A diverse and inclusive workforce means unique perspectives, talents, and experiences that our employees bring to the table. Their contribution fosters teamwork, support and broadening viewpoints within our team, and helps us as a company evolve with them.

But it also introduces new challenges. As the geography of our employees, drivers in particular, is constantly expanding, this means facing different approaches and understanding on waste, pollution, human rights, and corruption. Educating and communicating with our employees is essential to align views on core matters. Thus, we continuously work on creating an environment that could accommodate better diversity with all of its potential challenges.

#### Diversity within the company

While we as a company primarily focus on hiring and retaining industry experts despite their gender, age, nationality or religion, bringing better diversity does play an important role.



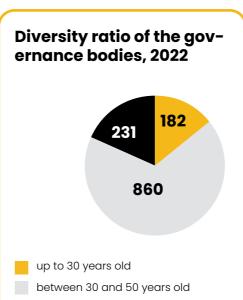


Looking at the employees, the split is more drastic.

#### Diversity ratio of the employees, 2022

In 2022 there were 82 women and 1191 men working at Transimeksa, which puts it to approximately 6.43% and 93.57% respectively.





In the table below, we have provided the nationalities of our employees in 2022.

over 50 years old

| Lithuanian | 221 |
|------------|-----|
| Belarusian | 728 |
| Ukrainian  | 293 |
| Russian    | 19  |
| Tajik      | 6   |
| Latvian    | 2   |
| Moldovan   | 1   |
| Kyrgyz     | 1   |
| Kartvelian | 1   |
| French     | 1   |

It is important to mention that the majority of men employed have been working as truck drivers, which, inherently, has been a male-dominant employment area.

There is a challenge for the logistics and road transportation segment in particular, when it comes to fostering a more prominent diversity at a workplace, and we are no exception in this case. Attracting young professionals is also an obstacle the industry as a whole has to face, as in recent years, globally, logistics have been viewed as a less attractive industry to work in. With these challenges in mind, becoming a more diverse workplace has been a longterm goal.

In the following table, we have provided the average salary in EUR for 2022, split by gender for drivers and administration employees respectively.

| Male 1,205.23  |                                 |  |  |  |  |  |
|--|---------------------------------|--|--|--|--|--|
| Female   | 1,205.23                        |  |  |  |  |  |
| By age   |                                 |  |  |  |  |  |
| 30 years old   | 1,205.23                        |  |  |  |  |  |
| >50 years old  | 1,205.23                        |  |  |  |  |  |
| 30-50 years old  | 1,205.23                        |  |  |  |  |  |
|  |                                 |  |  |  |  |  |
|  |                                 |  |  |  |  |  |
| administration e   |                                 |  |  |  |  |  |
| administration e   | mployee                         |  |  |  |  |  |
| administration e<br>Male<br>Female   | mployee<br>1,917.85             |  |  |  |  |  |
| administration e<br>Male<br>Female<br>By age   | mployee<br>1,917.85             |  |  |  |  |  |
| Average salary o<br>administration e<br>Male<br>Female<br>By age<br><30 years old<br>>50 years old | mployee<br>1,917.85<br>2,450.43 |  |  |  |  |  |

phy of our employees, drivers in particular, is constantly expanding, this means facing different approaches and understanding on waste, pollution, human rights, and corruption.

As the geogra-

Attracting young professionals is also an obstacle the industry as a whole has to face, as in recent years, globally, logistics have been viewed as a less attractive industry to work in.

## 2.4.

## **Data Security**

GRI CONTENT 410-1, 417-3

concerns sensitive client information. As information is digitalised, cyber-attacks and information leaks become a key issue to mitigate and prevent.

We are committed to maintaining the highest standards of data protection and privacy across all aspects of our operations.

In the reporting period, we are pleased to report that there were no substantiated incidents

#### Anti-discrimination

We are dedicated to upholding a workplace environment that embraces diversity, equality, and inclusion, and have zero tolerance policy against discrimination in any form, as stated in our Code of Ethics. Throughout the reporting period of 2022, we are proud to report that our company has not experienced any discriminatory incidents.

For any discriminatory behaviour or actions, employees can reach out in confidence through a dedicated email mumsrupi@transimeksa.com.

#### Anti-corruption policies

We firmly uphold a zero-tolerance policy against corruption in any of its forms. Our commitment to combatting corruption is rooted in our Code of Ethics, which sets clear anti-corruption principles that guide our actions and decisions.

To prevent corruption within our procurement processes, we have implemented a comprehensive procurement policy that emphasizes transparency, fairness, and accountability. We conduct tenders and competitive bidding procedures to ensure a level playing field for all suppliers and to minimize the risk of corruption.

Additionally, the principle of loyalty is established in our employment contracts, emphasizing the importance of ethical conduct, honesty, and integrity among our employees.

We continuously monitor and evaluate our anti-corruption measures to identify areas for improvement and remain vigilant. We are happy to report that in 2022 there were no confirmed cases of corruption recorded.

#### Right to freedom of association and collective bargaining

As a logistics company, we recognize the critical importance of safeguarding the right to freedom of association and collective bargaining, both within our operations and throughout our supply chain.

We acknowledge that in our region and industry sector, these fundamental rights may be at risk or face challenges, thus we engage with our suppliers to assess their compliance with these principles on regular basis and collaborate to address any identified gaps and mitigate risks, as per our Code of Ethics.

#### Risk of forced labour

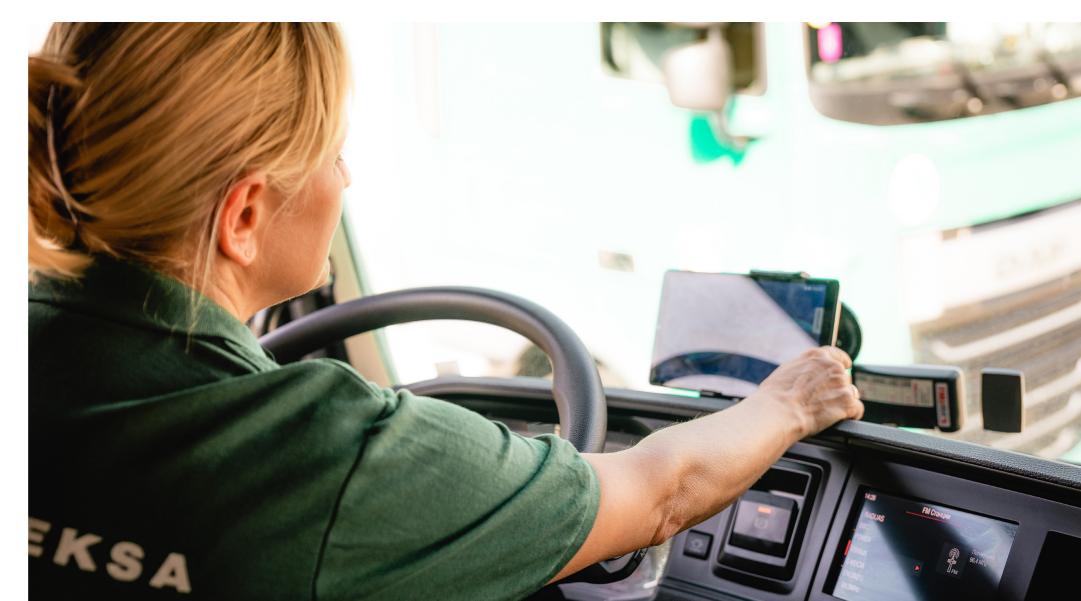
We recognize that certain industries, geographies, or vulnerable populations may be particularly susceptible to this risk, we are fully committed to preventing and eradicating forced labour within our operations and throughout our supply chain if such severe violations of human rights appear.

Our company takes a proactive and comprehensive approach to combatting forced labour by robust due diligence processes to identify and assess any potential risks within our operations and supply chain. We work closely with our suppliers to ensure they uphold the same commitment and adhere to our strict anti-forced labour policy.

is a vital part of any business, no matter the industry it operates in. We understand the importance of securing customer and our stakeholder privacy and protecting their data. Breaches of customer and employee privacy and losses of their data can have severe implications for individuals and diminish their trust in our company. Some of the new challeng-

Data security, without a doubt,

es that appear as the logistics and transport sector go digital,



concerning breaches of customer or stakeholder privacy or losses of their data.

The same can be applied to non-compliance incidents concerning marketing communications, and product and service information. In 2022, we recorded no non-compliance occurrences for both.



### HUMAN CAPITAL



Employee Health & Safety **28** 

Employee Training & Education **30** 

## Employee Health & Safety 3.1.

GRI CONTENT 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

We have been certified according to ISO 45001 standards since 2013. From that point forward, we have been supervising our health and safety management system to the highest international level available.

At Transimeksa, all workplace risks are identified, and risk assessments are performed every year and/or when the legislature changes. Incidents are investigated internally or with the assistance of a third party. All workplace occupational risk assessments are done through biological, ergonomic, chemical, and physical factors. With actual values identified, the corrective actions are prepared to minimize the risks required. In total, 22 workplace risk assessments were carried out from 2015.

With the help of third-party services "Tuvlita", which are professionals in health and safety, we provide all required occupational health services to our employees. Health service is provided according to local legislature.

#### Addressing employee health & safety

In order to fulfil our employer's obligation to effectively consult and address matters concerning the occupational health and safety management system within our company, we have established a dedicated unit known as the Worker Council. This council serves as a crucial platform for open communication, collaboration, and engagement between employees and management on matters related to health and safety. By providing a structured forum for dialogue and input from workers, we ensure that their perspectives and concerns are taken into consideration when making decisions and implementing measures to enhance occupational health and safety. The council members gather every quarter.

Another way we addressed our employees' health & safety was through first-aid training. After a sudden heart attack of one of our employees at work, the company immediately made a decision to take crucial measures to mitigate such risks. As such, a first aid training was organized, and now there are 15 certified first aiders on the premises, which are ready to help those in urgent need.

This training has not only contributed to a safer working environment, but also has given our employees necessary skills and confidence to provide critical aid both at the company and elsewhere.

The outcomes, protocols and regular meeting minutes are shared through internal channels like the intranet or our newsletter, so that the personnel is up to date with all relevant data regarding their health and safety needs.

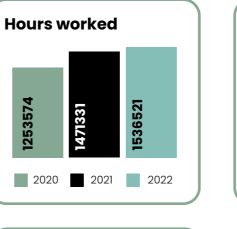
level where all employees can identify unsafe practices or behaviour, and are aware of all internal channels as well as responsible persons to whom they can report. The company guarantees no retaliation and complete anonymity to the reporting persons.

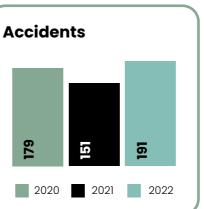
#### **Risk groups**

Based on day-to-day risks, the employees are separated into two danger groups - low and high.

Drivers, who perform everyday operations, are considered as working in high-risk environment. Thus, the trainings are organized on a more frequent basis and are more thorough.

Administration or office workers are familiarized with their work-related documentation through the digital internal platform. Despite that, fire evacuation drills are organized every

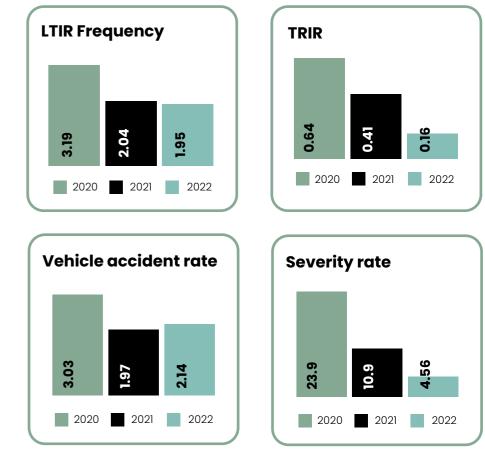


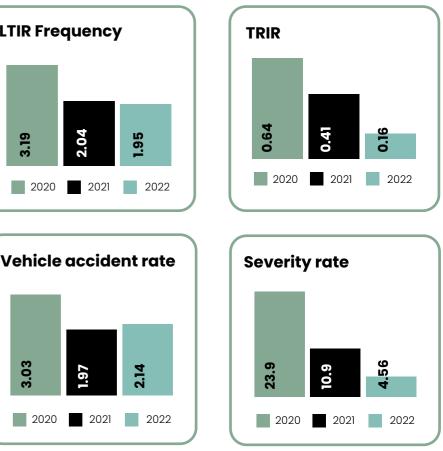


tions.

The main risks that our drivers face are: stress, lack of sleep, tension, time limits, push & pressure. Having these challenges in mind and being in the business for nearly 30 years, our company has implemented a decent package of measures in order to face the risks.

Firstly, strict work and rest time control, planning routes, 24/7 support, and trainings for the drivers. We are on a constant lookout for trending news and approaches, consultations and provide insurance for employees.





Worker Council serves as a crucial platform for open communication, collaboration, and engagement between employees and management.

The established

# In terms of promoting health and safety, our company has reached the

three years as per local regula-

There are no workers at the company who are not employees and, therefore, not covered by applied occupational health and safety management system.

In the tables below, we have provided the statistics for work-related injuries, and work-related illnesses for 2022.

The established Worker Council serves as a crucial platform for open communication, collaboration, and engagement between employees and management.

# 3.2.

## Employee Training & Education

GRI CONTENT 403-5, 404-1, 404-2, 404-3

Training and education are vital in fostering sustainable career development. We have invested a total of 17,269 hours in the growth and professional advancement of our employees and stakeholders to help drive positive change and innovation. In this section, we go over the training programs and learning opportunities that equipped our employees to address complex logistics and sustainability challenges, contributing to a more sustainable and inclusive future.

#### Administration employee training

In 2022, our executives, managers and assistants have spent a total of 169 hours in training.

These trainings included topics such as General Data Protection Regulation (GDPR) and International Organisation for Standardisation (ISO) regulations, customer reliability and insurance claims issues, invoicing procedure, customs formalities in Lithuania, Driving Efficiency Team training, customer selection and payment for services procedure, stress, emotion and conflict management training, and first aid training - which certified 15 of our employees as first aiders.

Together with the aforementioned trainings, our mid-level managers took on appropriate trainings to move up from specialist field to managerial positions, where they have acquired new management and team leadership skills.

Alongside that, our employees were also provided with regular overview of their performance and career development in 2022. 34% of the employees were women, and 66% were men. Breaking it down further, 62% of the employees who were provided with the overview were up to 30 years, while 38% were between 30 and 50 years old.

The provided training and learning opportunities have kept our employees up-to-date with the latest changes in certain policies, regulations, and procedures, while some of the trainings also acted as refresher courses for others.





#### **Educating employees**

Together with Vilnius University Hospital Santaros Klinikos, Blood Center, in 2022 we organized blood donation action on our premises. The employees - both drivers and administration - showcased strong participation during the event, not only supporting our values as a company, but also taking part in helping those in need. This action served as a constant reminder that giving blood is a life-saving act of solidarity. We hope that eventually, this will become a tradition.

#### **Drivers traininng**

In 2022, our drivers spent

4,680

hours of training, which include newcomer programmes, periodical training, eco-driving, and remote training. We had 377 newcomer truck drivers for whom our instructors dedicated 832 hours of base training in total. The base training covers essential base information, internal company policies, official drivers' instructions, and more (see Table on page 32).

### Trainings

Instructor train 6

Newcomer train 377

Periodical train (individual & gr 30

**Eco driving cou** 60

Remote training

Total

Total of train in 2022 (including

training and learning opportunities have kept our employees up-todate with the latest changes in certain policies, regulations, and procedures, while some of the trainings also acted as refresher courses for others.

The provided

In 2022, we logged over



hours of training for instructors and drivers together.

Last year, there were 30 periodical trainings, both individual and in groups, that take place before the start of the drivers' term. In total, we had 1,148 of our drivers sit the periodical training programme, which totalled up to 728 hours. The periodical training programme covers base information as well as material on safe, and economic driving, specifics of working with clients, shipping and delivery procedures for cargo documents, and others (see Table on page 32).

We are committed to promoting eco-driving practices as part of our sustainability efforts.

| Hours per<br>week | Total hour<br>per year                 |
|-------------------|--|
| 240               | 12 480                                 |
| 16                | 832                                    |
| 30                | 728                                    |
| 30                | 1560                                   |
| 30                | 1560                                   |
| 90                | 4680                                   |
| 330               | 17 160                                 |
|                   | week 240<br>16<br>30<br>30<br>30<br>90 |

We recognize the importance of reducing our environmental impact and fostering responsible driving habits. In 2022, we dedicated a total of 1,560 hours to eco-driving courses - that is 37 times more than in 2021, a significant increase. These courses leverage data monitoring systems to get real-time information on the driver's performance. This includes factors like fuel consumption, speed, braking, and acceleration patterns. By analysing the data, we can provide personalised feedback to our drivers and identify areas for improvement, on which individual training is provided.

Requirements and regulations in the logistics industry evolve at a rapid pace, which means keeping our learning materials, our instructors and drivers up-to-date. From country- and client-specific requirements to nuances of newer types of trucks and trailers, these constant training equip our drivers with vital knowledge and skills on compliance, safety, efficiency, and customer service.

#### **Periodical training:**

- Work and rest time of drivers;
- Loading and securing cargo;
- Safe driving & traffic accidents;
- ADR cargo transportation;
- Drivers' instructions, tablet PCs;
- Routes, fuel cards, road toll;
- Economical driving;
- Snow clearing from the roof of a semi-trailer;
- MEGA trailer instructions;
- Specifics of working with "VW" "MAN" "GEFCO" "DAIM-LER" "AUDI" "BP" "DAF" clients;
- Transportation of medicinal products for human use (Version 1, No. 2.10);
- Shipping and delivery procedure for cargo documents;
- BBS requirements for drivers, INFINEUM, MAHLE and VDL Nedcar rules and regulations, UPS Security Agreement;
- Prohibition of consump-

tion, possession and distribution of alcohol and drugs;

- Procedure of working in terms, the minimum length of a term;
- Rules for using semi-trailer locks;
- Scanning of cargo documents & photographing cargo;
- BBS- behavior based safety.

#### **Base training:**

- Essential base information;
- Internal company policies;
- The geography of tank filling and roads;
- The official driver's instructions & driver work and rest mode;
- What to do in the event of an insurable incident;
- Vehicle assemblies and their use;
- Practical part;
- Emergency procedures.



## 04 INNOVATION

Supply Chain Management **36** 

Sustainable Procurement Policy **37** 

Supplier Sustain-ability Policy **38** 



# 4.1.

When we im-

plemented a

management

all suppliers

since.

system in 2013,

have been eval-

dited every year

uated and au-

certified quality

# Supply Chain Management

GRI CONTENT 204-1, 308-1, 308-2, 407-1

#### Supply chain management

Proper supplier management plays a vital part in the sustainable development of the company.

When we implemented a certified quality management system in 2013, all suppliers have been evaluated and audited every vear since. As times changed, we have amended the sustainability criteria that our suppliers must comply with accordingly. No human rights abuses, no danger to the environment and no law infringements must be recorded in order to continue partnering with US.

Suppliers are divided into three main blocks: transport, administration and maintenance. 303 suppliers are evaluated according to the internal procedures and quality manuals once per year.

Carriers also fall under the compliance when being selected and have yearly evaluation processes carried out. They are divided into two blocks that contribute to our value chain: carriers working for LTL (lessthan-truckload) department and expedition carriers.

In total, 63 carriers were evaluated in 2022

It is worth noting, that they must share the same values, and code of conduct, as well as pay substantial contributions to our sustainability approach.

It is no secret that the green criteria are added to the selection process while choosing new suppliers that can be added to our supply chain. You can find the topics covered in our supplier sustainability policy on page 38.



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# 4.2.

GRI CONTENT 407-1, 408-1

#### Procurement

Sustainable procurement is vital for our company due to its significant contribution to our global sustainability approach. We are aware that having implemented such a policy we are aligning with international and local best business practices.

The implementation of sustainable procurement practices will effectively mitigate environmental, economic, and social risks, while simultaneously enhancing our transparency and appeal to customers and partners who share our commitment to sustainable living.

Additionally, it will drive internal change. We encourage our employees to be cost-efficient as well as consider the full life cycle of the products they buy or use.

#### Sustainable procurement policy

We have evaluated our main environmental impacts with our purchasing habits. The main flow of our purchases went to fleet management activities and equipment.

Recognizing our impact on the environment and society, we acknowledge that integrating environmental, social, and governance (ESG) goals into our purchasing decisions is an essential obligation.

this, we prioritize establishing clear guidelines and responsibilities. This includes appointing responsible persons internally as well as have competent buyers that make informed sustainable choices.

To ensure accountability and transparency in our purchasing process, we have implemented the Four-Eyes Principle (4EP) authentication system. This means that any purchase exceeding 100 EUR requires the approval and oversight of the Business Development Manager.

By adhering to this protocol, we maintained a 100% execution rate, guaranteeing that all significant purchases have been subject to careful review and validation. This approach has reinforced our commitment to responsible procurement practices, minimizing risks and promoting sound decision-making throughout the organization.

Following extensive consultations with stakeholders and thorough internal deliberations, we have identified three primary targets that guide our purchasing decisions in alignment

## Sustainable Procurement Policy

In order to achieve

with the triple bottom line of sustainable procurement.

Environmental Target: Our suppliers are required to demonstrate 100% compliance with environmental guidelines specific to the transport industry. They must have a clean track record with no instances of pollution-related penalties.

Social Target: Upholding human rights is of utmost importance to us. Therefore, our suppliers must show 100% compliance with human rights standards. This includes a firm stance against child labour, modern slavery, and human trafficking, with no documented accusations of such practices.

Governance Target: We prioritize working with suppliers who exhibit impeccable governance practices. To this end, suppliers must comply with all applicable laws and regulations. They should have no history of financial penalties related to money laundering or bribery.

## **4.3.** Supplier Sustainability Policy

GRI CONTENT 204-1, 308-1, 308-2, 408-1

Our supplier sustainability policy covers the following topics for our suppliers to comply with:

| Business Ethics   |
|---|
| Human Rights  |
| Fair and Ethical Recruitment                              |
| Intellectual Property                                     |
| Fair Competition  |
| Land, Forest and Water Rights, and Forced Eviction Policy |
| Privacy Policy  |
| Financial Responsibility                                  |
| Use of Public or Security Forces                          |
| Anti-counterfeit Policy                                   |
| Renewable Energy  |
| Biodiversity and Deforestation                            |
| Animal Welfare  |
| Conflict Materials  |
| Export Controls & Economic Sanctions                      |
| Conflicts of Interest                                     |
| Report System   |
| Requirements Binding Along the Supply Chain               |
|   |





# LEADERSHIP & GOVERNANCE



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Management of the Legal & Regulatory Environment **44** 

Financial Performance **46** 

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Critical Risk Management **50** 

## 5.1.

## **Business Ethics**

GRI CONTENT 2-23, 2-27, 2-28, 2-30, 205-1, 205-3, 206-1

As one of the leading logistics companies in Lithuania, Transimeksa's activities are guided by the principles established by labour law norms, international treaties of the Republic of Lithuania and human rights standards.

The main principles that guide the company's activities are established in the Code of Ethics, that are further detailed in various internal procedures:

- Work Procedure Rules;
- Psychological Violence and Harassment Prevention Policy;
- Equal Opportunities Policy and its implementation procedure;

• IT use and employee monitoring and control procedure in the workplace;

• Personal data processing policy.

With these procedures and policies, the company commits to respect human rights, ensure non-discrimination, protection of personal data, and safe and respectful work environment.

Following the changing legal regulations, the company has been implementing new procedures and policies, conducting training to ensure that the objectives of the legislation are met. The policy is reviewed and supplemented as needed each year, thereby strengthening the company's commitment.

The company's employees, including the management, are familiarized with the policy upon signature confirmation. If violations of the rules in force in the company are detected, after assessment of the nature of the violation, preventive measures are taken, additional training is carried out, so that the violations do not recur, and if needed disciplinary measures may be applied to the relevant persons.

### Compliance with laws & regulations

In 2022, we had 7 non-compliance incidents, which were directly related to the Mobility Package regulation. In total, we have paid €19,905 in fines.

#### Membership associations

Transimeksa is a member of two local-importance associations: TTLA – "Tarptautinio transporto ir logistikos aliansas" (International Transport and Logistics Alliance), and "Linava". TTLA alliance unites major Lithuanian international transport and logistics companies. The aim of the association is to represent the interests of Lithuanian companies.

"Linava" is the largest association representing the transport sector in Lithuania and abroad, in 1992 was accepted into the International Road Transport Union (IRU), becoming a full member.

While a member of the two associations, Transimeksa does not play any major role there.



With these procedures and policies, the company commits to respect human rights, ensure non-discrimination, protection of personal data, and safe and respectful work environment.

## 5.2.

### **Management of the Legal & Regulatory Environment**

GRI CONTENT 2-23, 2-27, 2-28, 2-30, 205-1, 205-2, 205-3, 206-1, 409-1

#### Anti-competitive conduct

As an organization committed to ethical business practices and fair competition, we maintain a zero-tolerance policy towards anti-competitive behaviour. We are pleased to report that there were no cases of anti-competitive behaviour involving our company in the reporting period of 2022.

We firmly believe in conducting our business with integrity, adhering to all applicable laws and regulations governing competition. Our commitment to fair practices extends to our relationships with customers, suppliers, and other stakeholders, as we strive to create a level playing field that fosters healthy competition and benefits both our industry and the broader market. By promoting transparency, fair pricing, and ethical conduct, we contribute to a competitive landscape that encourages innovation, consumer choice, and overall market efficiency. Our continuous monitoring, internal controls, and robust compliance mechanisms ensure that we maintain the highest standards of business conduct, upholding our commitment to anti-competitive behaviour prevention.

#### Anti-corruption policy

Corruption is understood as an activity of misusing the power entrusted by the company for personal gain. We firmly uphold a zero-tolerance policy against corruption in any of its forms. Our commitment to combatting corruption is rooted in our Code of Ethics, which sets clear anti-corruption principles that quide our actions and decisions.

To prevent corruption within our procurement processes, we have implemented a comprehensive procurement policy that emphasizes transparency, fairness, and accountability. We conduct tenders and competitive bidding procedures to ensure a level playing field for all suppliers and to minimize the risk of corruption.

Additionally, the principle of loyalty is established in our employment contracts, emphasizing the importance of ethical conduct, honesty, and integrity among our employees. We strive that the anti-corruption policy requirements would be adhered to by our suppliers, partners, contractors, subcontractors, consultants, agents or any other person acting on behalf of our company.

#### Bribery

Bribe is understood as an offering, giving, permission to give, request, accept or receipt financial or other benefits to encourage the wrong execution of functions or imposition of a person's position. We do not tolerate any form of bribery.

Our company is against any form of conflict of interest.

We do not tolerate any imposi-

tion of duties performed.

Labour, financial, material resources, and internal and confidential information provided by Transimeksa may be used only for the performance of direct duties except for the cases where such uses are expressed and regulated by the company in writing.

#### Whistleblowing procedure

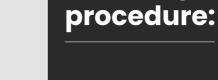
At Transimeksa, we prioritize transparency. There is an official channel through which concerns can be reported. This channel serves as a dedicated platform for addressing a wide range of issues, including but not limited to:

- corruption,
- anti-competitive practices,
- child labour, forced labour & human trafficking,
- diversity,
- discrimination, harassment, human rights violations,
- and any form of unprofessional behaviour.

To ensure confidentiality and trust, we have appointed designated trust persons who can be reached via email at mumsrupi@transimeksa.com.

We encourage all stakeholders to utilize this channel to raise their concerns, as we are committed to promptly and thoroughly addressing any reported issues in a fair and unbiased, non-retaliating manner.

We firmly believe in conducting our business with integrity, adhering to all applicable laws and regulations governing competition.





## Investigation

The complaint is received, logged in, and acknowledged.

> Investigating the nature of the complaint or the issue.

Taking action, if required.



Monitoring and implementation.

Providing feedback to the reporting person.

## 5.3.

## Financial Performance

GRI CONTENT 201-1, 201-2, 201-3, 201-4, 203-1, 204-1, 207-1, 207-2

#### Economic performance

As a responsible company, we understand the importance of transparently reporting our financial achievements, strategies, and risks. By sharing our financial performance, we aim to provide stakeholders with a comprehensive understanding of our economic contributions, financial resilience, and the ways in which we create sustainable value for our shareholders, employees, customers, and the communities in which we operate.

#### Climate change

Climate change has had and will continue to have a direct impact on rising costs. It will be necessary to continue changing not only suppliers to fewer polluting ones, but also the heavy vehicles used in our business to fewer polluting alternatives and or using other fuels than diesel.

Also, cargo transportation due to growing restrictions and climate pollution/change is likely to move towards intermodal transportation, which also causes additional challenges due to the organization and complexity of the business itself. We plan to gradually replace our truck fleet with electric one, which will require certain investments in the infrastructure adapted to such trucks.

Most of the rising costs will have to be passed on to our customers, depending on the conditions and revenue growth, but the cost growth will be faster than the freight growth.

### Financial performance in 2022

Despite the key factors that have affected the industry as a whole, our financial performance improved in 2022, compared to the previous year. In 2022, our total revenue came to over €138.5 million, of which transportation by own transport accounted for the largest part – €103.3 million. Compared to 2021, our revenue has grown by 32,15%.

Costs have also risen proportionally by around 29,18%, compared to the year before. The general and administrative expenses, on the other hand, remained roughly the same, accounting for  $\in$ 2.7 million in 2022, and  $\in$ 2.3 million in 2021. In 2022, no governmental financial support was received.

The largest share of the expenses has gone to fuel and road purchases. In 2022, Germany accounted for 22% of purchases, Netherlands 12%, and Lithuania 6%.

In the table on the right, we have provided our main financial figures for a two-year period from 2021 to 2022 in thousands EUR, unless stated otherwise.

Rounding methodology has been applied to balance readability and accuracy – rounding 5 or above up and rounding 4 or below down.

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### Performance indicators

| Revenue from                       | 2022    | 2021    |
|------------------------------------|---------|---------|
| Expedition                         | 35 039  | 25 309  |
| Transportation by<br>own transport | 103 345 | 79 266  |
| From the sale of goods             | 216     | 290     |
| Maintenance<br>& repair            | 60      | 38      |
| Total revenue                      | 138 661 | 104 903 |

| Costs of Sales                     | 2022    | 2021   |
|------------------------------------|---------|--------|
| Expedition                         | 33 544  | 23 486 |
| Transportation by<br>own transport | 74 937  | 57 815 |
| Car rental                         | 3 250   | 3 258  |
| Maintenance<br>& repair            | 60      | 38     |
| Depreciation of fixed assets       | 10 980  | 10 304 |
| Insurance                          | 1345    | 1 212  |
| Salary                             | 2 617   | 1847   |
| Of goods sold                      | 205     | 209    |
| Repairs                            | 287     | 217    |
| Other cost of sales                | 1 168   | 916    |
| Total costs of sales               | 128 332 | 99 336 |

In 2022, our total revenue came to over  $\in$ 138.5 million, of which transportation by own transport accounted for the largest part –  $\in$ 103.3 million.

| General and<br>Administrative<br>Expenses        | 2022  | 2021  |
|--|-------|-------|
| Salary   | 787   | 593   |
| Audit, consulting<br>and legal                   | 782   | 666   |
| Depreciation,<br>amortization                    | 167   | 146   |
| Rental of premises                               | 118   | 110   |
| TelComms<br>(mobile, landline)                   | 70    | 62    |
| Low-value<br>inventory                           | 36    | 40    |
| Operating of the premises                        | 57    | 64    |
| Couriers, postage,<br>transport                  | 22    | 47    |
| Business trips                                   | 31    | 25    |
| п  | 52    | 30    |
| Bank commissions<br>(charges)                    | 11    | 18    |
| Office expenses                                  | 24    | 26    |
| Provision for<br>doubtful debts                  | 103   | 129   |
| Daily substance<br>allowance<br>(administration) | 10    | 17    |
| Utility  | 14    | 15    |
| Car rental                                       | 112   | 87    |
| Representational<br>(50%)                        | 7     | 4     |
| Car fuel, operation                              | 15    | 18    |
| Ταχ  | 6     | 8     |
| Leave Reserve<br>(recovery)                      | 190   | 185   |
| Other  | 183   | 71    |
| Total expences                                   | 2 796 | 2 363 |

## Persons working under an employment contract

| Type of<br>Employment<br>Contract |     | Insurer<br>Types of<br>social<br>insurance, %                                      | Insured<br>Without<br>pension<br>accum. % | pension pension social |  | Total<br>% | Total<br>with 3%<br>accrual,<br>% |
|-----------------------------------|-----|--|---|------------------------|--|------------|-----------------------------------|
| Open-ended                        | 1.8 | Unempoyment- 1.31<br>Accidents - 0.14<br>Guaranteed - 0.16<br>Long-term work -0.16 | 19.5                                      | 22.5                   | Pensions - 8.72<br>Illnesses - 1.99<br>Maternity - 1.81<br>Health - 6.98 | 21.27      | 24.27                             |
| Fixed - term                      | 2.5 | Unempoyment- 2.03<br>Accidents - 0.14<br>Guaranteed - 0.16<br>Long-term work -0.16 | 19.5                                      | 22.5                   | Pensions - 8.72<br>Illnesses - 1.99<br>Maternity - 1.81<br>Health - 6.98 | 21.99      | 24.99                             |

In the table above, we have provided the percentage of our as an employer contribution from the salary.

#### Attitude towards tax

The company follows the tax system established by the Republic of Lithuania. Reports are submitted and fees are paid in due time, as requested by law. Transimeksa has created internal tools that help fill out reports faster and more accurately without deviating from the requirements of state institutions. Such supporting tools help save time and ensure accuracy. Taxes and settlements with State institutions are controlled by the Accounting department.

5.4.

## Systematic Risk Management

GRI CONTENT 403-2

Administrati

Field

Finance

Traffic

Cargo

As a company that has successfully implemented a quality management system and has undergone risk-based audits for the past ten years, we recognize the importance of adopting a risk-focused approach to our business management.

We employ two key tools: the bowtie method and failure mode and effects analysis. These tools enable us to identify potential hazards, analyze their possible consequences, and implement appropriate controls to mitigate risks.

Annual evaluations are conducted to reevaluate and reassess residual risks, ensuring that our risk management strategies remain up to date and aligned with our evolving business environment.

We provide our main risks based on a specific field in the table on the right. Sustainabilit Business

Continuity

Reputation

Sales

Data Protection

Customs

|    | Risk   |
|----|--|
| on | <ul> <li>Insufficient resources for H&amp;S management</li> <li>HR shortages</li> <li>Excessive employee workload</li> <li>Absence of life-work balance</li> </ul>   |
|    | Customer insolvency  |
|    | <ul> <li>Traffic accidents</li> <li>Road transportation involves inherent<br/>dangers, including accidents resulting from<br/>mechanical failure or human error</li> <li>Drivers - stress, lack of sleep, tension, time<br/>limit, push, pressure</li> </ul> |
|    | • Cargo theft<br>• Assault<br>• Smuggling  |
| /  | <ul> <li>Human rights abuses</li> <li>Law violations (mobility package)</li> <li>Pollution</li> <li>Interested party expectations to minimize carbon footprint not fulfilled</li> </ul>  |
|    | <ul> <li>Fire</li> <li>Electrical safety</li> <li>Collapse of a building or part thereof</li> <li>Chemical spills</li> <li>Flooding, landslides</li> <li>Pandemics (COVID-19, monkeypox, etc.)</li> </ul>  |
|    | <ul> <li>Non-implementation of sales process<br/>(non-compliance)</li> <li>Loss of customers</li> <li>Sales volumes not achieved</li> </ul>  |
|    | Poor corporate image   |
|    | <ul> <li>Loss of company, customer, and employee<br/>data</li> </ul>   |
|    | Failure to clear cargo at consignee without  |

- timely notification to customs
- Burglary, intrusion, broken seals
- Incorrect paperwork violation of TI procedure (contraband)

## 5.5.

## Critical Risk Management

GRI CONTENT 403-2

Critical incident risk management Environment, Economic, Human resources, Interested parties

Understanding the potential risks that can impact business continuity and sustainability is crucial for our company's operations. We recognize the importance of focusing on critical incident management to ensure our survival and maintain a favourable position in the competitive market.

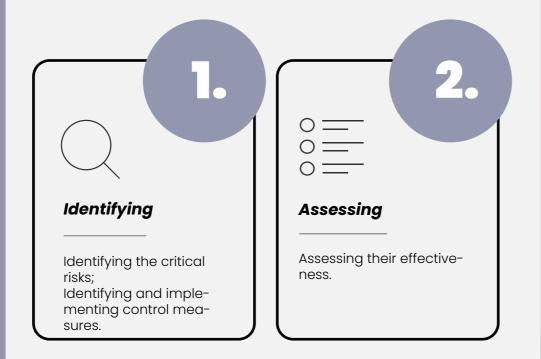
It is imperative to align our risk management efforts with our sustainability strategy and sustainable development goals, emphasizing the importance of maintaining the right standards and practices.

Effective risk management not only helps us steer clear of trouble but also ensures the safety of our personnel and the preservation of our environment.

Our approach to addressing critical risks involves several key steps, indicated below.

By following this comprehensive process, we strive to proactively manage risks and uphold our commitment to sustainability and resilience.

It is imperative to align our risk management efforts with our sustainability strategy and sustainable development goals, emphasizing the importance of maintaining the right standards and practices.









## Sustainable Development Goals

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