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NARYS



# SOCIAL RESPONSIBILITY REPORT 2021

COMPENSA 

VIENNA INSURANCE GROUP

2021 FINANSŲ  
SEKTORIAUS LYDERIS



As a member of the Vienna Insurance Group, ADB “Compensa Vienna Insurance Group” provides insurance services in Lithuania, Latvia and Estonia. Taking into account the social policy and mission of the Vienna Insurance Group, the company strives to be socially oriented and to contribute to the well being of our society.

Our approach towards stakeholders (customers, employees, business partners or shareholders) is based on honesty and sustainability. Our top priorities are building a foundation of trust and security for both our customers and our employees. To achieve these goals, the company strictly adheres to the standards based on its values and set out in its Code of Business Ethics, Equal Opportunities Policy, Anti-Fraud, Bribery and Corruption Policy, and its competition procedures.

### OUR VALUES

Our values reflect the characteristics that are important and valuable to us; these are the ideals that form the basis of our decision-making and set the direction for our actions. The following four values define what we do:



#### **BEING TRUSTWORTHY**

- We keep our promises.
- We build trust through fair and objective behaviour.
- Our decisions are transparent.
- We are responsible for the truthfulness of our words and actions.



#### **GOING EXTRA MILE**

- We overcome obstacles, find solutions and deliver exceptional results.
- We build a culture that embraces high standards and continuous improvement.
- We have a strong and dedicated team with a mindset to go the extra mile.
- We enable our employees to grow.



#### **DRIVING INNOVATION**

- We are looking for new ways to make the customer experience easier and more convenient.
- We encourage employee involvement and implement innovative ideas.
- We shape the trends and we are proactive
- We sharing best practices and experience between VIG companies.



#### **BRINGING SIMPLICITY**

- We make insurance simple, understandable and accessible.
- We use our experience, know-how and diversity to be closer to our customer.
- We understand our customers and take action to meet their needs, resolve concerns and support their success.
- We educate the community to grow together.

**As a socially responsible company, we follow the following principles in our activities:**

**PROTECTION OF HUMAN RIGHTS**

**NON-DISCRIMINATION**

Our standard is to ensure equal treatment for all employees and candidates who apply for a job, regardless of their gender, race, nationality, language, origin, social status, beliefs or attitudes, age, sexual orientation, disability, ethnicity or religion.

The company embraces the diversity of its employees and answer equal treatment. The employment process is based solely on a candidate's abilities, qualifications, experience and professional qualities. That is why the company has a variety of different personalities, cultures and languages.

**TRANSPARENCY**

We want our criteria for selecting employees to be clear and specific, while ensuring the principles of equal opportunity and non-discrimination.

**ACCESSIBILITY**

If a candidate informs us about their disability, we will ensure suitable conditions for the job interview. We are flexible in creating the working conditions for each employee, while we use various methods of work and education. If necessary, the employee can choose to work from home or change their workplace. We focus on creating new jobs in the regions where we operate.

**EQUAL OPPORTUNITIES**

We provide our employees with equal working conditions and opportunities to improve their qualifications and develop their skills. All employees performing the same work are entitled to receive equal pay. Our employees have equal opportunities to express their ideas and suggestions, while our company aims to hear each employee and create an experience that matches their expectations.

As a responsible employer, we implement the principles of gender equality and non-discrimination during the employment process, as well as while creating equal working conditions and fostering harmonious employment relationships.

This year we have implemented a new approach to work flexibility, with flexible ways of organising working times to facilitate a healthy work-life balance. We are certain that this approach reduces stress, has a great effect on the workplace microclimate, and helps the organisation as a whole to extend its working hours.

**RESPECT**

Our relations with business partners and institutions are based on respectful and reliable cooperation. We are open to communication and cooperation, both nationally and internationally.

## PREVENTION OF CORRUPTION AND BRIBERY

We are against any form of corruption and bribery. The company has anti-fraud, anti-bribery and anti-corruption processes in place, to ensure the transparency of its business operations.

ADB “Compensa Vienna Insurance Group” is committed to complying with the anti-bribery and anti-corruption laws in all the countries where it is established when providing insurance services. Therefore, the company monitors the compliance of its employees and insurance agents with these laws. This procedure is integral to and is applied in conjunction with our Conflict of Interest Policy, as well as our Compliance Policy and our Code of Business Ethics and Compliance with Ethical Principles.

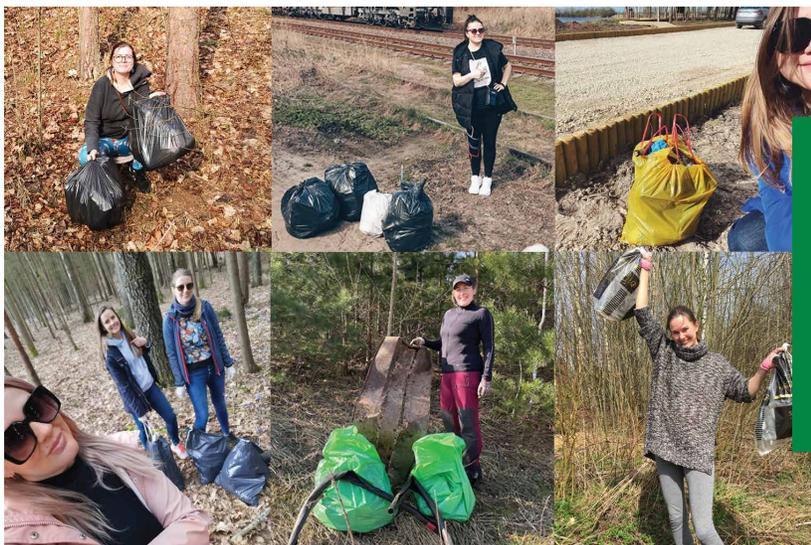
## COMPETITION

In our business practices, we follow the rules of fair competition.

The company seeks to protect, maintain and create free, fair and equitable competition by requiring the cessation of any activities that restrict trust and competition, and by establishing the liability of guilty parties in cases of the restriction of trust and competition. The company prohibits unfair competition, and all its employees must refrain from any actions that violate or may violate its non-dominance and competition rules.

## ENVIRONMENTAL PROTECTION

We aim to protect the environment and to sustain economic growth. Environmentally friendly activities are part of our organisation’s culture. Careful use of resources is also an important aspect of our business activities. We comply with all current environmental regulations and environmental standards in the organisation.



We encourage our employees to abandon the use of plastic cups. In addition, we support active lifestyles, sports and various social initiatives

This year, we started sorting our garbage and responsibly disposing of our computer equipment. We encourage our colleagues throughout the company's network to do the same and to look for suitable solutions in their work locations. We have significantly reduced the amount of paper that we use and look for electronic solutions to replace paper processes.

### EMPLOYEE VOLUNTEERING

Vienna Insurance Group has established a volunteer award for the employees of companies within the Group who spend their free time helping others, volunteering and creating positive changes in their community and society. These employees of the Vienna Insurance Group are role models to everyone. Our employee of the Claims Inspection Department at ADB "Compensa Vienna Insurance Group" was awarded with this award in 2021.



### ASSISTANCE FOR SOCIALLY VULNERABLE GROUPS



In 2021, the ADB "Compensa Vienna Insurance Group" employees granted the wishes of children living in the Naujieji Valkininkai, Žiliniai and Varėna orphanages. These children compiled a list of the most necessary everyday items, such as kettles, bedding sets and beanbags. Our colleagues voluntarily decided to take care of these needs. The company also contributed to the initiative, and this year we donated computers.

### SUPPORT FOR SPORT



We support the Lithuanian Basketball League. In addition to our willingness to continue contributing to the success of Lithuanian basketball, we support not only professional players but also developing talent. ADB “Compensa Vienna Insurance Group” has continuously noted the importance of both teamwork and social activities. Therefore, contributing to projects and initiatives that are important to the country as a whole is one of our most important goals. In 2021, we continued our highly successful and inspiring partnership with the Lithuanian Basketball League, to create a victorious and fiery atmosphere for both sports clubs and fans.

### EMPLOYEE INITIATIVE

As a company that is open and flexible to employee opinions, this year, we encouraged the establishment of the Employees’ Initiative Group. The aim of this group is to develop and nurture internal initiatives, improve the workplace microclimate, involve the employees in social responsibility and environmental projects, listen and respond to their opinions and initiatives, and to create a unified, modern company. We want to have a close relationship with every employee in the company.

A SOCIALLY RESPONSIBLE DAY IN THE COMPANY



Vienna Insurance Group believes that each one of us has the duty to be socially responsible. Every year, thousands of employees of the Group dedicate one working day to voluntary activities of their choice, in order to contribute to helping our society and the environment. In 2021, the employees of the ADB “Compensa Vienna Insurance Group” again dedicated this day to volunteering at their local Food Bank. In July, 40 colleagues in Vilnius, Kaunas, Klaipėda, Šiauliai and Panevėžys joined this organisation and helped ensure that food products reached the Lithuanians who needed them the most. At five branches, the volunteers sorted and prepared more than 13 tonnes of food products for those in need.

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