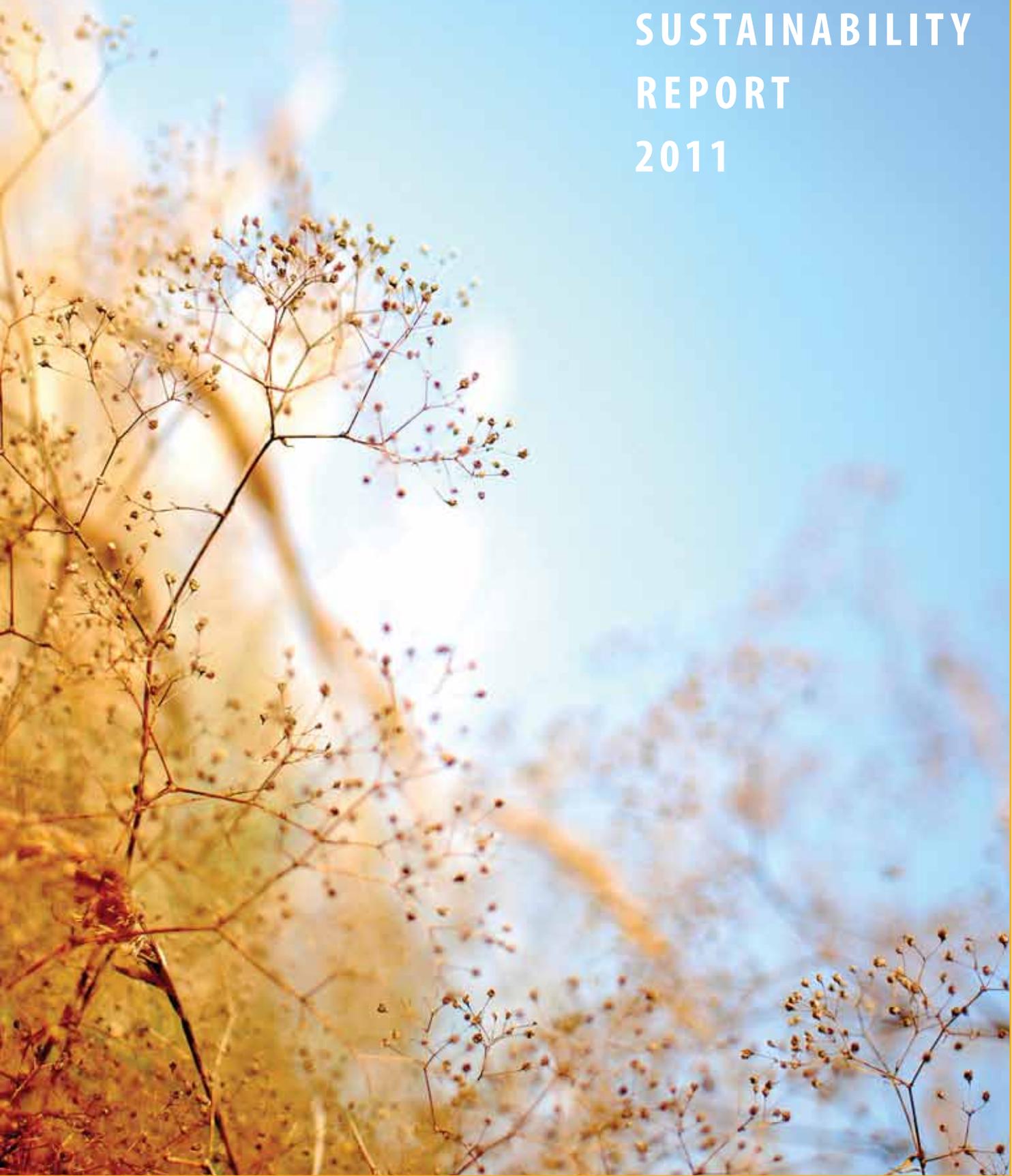




PakMarkas

**SUSTAINABILITY
REPORT
2011**



CONTENTS

| | |
|----------------------------------|----|
| Who We Are | 3 |
| Message from the General Manager | 6 |
| Our Social Responsibility | 8 |
| Respect for Law | 10 |
| Working Environment | 12 |
| Environmental Protection | 18 |
| Business Environment | 22 |
| Building a Sence of Community | 24 |
| The Company's Numbers | 26 |



THE MAIN ACTIVITIES OF THE COMPANY ARE THE FOLLOWING:

- printing self-adhesive labels and shrink sleeves;
- trade in packing materials;
- trade in packing and marking equipment;
- trade in gears and industrial automation systems;

WHO WE ARE

PakMarkas, UAB started its activity on 14 February 1994 when a company printing self-adhesive labels started its activity in Vilnius city. Back in the day, we were one of the first companies offering adhesive colour labels and stretch PVC films to the representatives of the Lithuanian food industry for packing food products. Soon afterwards, on 19 October 1995, we registered a subsidiary company *PakMarkas*, SIA in Riga, Latvia.

In the course of time, the Company grew, started using up-to-date technologies, and the range of products and services expanded on a yearly basis:

 in 1997 the first high-standard packaging equipment produced under the license of the Italian firm *MacDue* were assembled;

 in 2001 a strategic cooperation agreement with a company *Siemens* for distributing electric motors and other electric installations in Lithuania was signed;

 in 2006 *PakMarkas* purchased a flexographic printing machine (seven colours) and commenced a massive production of shrink sleeves;

 in 2008 *PakMarkas* moved to its own newly constructed, modern production and administration premises.

For the time being, *PakMarkas* has been operating for 18 years. By offering cutting-edge packing and labelling solutions we provide our services to a wide range of Lithuanian companies operating in the industries of food and beverages, household chemicals, pharmacy, cosmetics and other.

Our products and services were recognized not only by the Lithuanian companies but those from Poland, Latvia, Belarus, Ukraine, Great Britain and other as well.

OUR COMPANY ACTIVELY PARTICIPATES IN THE ECONOMIC AND SOCIAL LIFE OF LITHUANIA. WE ARE MEMBERS OF THE FOLLOWING ORGANIZATIONS:

| | | | | |
|---|---|---|--|---|
| Lithuanian Packaging Association (LPA) – from the year | Vilnius Industry and Business Association (VPVA) – from the year | Corporate Social Responsibility network United Nations Development Programme (UNDP) – from the year | The Lithuanian National Responsible Business Network (NAVIT) – from the year | The Lithuanian Printers' Association (LISPA) – from the year |
|  |  |  |  |  |

SEEKING TO CONTINUALLY IMPROVE OUR ACTIVITY WE WORK IN COMPLIANCE WITH THE HIGHEST INTERNATIONAL STANDARDS, APPLY THE LATEST PRODUCTION MANAGEMENT METHODS:

| | | | |
|---|---|---|---|
| Quality management system ISO 9001 – from the year | Environmental management system ISO 14001 – from the year | Good production practice – from the year | Lean production system – from the year |
|  |  |  |  |

WE ARE HAPPY THAT OUR WORKS ARE RECOGNIZED AND APPRECIATED: EVERY AWARD IS A DRIVER FOR US TO GO FURTHER.

| | | |
|--|---|---|
| SUCCESSFULLY OPERATING COMPANY |  | The Company was awarded for implementation of new technologies, investment into production and improvement of efficiency. <i>(The nominee appointed by the Lithuanian Confederation of Industrialists)</i> |
| TOP EMPLOYER OF THE YEAR |  | The award for good working conditions and informal attitude towards employees was granted in the category of small and medium enterprises. <i>(The nominee was appointed by the United Nations Development Programme in Lithuania and the Ministry of Social Security and Labour of the Republic of Lithuania)</i> |
| SOCIALLY RESPONSIBLE PRINTING HOUSE |  | The Company won an award of the Lithuanian Printing Industry for retained jobs during the economic slow-down, social projects and other practice of responsible business. <i>(The nominee appointed by the Lithuanian Printers' Association)</i> |
| ENVIRONMENTAL ENTERPRISE |  | The Company won an award in the category of small and medium enterprises for the initiative in searching for innovative recycling solutions and mature attitude towards the impact of business of the environment) <i>(The nominee appointed by the United Nations Development Programme in Lithuania and the Ministry of Social Security and Labour of the Republic of Lithuania)</i> |
| THE MOST SOCIALLY ACTIVE COMPANY OF THE YEAR |  | The award was granted for strategic cooperation with the interested groups and public spirit in the category and small and medium enterprises. <i>(The nominee appointed by the United Nations Development Programme in Lithuania and the Ministry of Social Security and Labour of the Republic of Lithuania)</i> |
| SECOND CLASS ORDER OF DUKE GEDIMINAS |  | The award was granted to General Manager of PakMarkas, UAB, Virginijus Gumbaragis, for achievements in formation of the public capital. <i>(Business Employers' Confederation of Vilnius city and district)</i> |



MESSAGE FROM THE GENERAL MANAGER

We would like to express our sincere gratitude to our clients for taking a particular interest in reading our Report on Social Responsibility.

Being engaged in a process of cooperation with a number of companies we have been under the impression that all those enterprises which demonstrate fast growth and a very rapid geographic expansion struggle to adapt to the extreme market changes as well as cope with difficult economic times.

Companies, which are able to establish proper cooperative relations with local communities and put in best effort in pursuance of the company's goals through combining it with development of good working conditions for employees, obtain a greater degree of resistance to negative consequences.

Employees, who are not tired because of the increasing flow of orders, make

necessary decisions in an easier manner. As for the company, it conforms itself to new requirements very successfully.

Regular vocational trainings contribute extensively to the prediction of future changes.

The working environment has a direct impact on our qualitative results.

To the best of our believe, it is worthwhile to make consistent investments in the development of working conditions including travel expenses to and from work.

Despite the fact that such a kind of investments understate the current performance of the company and slow down the company's growth, however they do provide added value in a long run of time.

Yours sincerely

Virginijus Gumbaragis
General Manager



OUR SOCIAL RESPONSIBILITY

WE HAVE SET THE FOLLOWING GOALS TO COMPLY WITH PRINCIPLES OF SOCIAL RESPONSIBILITY:



to respect human rights, maintain open relationship and the community and contribute to its development, invest in our communities.



to efficiently use of waste products and natural resources, perform systemic observation of environment, comply with the environmental legislation, be a lead for suppliers.



to create value for shareholders, satisfy needs of our clients, create high-quality workplaces, improve products and services, foster innovation.

SIGNATORIES TO THE UNITED NATIONS GLOBAL PLATFORM



we joined the voluntary initiative of the United Nations Global Compact, a network of socially responsible enterprises, and publicly declared our commitment to embrace the principles of this global platform in our everyday operation. In the same year we joined the Lithuanian National Responsible Business Network (NAVIT).



we have participated in the Competition of the National Responsible Business (NAVA) held by the United Nations and the Ministry of Social Security and Labour of the Republic of Lithuania by submitting reports for the accounting period.

WE HAVE SPECIFIED THE MAIN GROUPS OF THE INTERESTED PARTIES AND SET THE DIRECTIONS FOR SOCIAL RESPONSIBILITY TO:



to ensure that all principles of social responsibility, environmental protection and transparency are strictly adhered to in all activities of the Company;



to ensure safety, healthcare and welfare of employees at work;



to work fair and with respect, supply and provide high-quality products and services;



to cooperate with partners contributing to compliance with principles of social responsibility;



to encourage mutual cooperation, ensure proper quality of environment in the area where our activities are carried out.

Every year we submit an updated social responsibility report for the accounting period of 12 months (from 1 January to 31 December) to the organization of the United Nations Global Platform and all the interested parties of the Company. The report includes review of compliance with all the Ten Principles of the Global Compact: human rights, labour, environment and anti-corruption.

Everyone interested in the social activity of the Company can find the annual progress reports of the Company publicly available on the website of the Company at http://www.pakmarkas.lt/socialine_atsakomybe/. Also, feedback, ideas and comments are welcome via e-mail pm@pakmarkas.lt or by phone (8-5) 205 28 71.



RESPECT FOR LAW

We respect rights and freedom of every individual, and recognize our corporate responsibility for protecting and realizing these rights. In our everyday activity we comply with the principles of the Universal Declaration of Human Rights.

According to PakMarkas, UAB approach of ethical employment and working conditions, we ensure that all our employees are treated fairly and respectfully: we do not benefit from employing minors, we do not use forced or compulsory labour, we ensure safe and healthy workplaces, we do not practice or tolerate any forms of discrimination, we fulfil all employer's liabilities to our employees as it is laid down by laws of the Republic of Lithuania.

Guidelines for Social Responsibility SAA 8000 explain how the company's compliance with requirements is achieved in eight (8) areas of social responsibility, which elements of the management system are used in order to efficiently implement the Company's social responsibility policies and comply with requirements.

We share our social business principles with suppliers and hope that they will also comply with the global standards of human rights, working conditions, anti-corruption and environmental protection not only at their company level but in the whole value chain as well. Our suppliers must meet strict requirements and selection of suppliers is based on the criteria of economics, competence, integrity and social responsibility.

ACTIONS IN 2011

Standard SA 8000

The Company has started implementation of the social responsibility Standard SA 8000. Certification of this Standard will confirm that social responsibility system of *PakMarkas* has been verified by a certification institution of a third party in compliance with the standard of best global practice and meets its requirements. The period of implementation is August 2011 – December 2012.

Management and other related staff attended 32-hour training of SA 8000 which were organized by the certification company *Bureau Veritas*. During the training the concept of standard and benefits of application to the company and staff were introduced to the employees, standard requirements and opportunities for spread in the supply chain were analyzed in detail.

Social responsibility in the supply chain

Development of suppliers' understanding of what social responsibility means has started in 2011 when we sent questionnaires of social responsibility evaluation to the major suppliers. By signing this document suppliers confirm that they do not benefit from employment of minors and does not use forced labour, they comply with safety and health requirements, provide with conditions for activity of professional unions, they do not discriminate or punish their employees, they comply with the Labour Code and other legislation governing labour and they assume responsibility for management of their supply chain.

GOALS FOR 2012

In 2012 we plan to perform the first detailed outer certification audit of social responsibility and obtain certification in accordance with requirements of the social responsibility standard SA 8000.



WORKING ENVIRONMENT

PakMarkas, UAB has high expectations in respect of its employees. However, employees have high expectations in respect of PakMarkas, UAB as well. Our goal is to build work culture based in mutual trust and understanding. We do not put up with routine, mismanagement and wasting and with any deviations from moral principles. We pay special attention to welfare of our staff by creating creatively productive and motivating environment, variety, involvement, balance of working hours and leisure time, healthy and safe workplace.

Pursuant to the Labour Code of the Republic of Lithuania, the Company has prepared "Work Regulations" which lay down the general and work regulation in the Company: employment and termination of employment, business trips, working hours and leisure time etc. These rules are introduced to everyone newly employed and these rules are compulsory. We strictly comply with requirements of safety and health at work.

Responsible person have been appointed to control that requirements of safety and health at work were observed in the Company.

ACTIONS IN 2011

Equal opportunities

We are in favour of equal opportunities for all employees because we believe that differences among people provide creative working environment, healthy competition, helps to become more flexible in communication with our clients.

No one must be discriminated in terms of their race, age, religion, sex, nationality, sexual orientation, disability etc. Therefore, we create equal opportunities to everyone willing to work for our Company to demonstrate their knowledge and skills.

Social dialogue

We do understand importance of the social dialogue and we support various types of information exchange among management and employees regarding common economic and social issues. Accordingly, we have implemented a procedure for submitting and considering complaints/proposals (as it is described in Procedure for Social Responsibility Proposals) according to which employees can submit messages related to working conditions, issues of discrimination and vulnerability, other issues important to employees, and to share ideas.

In order to assure anonymity, boxes for complaints/proposals were installed in both the production and administrative premises as well. A special e-mail box was created in order to preserve anonymity.

Each department of the Company elected a representative of employees for SA 8000 related issues using the principle of secret ballot. According to order of the Managing Director of the Company, a representative of the management was appointed to assure compliance with requirements of the standard SA 8000.

Employment and employment relationship

We recognize importance of long-lasting employment relationship and we avoid using short-term or irregular employment, except for cases when work is seasonal or the purpose of which is to substitute for employees on maternity leave.

In 2011 the Company had two employees under the age of 18 employed on the basis of fixed-term employment contract. Legislation effective in Lithuania allows employing persons under 18 years old and, at the same time, lays down strict requirements to employers. Therefore, special attention is paid to safety of workplace and schedule of these employees. Experienced responsible persons were appointed to assist these young employees.



We respect the employees' right to comply with common or agreed working hours as it is laid down by legislation: we apply flexible working terms so that our employees had a possibility to balance their working hours, family and private interests. Upon necessity, all employees are able to take a day off with a prior consent of direct manager, to go on vacation together with his family members, or in accordance with studies, or work according to a convenient schedule (e.g. from 7 a.m. until 4 p.m.)

Every year we participate in remuneration market survey on the basis of which we can offer a competitive salary to our employees, ensure inner equity. Based on the received results, in 2011 salaries were adjusted according to both career level and the increased economic results of the Company.

Transparency

We support transparent salary policy. Our salaries are paid twice a month, in due time and officially, in compliance with laws of the Republic of Lithuania. Remuneration package includes competitive base salary and a variable amount, and additional bonuses amounts of which depend on results of the Company, its departments or individual results.

Education of staff

We pay special attention to raising qualification and development of professional skills of staff.

Training courses are attended by employees of all categories: managers, white collar and blue collar staff. Every year professionals of all fields attend exhibitions to gain knowledge and new ideas.

The Company has a library for individual studies of its employees, which consists of books, journals and audio material. The contents of library is updated on a yearly basis and new books are added according to suggestion of employees.

In May, in cooperation with partners Public Enterprise *Kitokie Projektai*, we have started implementing a project "Prevention of occupational burnout syndrome". During the project workshops were organized for the administrative and production staff, which resulted in better mutual understanding and understanding of problems which are faced. Also, employees' mutual communication and emotional condition became better.

Monitoring of social indicators

We continually monitor progress in fields according to the confirmed indicators.

Comparison of social indicators in 2011-2012:

| Indicators | 2010 | 2011 |
|---|---------|---------|
| Ratio of male and female (%) | 26 & 74 | 23 & 77 |
| Number of employee truancies (times) | 0 | 3 |
| Number of disciplinary actions (times) | 4 | 2 |
| Accidents (times) | 3 | 2 |
| Employee turnover (%) | 7,50 | 14 |
| Employee trainings (%) | 50 | 64 |
| Share used for trainings (of the operating expenses) excluding the European funds (%) | 0,87 | 1,22 |

Incentives

General incentives for employees and additional social benefits are described and approved by the board in the local acts of the Company. All employees of the



Company are entitled to additional assistance: in case of disaster (fire etc.), major thefts, death of parents, spouses, children, life-threatening diseases of employees, in case of employees' death or serious injuries, wedding.

Various incentives are used in all departments of the Company: social - awards of "Man of the Year", "Employee of the Month" etc.; material/non-material - car, computer, mobile phone, a thank you certificate, public praise etc.; financial - bonuses for good performance etc.

One of the additional benefits mostly appreciated by our employees is Christmas and summer parties. This is a good tool for building our organizational culture, improving/supporting climate.

Employee safety and health

Upon employment all employees are instructed in respect of general and safety and health matters. Those working with potentially dangerous equipment, instructions are carried out on a regular basis, once a year. All instructions are registered officially in the journal on the site of instruction.

In case of accident in the Company, an entry is made in the journal of accidents. Once circumstances and reasons of the accident have been identified, preventive actions are taken to minimize the risk. In 2011 the Company registered 2 accidents.

In 2011, in response to suggestions of consultants and employees how to improve workplace in production section, we performed the following actions: in order the air was cleaner in the premises, we installed ventilation system in the workplace of paint technologist; electrical cords were hidden under special casing in order to preserve employees from danger; dislocation and height of some equipment were changed in order to improve working conditions near the equipment.

GOALS FOR 2012

In our everyday activity we are guided by our corporate values which were created and described a number of years ago. However, economic, technological, social and cultural evolution which occurred in the Company during the current decade encouraged transformation of values. Therefore, in 2012 we plan to review and update our corporate values so that they were upheld and reflected in our everyday activity, relationship of employees and services rendered, and became a mile stone to turn to when making decisions.

Continuing implementation of our project "Prevention of occupational burnout syndrome", we plan to carry out employee survey which allows assessing psychological climate at work. In the end of the project we plan to prepare recommendations which will allow planning further actions in order to help our employees to reduce factors complicating their everyday life.

We plan to organize periodical fire safety trainings for employees during which they will gain theoretical and practical knowledge of how to act in case of fire in order to avoid injuries.

Having analyzed cases of accidents in the Company, we intend to specify actions which would allow reducing the number of actions in the Company to 0.



ENVIRONMENT PROTECTION

We are a manufacturing company, located in a beautiful historic area of Nemėžis. The territory of *PakMarkas* is surrounded by green fields, maples and lakes. Thus, we confidently consider us to be an environmental company, since we discuss issues related to preserving our environment inside the company, with our partners or environmental agencies on a daily basis.

Clean environment is our Company's top priority. We have implemented the environmental management system ISO 14001 and we assure that all requirements of this standard are met. Also, our activities are guided by principles laid down by environmental policies, we constantly review them so that they were well-timed.

THE COMPANY'S ENVIRONMENT PROTECTION POLICIES ARE THE FOLLOWING:

- 🌳 Comply with environmental protection laws and provisions of other legal acts;
- 🌳 Use the least environment polluting technologies in our activities, seek pollution prevention and continuous environmental improvement;
- 🌳 Organize effective system for consumption of raw materials, energy and non-renewable natural sources, reduce waste and organize recycling;
- 🌳 Educate employees' responsibility and understanding of the idea that environmental protection and preservation of resources is not only a responsibility of the Company but of every individual as well;
- 🌳 Become professional consultants for our customers and assist them in choosing environmentally friendly packing methods, equipment and materials.

ACTIONS IN 2011

Environmental protection

Quality Department of our Company is responsible for performance of environmental protection functions, compliance with legislation and environmental protection procedures. Independent external auditors carry out external audit on a yearly basis. Once a year an environmental report is prepared and submitted to the Department of Environmental Protection. Employees of the Company are continually encouraged to contribute to reduction of pollution and, if possible, save electricity, water, fuel and other natural resources.

Pollution prevention

We continually monitor the environmental impact: we keep track of quantities of air and water emission, consumption of paper, films, photopolymers, electricity, gas.

We monitor quantities of hazardous waste during the process of production:

| | Year 2010 (g/sq m) | Year 2011(g/sq m) |
|---|--------------------|-------------------|
| Waste from cleaning the production equipment | 1,08 | 1,02 |
| Packages and package materials | 0,42 | 0,42 |

Recycling

We sort waste from production: corrugated cardboard, BOPP (biaxially oriented polypropylene film), PE (polyethylene), PVC (polyvinyl chloride) and deliver them for recycling.

In 2011 we decided to print our special newsletter for clients *PakŽinios* and envelopes used for sending the newsletter on 100% recycled paper.

Celebration initiatives

In 2011, for the first time our Company celebrated the World Environment Day and organized the environment week called "Don't be a destroyer, be a creator". Our staff took a quiz, played games, participated in the "green" competition of photos and demonstrated their knowledge about nature and surroundings in such way.

Every year a spring comes cleaner for us, as we organize a cleaning initiative called *PakDarom*. A large group of employees willingly clean the territory of the Company and its surroundings. After all the work has been done, everyone is invited for a picnic to discuss what has been done and spend some time together.

GOALS FOR 2012

One of the main environmental goals of the Company is efficient use of materials and reduction of production waste. Therefore, in 2012 we have planned particular actions to achieve these goals:

- ✿ Increase efficiency of paper use in label production up to 77%;
- ✿ Increase efficiency of film use in label-sleeves production up to 82%;
- ✿ Ensure that efficiency of polymers use were at least 80%;
- ✿ Decrease volumes of waste resulting from adhesive paper and films by four times and use it efficiently;
- ✿ Reduce quantities of hazardous waste;
- ✿ Improve the motivation system of production staff which would encourage them to use raw materials efficiently.

We will seek to reduce paper use in document management. In 2012-2013 we plan to create an integrated information system in the Company which will allow not only simplifying business management processes but significantly contributing to reduction of paper use for office needs as well.



BUSINESS ENVIRONMENT

Our business culture is based on honesty, respect to clients and focus, which helps our clients to cooperate with us easily. All employees assume serious responsibility for both the Company's business and that of our clients.

We have implemented the international quality standard ISO 9001, we work in accordance with requirements of good practice, we are guided by quality policy which is based on the following principles:

- ✎ The fundamental principle of quality policy is to meet expectations of our clients by supplying high-quality and up-to-date packing and labelling solutions;
- ✎ The key factor in achieving goals of quality policy is continuous raising of employees' qualification and individual development;

- ✎ The main principles of mutual relationship is respect to each other and business-like communication;
- ✎ One of the top priority goals of the Company is full-scale quality management.

ACTIONS IN 2011

Business ethics

We are against corruption, bribery and other illegal actions limiting competition. In our everyday activity we are engaged in fair and ethical business practice.

Employees of *PakMarkas* must not require for or accept any payment, or offer payment or any other type of pay which can be considered as improper to individuals, organizations or companies. Employees must not take advantage of their position in order to receive benefit for themselves at the expense of the Company, clients or business partners.

Users' safety and health

Our products provided to business clients also have an influence on the society, therefore, by offering new products to the market we analyze how they will affect the end user. We use only tested materials and paints from reliable manufacturers in production of labels and packages which meet the strictest food packaging requirements.

Clients' feedback

Results of customer satisfaction survey carried out in 2011 showed that when selecting a packaging company as a supplier business companies pay more and more attention to its environmental activity. According to customer survey carried out in 2009, the factor of importance of environmental activity was 4.01 while in 2011 it went up to 4.28.

Also, customers' opinion about efforts of *PakMarkas* to preserve clean environment is better, whereas in 2009 this indicator was at 4.33 and in 2011 it was at 4.44.

GOALS FOR 2012

In order to ensure continuance of social responsibility activity of *PakMarkas* and monitoring of impact in relationship with business partners, suppliers and other interested parties, we plan to establish the main indicators related to social activity of the Company.



BUILDING A SENSE OF COMMUNITY

We could live focusing on ourselves only in case we live alone, on an endless desert or high up in the mountains. However, we would hardly be happy, since people can express themselves, reveal creativity and be recognized only being together with others. Realizing that individual welfare is welfare of everyone, the Company is getting more actively engaged in community activity.

ACTIONS IN 2011

In 2011 we will continue cooperation with the youth organization “Lietuvos Junior Achievement”. Seven students from Rudamina F. Ruščicas gymnasium spend a day in our Company, talked to our staff, found out peculiarities of chosen profession, gained new practical knowledge. Students’ feedback and positive emotions make us strongly believe that in such way we contribute to formation of skills of young people and we help them to make a decision regarding their choice of profession.

As every year, we brought gifts to the community of *Vilkpėdė* centre of visually impaired and blind people in Vilnius and attended their Christmas event, said a warm welcome word and spent some time with members of the centre.

We also cooperate with Public Enterprise *Viena Šeima* and created some moments of happiness to the smallest patients. A lot of toys was bought in order to contribute to fulfilling at least some of their dreams.

We have built especially strong relationship with the community of Nemėžis: primary and secondary school students of Nemėžis St. Rapolas Kalinauskas Gymnasium visited our Company. We showed our production and administrative premises to the students, made a short presentation about production of packages and printing of labels.

We established warm relationship with the community of old Tatars based in Nemėžis town. We understand the importance of preserving unique cultural heritage and old traditions for national communities, therefore, we contribute to their preservation. On 12 November 2011, during the culture festival of the Lithuanian national minorities and ethnic Lithuanians the Tatars community of Nemėžis organized a chess tournament to commemorate 600 year anniversary of Žalgiris battle. We supported the event financially by funding production of the transitional cup.

We were recognized and awarded for the Company’s social activities: during the ceremony of Duke Gediminas order the Managing Director of *PakMarkas* was awarded second place under the nominee “For achievements in development of community (public spirit) capital”.

GOALS FOR 2012

We have set a goal to continuously communicate with education institutions and non-governmental organizations being a company open to society, to maintain transparent relationship with public servants and political representatives without bribery and political pressure.



THE COMPANY'S
NUMBERS

| Sales income(excluding VAT, thousand Litass) | 2009 | 2010 | 2011 |
|---|-------|-------|-------|
| Lithuania | 46,34 | 49,84 | 50,45 |
| Latvia | 8,05 | 9,05 | 10,40 |
| Consolidated | 49,35 | 53,06 | 54,52 |

| Number of employees | 2009 | 2010 | 2011 |
|---------------------|------|------|------|
| Lithuania | 157 | 159 | 154 |
| Latvia | 21 | 21 | 22 |

| Ratio of male and female staff | 2009 | 2010 | 2011 |
|--------------------------------|----------------------|----------------------|----------------------|
| Lithuania | W – 28 % M – 72 % | W – 26 % M – 74 % | W – 23 % M – 77 % |
| Latvia | W – 48 % M – 52 % | W – 48 % M – 52 % | W – 41 % M – 59 % |

| Ratio of male and female staff | 2009 | 2010 | 2011 |
|--------------------------------|------|------|------|
| Lithuania | 33.3 | 34 | 34 |
| Latvia | 39 | 40 | 42 |

YOUR FEEDBACK IS MOST WELCOME!

We appreciate all feedback from our interested parties as important assistance in improving social responsibility practice of our Company. Please, express your opinion, comments and other feedback via e-mail: pm@pakmarkas.lt or contact us by phone (5) 205 28 71. Contact person is Jurgita Radžiūnaitė, Marketing manager.

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