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REPORT ON THE  
PROGRESS OF SOCIAL  
RESPONSIBILITY  
2020

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## THE PHILOSOPHY OF SUSTAINABILITY

is the only right choice in the 21st century world. The year 2020 will go down in history as the time of the COVID-19 pandemic, affecting all spheres, both economic and social, and especially the medical sector.

With almost three decades of experience in sustainable business, the Interlux Group survived the pandemic from inside – we worked side by side with medical staff in Lithuania and the other Baltic countries to ensure a smooth and timely supply of diagnostic tools for the virus, and to send qualified Interlux engineers to maintain medical equipment in high risk areas of the country's hospitals during the quarantine period.

We mobilised as if we were in a war zone – while aware of the threats, our staff worked cohesively in a time of heightened risk and uncertainty, with a strong sense of duty towards doctors and patients. Medical supplies even had to be met at the airport and rushed to wherever they were desperately needed.

We knew that a coronavirus outbreak could have meant the stoppage of life-support machines or a shortage of necessary medical supplies, so we devoted unlimited resources to personal protective equipment for our staff, as well as providing moral support and motivation. Every minute of every day, we tried to stand together – and we did it!

Not only did we avoid outbreaks of the virus within the team, but we also came out of the pandemic much stronger, having learned to work even more closely, and to solve problems even faster. We have mastered and streamlined the remote working model of administration, and adapted to the shift work of managers.

The institutions, managing pandemic situation have finally recognized the importance of medical equipment supply staff for the stable functioning of the healthcare sector: our team members working in hospital hotspots have been vaccinated on a priority basis, together with medical staff. This contributed to our team's motivation, allowing us to breathe a little easier during the most difficult time of the pandemic.

This year, a number of medical companies have been tested on their values – the difficult economic situation, supply disruptions, shortages of raw materials on the production market, all of which often manifested themselves in the behavior of competitors on the market, reminiscent of the times of the beginning of Lithuania's regained independence. We have witnessed more frustrating and anti-sustainable business manifestations than ever before.

As the pandemic recedes, we hope that as many market members as possible will strengthen their sustainability skills and return to true values-based business.

For the Interlux Group, which represents over 300 of the world's top medical and laboratory brands, this pandemic has once again proven that a sustainable business philosophy helps us to overcome adversity, stay focused, motivate our team and move forward in a sustainable way. Selecting sustainable suppliers has also helped us to ensure business continuity and the ability to deliver the goods and keep medical equipment running smoothly even in the midst of a pandemic.

Our sincere thanks go to INTERLUX employees for upholding our corporate values, and to our partners for providing us with the diagnostic and other medical supplies we needed to compete for in 2020 in countries around the world. And of course to the medical professionals, without whose focus, kindness and absolute dedication to their profession, the year 2020 would have been much more difficult for us all.

## DECLARATION

Since joining the United Nations Global Compact network 9 years ago, INTERLUX has adhered consistently to the 10 principles of the Global Compact in the areas of human and worker rights, environmental protection and anti-corruption.

This year, we are committed to continuing to uphold our commitment to the Global Compact's 10 Principles on Human and Workers' Rights, the Environment and the Fight against Corruption, and to support the initiatives of the United Nations Global Compact.

We go beyond the sustainability imperatives of our contractual commitments, and we also implement the following:

- in our day-to-day operations, we strive to minimize our negative impact on the environment;
- we choose sustainable business partners;
- we represent suppliers that produce environmentally friendly products and implement green innovations;
- we are responsible employers, actively contributing to health promotion and other social initiatives.

Best regards,  
Audrius Matuzevičius, MD, PhD  
CEO of Interlux





## ABOUT THE REPORT

### WELCOME TO THE 9th

Interlux Report on the Progress of Social Responsibility, which provides an overview of our achievements in the areas of human rights, employment relationship, environment, prevention of corruption and contribution to social initiatives in Lithuania in 2020.

In 2012, Interlux joined the United Nations Global Compact network of the 10 Global Compact Principles. For the past nine years, we have been preparing Social Responsibility Progress Reports - assessing and measuring our performance in the context of sustainability.

These reports are available in English and Lithuanian. Electronic documents of the reports are available on the Interlux website <https://www.interlux.lt/lt/tvarumas/> and on the Global Compact website [www.globalcompact.org](http://www.globalcompact.org).

This Report on the Progress of Social Responsibility is intended for all those with an interest in the company's activities – partners, employees, shareholders, the community, organizations and anyone else who would like to get to know Interlux better.

### THE MAIN LINES OF INTERLUX SOCIAL RESPONSIBILITY

TRANSPARENT and responsible business

SOCIALLY RESPONSIBLE employership

Reducing ENVIRONMENTAL IMPACTS

PROMOTING SOCIAL INITIATIVES in the fields of health, healthy lifestyles, scientific innovation, education, ecology, protection of human rights, prevention of corruption, ethical and responsible business.

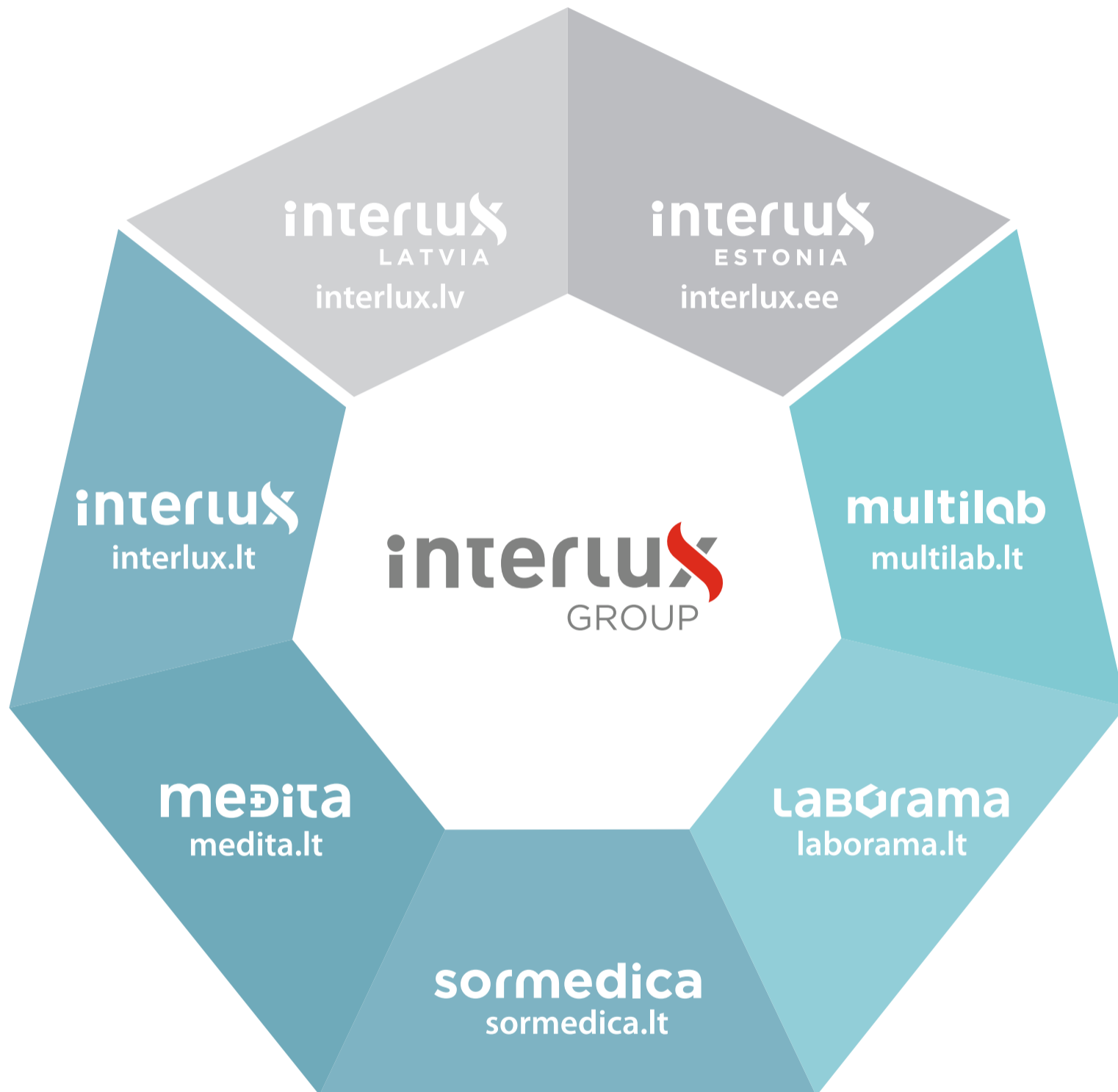
**INTERLUX GROUP** – is an international company that has been providing innovative technologies and solutions for the medical, scientific and biotechnology industries for more than 25 years, together with its subsidiaries in the Baltic region.

The main segments of the Interlux Group's solutions are conservative medicine, surgery and laboratory diagnostics.

We ensure not only the smooth implementation of innovative products of the highest quality, certified, environmentally safe, user training, but also professional 24/7 technical maintenance and service.

A wide range of products, with over 300 innovative global manufacturers represented, a company staff with excellent knowledge of the products and the field of activity, a service department always available and ready to solve problems quickly – these are the strengths of Interlux, which we have acquired over more than 25 years of successful work and development.

## ABOUT INTERLUX



1994

UAB INTERLUX  
ESTABLISHMENT

100+

STAFF

25  
mln.

INCOME 2020

300+

PRODUCT  
RANGE

1000+

SUPPLIERS /  
PARTNERS

1+  
mln.

TRUSTED INTERLUX  
CUSTOMERS IN  
THE BALTICS

### INTERLUX STRENGTHS:

- Responsible, sustainability-minded staff;
- a sustainable supply chain that provides a competitive advantage – over 300 socially responsible partners, world-class manufacturers of medical, surgical and laboratory technologies, developing innovative solutions of the highest quality;
- years of experience enabling us to offer our customers the solutions that best meet their needs;
- 24 years of successful operations, unchanging core values and a socially responsible corporate culture.

**THE COMPANY INTERLUX UAB** ([www.interlux.lt](http://www.interlux.lt)) organizes and ensures the smooth operation of the entire group of companies, from ordering and logistics, to maintenance and after-sales service, to accounting, marketing, recruitment and employment of qualified specialists – the Interlux Group's personnel issues. For more information, please visit [www.interlux.lt](http://www.interlux.lt).

## ABOUT INTERLUX



**SORMEDICA** supplies innovative, efficient and medical-enhancing technologies and solutions for operating theatre and intensive care, disinfection and sterilization, tools and equipment for diagnostics and treatment, robotic surgery, radiotherapy, interventional cardiology and radiology, dialysis and apheresis, and other medical fields, as well as a unique, comprehensive range of medical simulators, mannequins and simulation solutions for the training of junior and advanced physicians. Soon to celebrate its tenth anniversary (opened in 2012), Sormedica has expanded its product range and gained the trust of world-class medical technology manufacturers such as Asensus, BIO-RAD, BD, BK Medical, CAE Medical, Getinge, Integra, Merit Medical, Nikkiso, Promedon, and many others. For more information visit [www.sormedica.lt](http://www.sormedica.lt).

**MULTILABO** is the youngest company of the Interlux Group, founded in 2018 on the basis of the *In Vitro* Diagnostic Technologies and Analytical and Industrial Diagnostic Technologies sales divisions of the parent company Interlux, supplying advanced equipment from world-leading manufacturers for clinical laboratory diagnostics, research and industry, as well as sampling tools for a safe and reliable pre-analytical phase of the test. Multilabo is committed to providing evidence-based and reliable clinical laboratory diagnostics and state-of-the-art solutions for science, industry and R&D and represents technology leaders such as Tosoh, Diasorin, Randox, Sebia, ViroGates in the medical field, as well as Agilent Technologies, Buchi, EcoLab, NewPort, Syft, and other global vendors in the analytical and industrial technologies segment. For more information, please visit [www.multilab.lt](http://www.multilab.lt).

**MEDITA** has been developing its expertise in medical products since 1992 and has a wide range of products for primary health care, physiotherapy and rehabilitation. For almost three decades of operation, Medita has earned strong trust from customers and suppliers, and provides medical equipment and supplies to a large number of general practitioners' surgeries and primary health care facilities in Lithuania. Medita represents medical equipment suppliers renowned for their innovative, safe and reliable products, such as Physiomed Elektromeizin, Rudolf Riestler GmbH, Marsden Group, SOMNOMedics, Merivaara, Promotal, Ecopostural, Vyair Medical, Dr. Mach, Fazzini, Medical ECONET, Arkray, Boditech, Orphee, Drucker Diagnostics, Abaxis, Natumin Pharma, Herbamedicus, Otosan and many other renowned world-class producers. For more information, please visit [www.medita.lt](http://www.medita.lt).

**LABORAMA** was founded in 2017 to further develop the sales division of Interlux UAB for scientific and laboratory testing technologies. Laborama implements innovative solutions for flow cytometry, clinical and industrial microbiology, molecular biology, cell biology. The progressive company also supplies a wide range of supplies for scientists and users of advanced laboratory technologies. One of the company's business niches is to provide state-of-the-art technologies for highly complex genetic DNA research, such as DNA testing for drug efficacy, cancer genetic testing, prenatal testing and other DNA testing. Laborama represents world-class laboratory technology manufacturers such as BD, MDX Health, Mettler-Toledo Rainin, Qiagen, NanoString, Corning, Immucor, AutoGenomics, Lonza, Miltenyi Biotec, and other suppliers of cutting-edge technologies for science and medicine. For more information, please visit [www.laborama.lt](http://www.laborama.lt).

**THE REPRESENTATIVE OFFICE OF INTERLUX IN ESTONIA** was opened in 2017 as part of the Interlux Group's strategic expansion plan in the Baltics and the strengthening of sales of individual business areas abroad. Interlux OU, like other companies in the Interlux Group, guarantees not only a wide range of top-quality products for medical and scientific institutions, but also seamless delivery, customer training, consulting and professional 24/7 technical support and maintenance. For more information, please visit [www.interlux.ee](http://www.interlux.ee).

**THE REPRESENTATIVE OFFICE OF INTERLUX IN LATVIA** has been successfully growing for more than a decade in the Latvian medical and laboratory equipment and instruments, veterinary and other segments. It is a team of enthusiastic professionals whose vision is to improve everyone's life by offering modern and innovative products for healthcare and science. Trusted professionals in their field, they constantly monitor market news and strive to offer their customers the most up-to-date and effective solutions. For more information please visit [www.interlux.lv](http://www.interlux.lv).

**THE INTERLUX GROUP'S CORPORATE STANDARDS** meet the highest global standards of quality, ethics and sustainability – one of the main reasons why global manufacturers of medical and scientific technologies and diagnostic systems choose Interlux as their representative in the Baltic region. Interlux and its subsidiaries are certified according to the **ISO 9001:2008** quality management system standard, proving that the company's services meet the highest quality management standards and are continuously improved.

## INTERLUX GROUP OF COMPANIES

and its employees **oppose any violation of human rights**, discrimination, violence, harassment, forced and child labour, intolerance of any opinion or lifestyle, or any medical condition or state of mind.

These internal and external policies and principles are enshrined in the Interlux Code of Conduct, available on the Interlux website (<https://www.interlux.lt/wp-content/uploads/2019/11/interlux-etikos-kodeksas.pdf?x99557> ) and in the Codes of Conduct of its subsidiaries, which are observed by all Interlux Group employees.

### WORKING TOGETHER – AGAINST INFRINGEMENTS

Interlux Group companies have an **e-mail** address where any employee can report to the management any observed manifestations of discrimination or human rights violations.

A **Complaints Management Procedure** has been adopted and publicly posted, which provides for:

- the time frame within which complaints of possible human rights violations must be handled;
- who is responsible for dealing with these complaints;
- how the process for handling complaints is to be conducted.

Human rights are respected in the internal and external communications of Interlux Group companies.

Human rights are also enshrined in the Group's normative acts, which also contain provisions for the prevention of possible violations:

- **Policy of equal opportunities and procedures for its implementation**

The aim is to ensure equal rights, opportunities and obligations for applicants for employment or existing employees, irrespective of their sex, race, nationality, language, origin, social status, religion, beliefs or opinions, age, sexual orientation, disability, ethnic origin or religion.

- **Regulations on the use of information and communication technologies and on the monitoring and control of employees in the workplace**

The purpose is to establish procedures for video surveillance, the use of information and communication technologies and the monitoring of employees' electronic communications carried out in Interlux Group companies.

- **Policy on the retention of employees' personal data and procedures for its implementation**

The purpose is to establish rules to ensure the security of employees' personal data, to regulate the processing of personal data, ensuring compliance with and implementation of the Labour Code of the Republic of Lithuania, the Law on Legal Protection of Personal Data of the Republic of Lithuania, and other laws and legal acts providing for the protection of personal data, to regulate the procedures for processing of personal data, the implementation of the rights of the data subjects, and the technical and organisational measures for the security of data. In order to effectively ensure the requirements of personal data protection, a new position of Data Protection Officer has also been established in the Interlux Group companies, which primarily assists all responsible employees of the Interlux Group companies to properly and maximally ensure the rights of all people in regard to the protection of their private data.

- **The rules of procedure of Interlux UAB and its subsidiaries, which provide for the following rights of employees:**

"14.2.1. to require the employer to provide safe, healthy and non-discriminatory working conditions;

14.2.2. to require the employer to provide, in accordance with the prescribed procedures, work equipment, personal protective equipment and personal hygiene equipment;

14.2.3. to obtain information from the employer on substances and hazardous agents harmful to the health of the worker in the working environment;

14.2.4. to refuse to work if there is a risk to health, life or work that the worker has not been trained to perform safely;

14.2.5. to claim, in accordance with the procedure laid down, compensation for damage to the worker's health caused by unsafe or hazardous working conditions;

14.2.6. to submit proposals to the employer for the improvement/amendment of the Company's work rules."

### HUMAN RIGHTS MONITORING

In 2020, there were **no manifestations of discrimination** in Interlux Group companies and **no complaints** or applications from employees about human rights violations.

In 2020, there were **also no non-compliances** related to the principles enshrined in the Global Compact.

# EMPLOYMENT RELATIONSHIP

By functional area, in 2020 Interlux Group companies employed:



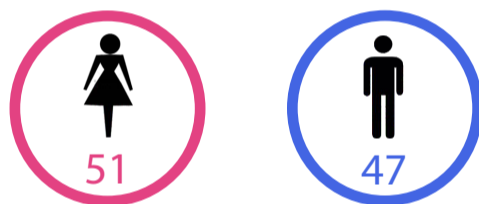
Interlux is one of the unique Lithuanian Groups in terms of staff qualifications, with an exceptionally high proportion of employees having the highest level of education.

In 2020, 93% of the Interlux Group's staff had a university degree, 2% had a non-university degree, and 5% had a post-secondary degree. There were no employees in the group of enterprises with only secondary or special secondary education.

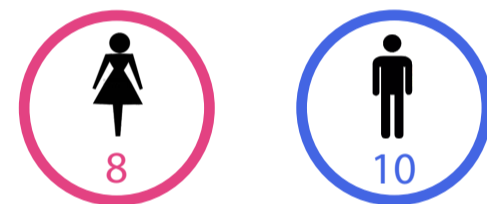
## EQUAL OPPORTUNITIES MONITORING

Gender distribution in Interlux Group companies:

in 2020, the company employed 98 team members, including:



Gender distribution of management staff:



None of the staff had fixed-term contracts.

Both women and men in Interlux Group companies are provided with adequate conditions to take their own additional days off, such as statutory mothers' day and statutory fathers' day which allow them to meet the family needs of their employees in a quality and sustainable way.

In 2020, a total of 51 days of statutory mothers' day and fathers' days were used:

- 13 statutory mother's days,
- 38 statutory father's days.

Interlux also provides free and unrestricted access to the right to various responsible parenthood-related maternity and paternity leaves. Every year, more and more men are exercising their right to paternity leave, for example in 2020, there were granted as many as:

- 1 314 days of parental leave,
- 140 days of paternity leave.

Sickness leave and sick leave for family care are granted equally to women and men.

It should be noted that last year, men spent significantly more working days due to illness, while women spent more working days caring for the sick.

Working days missed due to sickness in 2020:

- men were absent due to sick leave for 81 working days,
- women were absent due to sick leave for 29 working days.

Working days missed due to caring for a sick family member in 2020:

- women took care of a sick family member for 36 working days.
- no working days missed by men due to caring for a sick family member.

## STAFF OVERVIEW

In 2020, Interlux Group companies employed 98 people, one more than in 2019 (97 employees), and even in the face of the coronavirus crisis, the Group has managed to maintain a stable volume of work and to recruit close to a hundred competitive, highly qualified employees.





## INTERNAL PROCEDURES TO UPHOLD RESPECT AND VALUES

Every employee who signs an employment contract with a company belonging to the Interlux Group of companies is informed by signature of the following documents, which enable the new employee to have a good understanding of the entire regulatory area, rules and etiquette of the company: Rules of Procedure, Code of Conduct, Instruction for the Implementation of Compliance with Competition Law Norms, Policy for the Storage of Employees' Personal Data and the Procedure for its Implementation Measures, Rules for the Processing of Personal Data, Regulations for the Use of Information and Communication Technologies and for the Monitoring and Control of Employees in the Workplace, Procedure for the Declaration of Conflicts of Interest in the Company, Privacy Policy, Remuneration System, Policy for Equal Opportunities and the Procedure for Their Implementation, Clothing Regulation, and Job Description.

And for a quick and fun introduction to the company's core values, traditions and other written and unwritten rules, or to how employees in different departments see the company *from the inside*, our newcomers can take a look at the pages of the **Newcomer's Book**.

## SOCIALLY RESPONSIBLE EMPLOYERSHIP

Employees are one of the Interlux Group's top priorities. In addition to providing a safe and healthy working environment, the company ensures a healthy lifestyle for its employees, and promotes and supports disease prophylaxis and prevention.

The Group of companies is particularly concerned that employees feel comfortable in their roles – respected and valued, adequately motivated and developed.

We promote employee awareness, respect the right to freely join the various trade unions, as well as the activities of the Interlux **Labour Council**.

**In line with sustainable, socially responsible business development practices**, we also encourage our employees to take an interest in socially responsible activities, support community and responsible assistance, sponsorship or charity aimed at the well-being of the most vulnerable members of society.

### Interlux Group companies' HR policy priorities

- ✓ Selection based on values and knowledge;
- ✓ Absolute guarantee of employee rights;
- ✓ Effective motivation;
- ✓ Increasing employee loyalty and job satisfaction;
- ✓ Responsible employership.

## SUSTAINABLE PROCESSES FOR THE IMPLEMENTATION OF RESPONSIBLE EMPLOYERSHIP

### • Developing employee potential and self-development

Interlux aims to ensure that its employees have every opportunity to continuously develop, grow and realise the best of both their professional and human abilities in every sense.

With close to 100 employees, the group aims to help potential employees to direct their potential in the most appropriate direction during the recruitment process, so that the employee is offered the position that best suits his or her skills.

As part of the Interlux team, new employees, as well as all members of the team, are actively trained and encouraged to continuously improve their professional skills. **A self-development plan is drawn up for each employee**, according to which, if possible, employees can acquire new knowledge by attending suppliers' trainings abroad or further training centres, courses and conferences in Lithuania.

The Interlux Group's broad and multifunctional organisational structure allows employees to **progress up the career ladder** or to try themselves in completely new roles, without changing or abandoning the company's beloved culture and values.

Self-fulfilment is a multidirectional process – a person is a complete individual, for whom the **possibility of combining work and personal life hobbies**, joys and pursuits is as important as professional growth.

Interlux Group companies enable their employees to combine work and family commitments. For students, there are opportunities to combine studies and work in certain positions. Flexible working arrangements are available to combine work with personal and family commitments.

### • Staff appraisal

The employee appraisal process in the Interlux Group is primarily seen as a tool for employee growth and is focused on a proactive dialogue between the employee and his/her manager to understand the employee's progress in achieving the jointly set goals and developing his/her skills, and what measures are needed to make this process smoother.

As every year, in 2020, all staff members were evaluated at the end of the calendar year.

During this private interview, the achievement of the previous period's objectives and the competences and personal qualities of the staff member were evaluated in accordance with clear and pre-agreed criteria, in order to assess the impact on job performance. It also identified performance targets and areas for improvement for the coming period.

- **Motivation: congruent values, a favourable climate and social appreciation**

The success of a company is demonstrated by the fulfilment of the formula "**employee skills x motivation**". A company's staff is much more than just professionals performing individual functions; it is the company's main resource and capital.

In order to achieve sustainable business development, we want the employees of Interlux Group to feel good not only because of the high quality, ergonomic working tools, safe environment, material incentives, but also to enjoy their contribution to the improvement of public health in Lithuania and the Baltic States.

We also believe that everyone deserves a fair balance between personal and professional activities – we create a favourable climate for the realisation of employees' personal aspirations by ensuring a fair pay policy, correct working time accounting, and compensation for personal time spent on business trips or training.

Interlux Group companies operate the "**LUX incentive system**", where "LUX" is a symbolic bonus with a monetary value, awarded by the line manager to his/her subordinates on a monthly basis, for an assessed and recognized contribution to the overall performance.

A financial incentive is not something that truly motivates today's high-performance employee – we aim to demonstrate personal appreciation through **acknowledgements, nominations**, encouraging younger colleagues **to match the performance of a colleague who has demonstrated particularly good achievements**. We believe that other key motivational tools are the **sustainable maintenance of the company's values and a healthy microclimate**.

As the results of the employee survey showed, **the vast majority of the team appreciates** the Group's motivational tool of **supplementary health insurance**, which has been in place for more than a decade, and considers it an important part of the motivational chain.

Employees with pre-school age children continued to benefit from the supplementary health insurance limit in 2020, in order to better ensure the health care not only of the employees themselves but also of their children.

#### **OTHER MOTIVATIONAL MEASURES RELATED TO EMPLOYEE HEALTH:**

**Preventative health check-ups** – even in the pandemic year 2020, all employees who wished to do so were invited to attend an organised annual preventive health check-up, which, as has been the case on several occasions, provided employees with valuable advice on how to take better care of their own health, which specialists to contact for a quick check-up, as well as diagnosed a number of cases where employees had to be urgently referred for help due to the development of more serious health problems.

**Influenza vaccination** – as every year, all staff members who wished to be vaccinated were given an influenza vaccination before the start of the active influenza season.

**COVID-19 vaccination** – members of our team working in hot zones of hospitals were vaccinated as a priority, together with medical staff. This contributed to the motivation of our team and allowed us to breathe a little easier during the most difficult time of the pandemic.

**Promoting an active lifestyle** – sport and other active leisure activities help to boost immunity and are an excellent healthy way to prevent many illnesses and improve overall physical well-being. Interlux Group companies aim to encourage their colleagues to focus on active leisure activities. For example, during the summer, when the pandemic had subsided, an active scenario was chosen for the Group's annual summer celebration, when the team went canoeing. Also during the summer period, the traditional support for the Interlux Group corporate running team continued, with the participation of the Interlux Group running team in open space public running events.

- **Participation in decision-making**

Employee participation in the company's objectives and strategic planning engages employees in the process and helps them to have a deeper understanding of the overall dynamics of the company's development and to contribute more willingly to its growth.

This is why Interlux companies have periodic performance reviews involving the widest possible range of relevant employees, who assess the current situation, look for the best solutions, and approve the plans together with the managers.

Decisions on the social life of the company are also taken by the **Interlux Labour Council**, an independent body which purpose is not only to strengthen the dialogue between employees and management, but also to provide feedback. The Labour Council can also initiate various projects for employee development, motivation and changes in the working environment. The Labour Council meet at least once a month or whenever issues arise. The members of the Labour Council communicate with the workers and raise issues of concern to the collective during the Council meetings and propose changes to the management.

**Various surveys are regularly carried out** in the company to find out the needs of the employees, to involve them in decision-making, and procedural and operational decisions are taken into account the results of the surveys and the views of the Group community.

Employees are also encouraged to express their views and make suggestions in the development of various internal procedures, appraisal and incentive systems.

- **Open and clear communication**

Keeping employees informed about achievements or disasters, and communicating changes clearly and in advance – all of these contribute to a better internal psychological climate and make employees feel safe, valued, respected and included.

Clear communication particularly **helped us during the first and second waves of the coronavirus pandemic**, when society was living in a state of constant uncertainty and increased stress about the future. Throughout the quarantine, we paid particular attention to communication, and in the early days, we emailed information about the situation in the country, recommendations for protective measures and detailed instructions on how to maximise security periodically, with updates every couple of days at first.

With part of the team working remotely, we introduced a remote meeting mode and made sure that a secure and user-friendly platform for organising electronic meetings was set up across the Group. All this helped to manage the situation and many employees remained calm and rational, made the right self-protective decisions and avoided coronavirus outbreaks.

# ENVIRONMENT

We aim to have a positive impact on both the social and natural environment in which we operate. One of the Interlux Group's main objectives is not only to successfully develop our business, but also to ensure that our companies' activities contribute to the development of safer, more innovative healthcare in Lithuania and the Baltic States.

We also strive to positively influence the market for medical equipment and laboratory instruments, and to encourage the sector to operate in a sustainable, responsible and ethical manner through our example and decisions. The Group companies are also members of many communities, including employee collectives, partners and associations, to which we belong and through which we can actively promote sustainability and social responsibility ideas and actions.

## PARTNERSHIP

We are members of many sustainable international and national organisations.

Our membership is based on shared values of transparency, ethical business, innovation development, reduction of environmental impact, conservation of resources, equal opportunities, prevention of corruption, etc.

- Lithuanian Medical Equipment Manufacturers Association (Lith. abbr. *MIGA*) – membership since 2013.

The Association promotes ethical business activities in the medical equipment and devices market, where all manufacturers compete with each other only in a legal and fair way, and the use of the most modern and highest quality medical equipment contributes to the continuous improvement of the health of the Lithuanian citizens and a better quality of life.

The members of the Association are united by ethical principles and a common goal to ensure the availability of the highest quality medical equipment to every Lithuanian citizen and a commitment to socially responsible business behavior.

- Lithuanian Association of Responsible Business (Lith. abbr. *LAVA*) – membership since 2013.

The Association promotes the development of responsible business practices in companies and organisations, contributes to the creation of favourable conditions for the sustainable development of the country, represents global initiatives, and develops criteria for responsible business.

- Lithuanian Business Confederation (Lith. abbr. *LVK*) – membership since 2016.

The Lithuanian Business Confederation is the largest business organisation uniting service, trade and high-tech companies in Lithuania. LVK is the official representative of the International Chamber of Commerce in Lithuania and participates in the World Chamber Federation.

- Association of Manufacturers of Food Supplements (Lith. abbr. *MPGA.*) – membership since 2016.

The Association of Manufacturers of Dietary Supplements promotes greater involvement of medical professionals and pharmacists in promoting the sensible and moderate use of over-the-counter medicines and dietary supplements.

MPGA aims to ensure that the use of dietary supplements is combined with medical treatment and that the public has access to relevant, up-to-date information on healthcare and advances in medical and pharmaceutical science.

- Investors' Forum – membership from 2020.

A voluntary and independent business association of the largest and most active investors in the Lithuanian economy, aiming to make the conditions for doing business in Lithuania as favourable as possible and to reduce the bureaucratic red tape.

## SOCIAL PROJECTS

The year 2020 was marked by pandemic effects in all spheres – especially in the social sphere.

By supplying most of the medical institutions in Lithuania and the other Baltic countries with a wide range of medical and laboratory equipment and supplies, we had to make sure that the necessary reagents for medical research reached the medical institutions, that operating theatres and resuscitation wards did not run out of equipment and medical supplies, and that everything ran smoothly and was quickly repaired in the event of a malfunction.

The smooth and dedicated work of our logistics staff, service engineers, technology application specialists and managers is probably one of the biggest social projects implemented by our group of companies – after all, travelling to the hottest places where COVID-19 patients are being treated, and communicating constantly with the staff of the medical institutions, even though taking the maximum precaution, was indeed a huge challenge, requiring the focus of our team, a great commitment to work and the duty not to neglect the patients during the most difficult period of time.

During this time, we paid particular attention not only to maximum safety for our staff (respirators, gloves, protective suits, room disinfection), but also to emotional support and encouragement.

Employees directly exposed to the virus were provided with daily updates on the situation in the country, in medical institutions and within the company. Regular communication was also used to monitor feedback on an ongoing basis, ensuring that employees were listened to, had all their concerns answered and that psychological comfort was maintained.

The colleagues who worked on the front lines during the pandemic have become a source of pride for all of us, and have received moral recognition from both customers and the team. Interlux has established the "Interlux Courage and Pride" badge to symbolise appreciation and respect for the real courage shown at work.

The appreciation was communicated electronically among the staff and, after the first wave of the pandemic had passed, the employees honoured with the badge were given an exclusive opportunity to enjoy a holiday at the Resort.



**INTERLUX  
COURAGE  
AND PRIDE**

## A FB GROUP TO SUPPORT QUARANTINED STAFF WITH CHILDREN

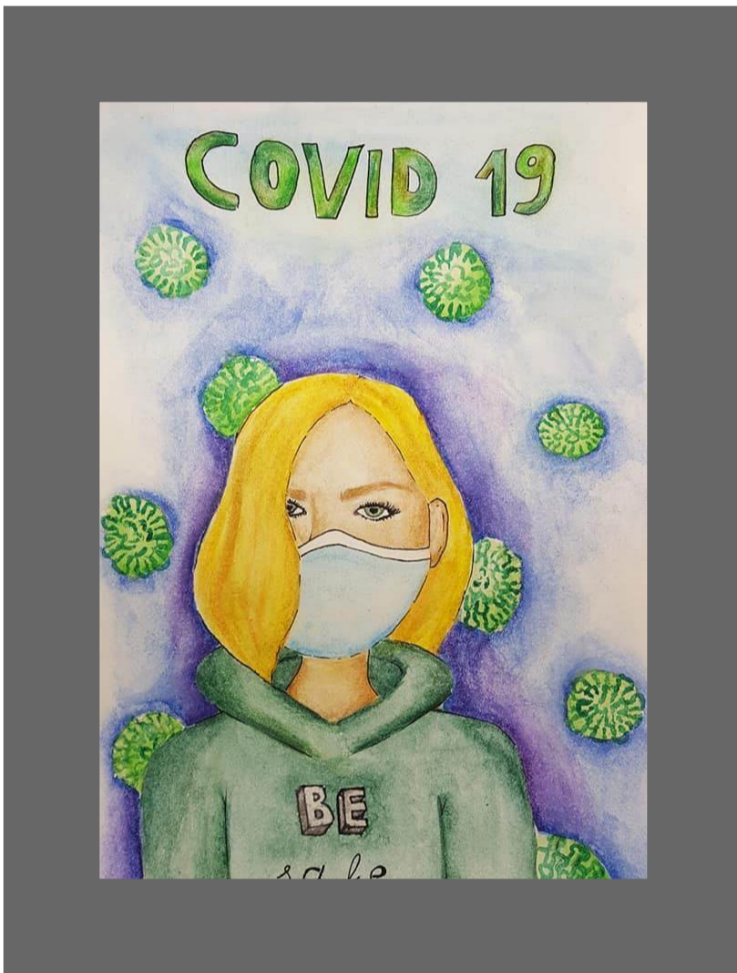
Working remotely and caring for one or often several children, alongside a class or homework, is a huge challenge for many parents in these critical years of challenge.

Interlux, in order to keep its employees optimistic and confident that, with their joint efforts and work, the coronavirus will finally be defeated, has created an online group "Interlux Quarantine Parents" on the Facebook app.

Here, Interlux employees with children in the first wave of the coronavirus could share their experiences, thoughts and tips on how to keep their children, who were "isolated" at home during the quarantine period, occupied in a fun and meaningful way.

The group also held weekly competitions for the children of employees. For example, in the first week, the children drew a coronavirus, and the parents photographed the drawings and sent them to the e-group. The authors of the most beautiful drawings were then voted for and awarded. Later on, the focus turned to construction and other small activities. Parents also started to draw more adventurous pictures of life with their children in quarantine.

This social space not only acted as a channel for information dissemination, but also brought the collective community together, brightened the mood and spread optimism.



The areas of social initiatives that Interlux has consistently supported, even during the difficult pandemic period:

✓ **Health promotion initiatives**

For example, a sustainable initiative to prevent diabetes and to help people with diabetes feel better. Supporting a diabetes camp that provided training on healthy lifestyles for sufferers.

✓ **Initiatives to promote active lifestyles**

Sport is one of the key elements of a healthy lifestyle and makes a significant contribution to the prevention of many diseases. Interlux therefore supports federations and clubs in various sports, thus contributing to the strengthening and development of these sports and to the increase in the number of people adopting an active lifestyle.

The Interlux Group supports the strengthening of biathlon, rowing, basketball, tennis and squash.

✓ **Initiatives that promote breakthroughs in science and studies**

In 2020, Interlux contributed to the organisation of the VU Faculty of Medicine Student Research Network Conference, as well as to the promotion of scientific creativity of LSMUL students and PhD students by supporting scientific and educational projects carried out by these organisations.



# ENVIRONMENTAL PROTECTION

When selecting suppliers and partners, we follow an established procedure to assess both the sustainability of a potential partner and the potential impact on the environment. We aim to work only with socially responsible, sustainable and non-polluting companies.

In our day-to-day business activities, in the management of our offices, in the choice of alternatives to work transport and in the management of waste, we are focusing every year on reducing our negative environmental impact in order to contribute to reducing air and environmental pollution, to slow down climate change and to preserve a healthier environment.

Conservation of natural resources remains a priority environmental objective for Interlux.

Interlux ensures that the packaging of all goods sold by the company is recycled. We have signed an agreement with the PTO (Packaging Management Organisation), which recycles the packaging of all products sold by Interlux Group companies.

In 2020, Interlux recycled an impressive number of packages:

- Combined packaging (without paper) – 2,5 t
- Glass packaging – 3,5 t
- Combined packaging (mainly paper) – 5,1 t
- Wood packaging – 5,5 t
- Plastic packaging – 9,5 t
- Paper packaging – 33 t

Accumulators, batteries and waste electrical and electronic equipment used in Interlux's operations are safely collected and handled by the Association of Electronics Manufacturers, Importers and Distributors (Lith. abbr. *EPA*).

The company chooses only vehicles that comply with the highest standards of environmental pollution prevention and have the lowest possible fuel consumption for its fleet.

Interlux continues to participate in the central procurement information system's electronic rather than paper-based procurement, in order to save paper in the company.



# PREVENTION OF CORRUPTION

In 2020, as in previous years, there were no cases of violation of the Employee Code of Conduct in Interlux Group companies, nor were there any complaints or warnings of illegal activities in violation of the law and ethical standards.

We constantly encourage all employees to behave with dignity, and we stress that Interlux Group companies do not tolerate corruption under any circumstances and at any level.

## **ANTI-CORRUPTION TRAINING**

Every year, the Interlux Group of Companies holds anti-corruption training sessions, during which professional lecturers with a legal background provide employees with new information on the prevention of corruption, teach them to recognise the features of potentially illegal actions of partners or other members of society, and remind them of the importance of stopping any possible corrupt external action immediately, and of reporting to the competent authorities and the management.

## **TRANSPARENT BUSINESS RELATIONS AND COMPETITION**

As in previous years, in 2020, Interlux Group companies operated ethically and transparently, in line with the 10 principles of the United Nations Global Compact Agreement, and aimed to maintain the highest levels of responsibility, reliability, sustainability and anti-corruption in the longer term. In order to maintain the highest level of ethics and to avoid any violation of private and public interests, all employees of the Interlux Group are required to complete a signed declaration of professional and private interests and to disclose all potential sources of conflict. If the information declared reveals possible links or interests between the employee, his/her relatives and the Institution, such employee would be prohibited from working in the area of related sales or in any other position involving a potential conflict of interest.

Interlux continues to consistently encourage employees to be aware of possible violations of the United Nations Global Compact or the Group's Code of Conduct in the area of corruption prevention, and to be sure to report such violations by using the anonymous e-mail address provided for that purpose.

Interlux remains committed to the highest standards of transparency, ethical business conduct and anti-corruption, maintaining a culture of ethical business conduct, transparent relationships with business partners and customers, transparent procurement, transparent payroll and tax policies, transparent and fair competition, and compliance with legal and ethical standards.



Thank you for your time and attention in reading the Interlux Corporate Social Responsibility Progress Report!