

## **PUBLIC COMPANY ORLEN LIETUVA**

### **REGULATIONS ON PREVENTION OF MOBBING, DISCRIMINATION, HARASSMENT AND VIOLENCE**

#### **I. GENERAL PROVISIONS**

1. The purpose of Regulations on Prevention of Mobbing, Discrimination, Harassment and Violence (hereinafter – the Regulations) is to define the actions to be proceeded in Public Company ORLEN Lietuva (hereinafter – the Company, employer) in case of reported conduct with indications of mobbing, discrimination, harassment or violence. The Regulations shall be observed in the cases when Law of the Republic of Lithuania on Protection of Whistleblowers is not applied.

2. The Regulations are aimed at:

2.1. Preventing mobbing, discrimination, all forms of harassment and violence;

2.2. Implementing the relevant intervention measures and addressing the effects of mobbing, discrimination, all forms of harassment and violence;

2.3. Ensuring application of liability and disciplinary actions in the cases of mobbing, discrimination, all forms of harassment and violence;

2.4. Strengthening positive corporate climate and relationship among staff members as well as with relations with the employer;

2.5. Creating a working environment in which a staff member or group of staff members is not subjected to any hostile, unethical, degrading, humiliating, aggressive, abusive, insulting or harassing actions, which violate the honor and dignity of an individual or group of individuals, or the physical or mental integrity of a person, or which are intended to intimidate, embarrass or force the staff member or group of staff members into powerless state.

3. To ensure transparency as well as uniform and comparable HR management processes, the actions to be proceeded in case of reported conduct with indications of mobbing, discrimination, harassment or violence are defined on the basis of the methodology uniform for the entire ORLEN Capital Group, while also taking into account the specifics of each company within the Group.

4. The present Regulations shall apply to all employees of the Company.

#### **II. TERMS AND DEFINITIONS**

5. The terms used herein shall be defined as follows:

**Mobbing** – actions or behavior towards a staff member consisting in targeted, systematic and persistent harassment or intimidation aimed at undermining his/her professional suitability, his/her humiliation or ridicule, isolating or cutting out from a team of co-workers;

**Violence** – any action or lack of action by someone against another person(s) causing intentional physical, psychological, sexual or economic effect related to the work which results or may result in material or non-material damage.

**Harassment** – any unwanted conduct, which occurs with the purpose, or effect, of violating the dignity of a person, and of creating an intimidating, hostile, humiliating or offensive environment, including sexual harassment, on the grounds of gender, race, nationality, citizenship, language, origin, social status, belief, convictions or views, age, sexual orientation, disability, ethnic origin or religion.

**Discrimination** – unequal treatment of staff members on grounds of age, gender, disability, racial origin, convictions or views, nationality, citizenship, ethnic origin, language, confession, religion, union membership, sexual orientation, social status as well as due to employment for a definite period or indefinite period of time, or full-time or part-time work;

**Staff members** – natural persons with legal capacity in labor relations under Labour Code of the Republic of Lithuania who undertook to perform particular job under an employment contract for remuneration.

**Commission in charge of labor relations** – a collegial body established to examine reported cases of conduct or actions with indications of mobbing, discrimination, harassment and violence.

### **III. RESPONSIBILITIES AND DESCRIPTION OF ACTIVITIES**

6. In order to prevent mobbing, discrimination, all forms of harassment and violence, the Company shall:

6.1. Take preventive actions by promoting adequate attitudes and conduct in relations among staff members and with management based on the core values and standards of conduct set in ORLEN Group Code of Ethics;

6.2. Building and ensure safe & secure working environment in which any discriminatory conduct, mobbing, violence, harassment and behavior negatively affecting human dignity is not tolerated;

6.3. Take preventive actions within ongoing human resource management activities by establishing objective assessment criteria of work effects and ensuring open communication with staff members;

6.4. organize trainings for staff members and provide them with access to such trainings on the issues of mobbing, discrimination, harassment and violence prevention;

6.5. not tolerate any conduct or actions with indications of mobbing, discrimination, violence or harassment;

6.6. apply provisions of the present Regulations in practice.

7. Staff members shall comply with the core values and standards of conduct established in ORLEN Group Code of Ethics while respecting the rights of individuals. Staff members shall respect the dignity of others, interact with each other in a polite and respectful manner and ensure a working environment in which other persons are not subjected to any hostile, unethical, degrading, humiliating, aggressive, abusive or insulting behavior. Harassment and/or violence, unethical and disrespectful behavior towards the staff members and other persons in the Company is prohibited.

8. Staff members shall prevent all actions having any indications of mobbing, discrimination, harassment and violence as well as inform the head of the respective organizational unit and the Company's Director of Human Resources about any such actions.

#### **IV. VIOLENCE AND HARASSMENT, THEIR FORMS AND WAYS OF IDENTIFYING THEM**

9. Violence and harassment most often takes the form of psychological pressure, unethical, disrespectful behavior towards other staff members, ignoring, oppression, unjustified remarks and criticism, shouting, insulting, defamation, manipulation, ridicule, bullying, belittling, unethical comments, threats, intimidation, physical and (or) sexual abuse.

10. Harassment can be verbal or written and take the form of physical actions. Harassment can include offensive comments, jokes, humiliation, not sharing important information, cutting out a staff member from other colleagues or meetings, ignoring him/her, giving tasks that are not related to his/her job functions, etc.

11. Threats to a staff member's life, health and safety can arise as part of interpersonal conflict or systematic violations of employees' rights. Employees' rights and duties should not be jeopardized in any way in the workplace or during the employment relationship.

12. Examples of threats include harassment of a staff member during and (or) after working hours, or the dissemination of mocking videos or e-mails on the internal network of a company, institution or organization, where these threats could create a real risk of harassment and (or) violence against a particular staff member.

13. Another example of threat is a situation where conflicts are not resolved even after informing the Company's Director of Human Resources (head of organizational unit or higher level manager, Ethics Officer), which may lead to inappropriate behavior at work, adversely affect the working environment and productivity of staff members, and if emotional tensions grow significantly this can lead to a real risk of violence and (or) harassment and other situations that can increase the vulnerability of a staff member.

14. Staff members, having observed unacceptable behavior and having concerns about unwanted (inappropriate) behavior towards themselves or other staff members, where a staff member is made to feel uncomfortable, shall contact the Company's responsible personnel. In the event of unacceptable behavior that has the signs of violence or harassment, the staff member must calmly and politely inform the person behaving in such way that his/her behavior is unacceptable and must stop, and, if the person does not change his/her behavior, inform the head of the respective organizational unit and the Director of Human Resources.

15. For more information on the ways and forms of recognizing violence and harassment, please refer to the methodological guidelines of the State Labour Inspectorate on the development of a policy on the prevention of violence and harassment:

[http://www.vdi.lt/AtmUploads/Smurtas\\_Priekabiavimas.pdf](http://www.vdi.lt/AtmUploads/Smurtas_Priekabiavimas.pdf).

## **V. SUBMISSION OF COMPLAINTS**

16. Staff member who thinks that he/she has suffered from mobbing, discrimination, harassment or violence has the right to submit a reasoned free-form complaint in writing to Director of Human Resources of the Company. For the sake of confidentiality, an employee of Human Resources Department shall register the complaints by anonymizing them and not uploading into the system. Complaints may be submitted within 3 months after committing or discovering the complained actions. Complaints submitted after the time-limit set above shall not be subject to consideration, unless Director of Human Resources of the Company decides otherwise.

17. A complaint lodged by an employee of Human Resources Department shall be submitted to General Director of the Company. The proceedings under the present Regulations shall also be conducted by the General Director of the Company where actions of mobbing, discrimination, harassment and violence are committed by an employee of the Human Resources Department.

18. Complaints shall be submitted by a staff member having suffered from mobbing, discrimination, harassment or violence. A complaint shall specify what actions or behavior towards him/her are assessed by a staff member as the behavior having indications of mobbing, discrimination, harassment or violence, as well as indicate the related circumstances and duration of the complained actions (behavior), full names of a person or persons committing the complained actions, possible witnesses, available evidence (e.g. Correspondence, request to assign a representative from the trade unions to the Commission. Complaints may be sent by e-mail to the Director of Human Resources. A complaint may also be lodged by other staff member who has not suffered from mobbing, discrimination, harassment or violence, if such staff member has reasons to believe that his/her colleague is subjected to behavior showing signs of mobbing, discrimination,

harassment or violence. Anonymous reports will not be subject to consideration unless Director of Human Resources of the Company decides otherwise.

19. Director of Human Resources shall carry out the proceedings under these Regulations also in cases when information about behavior with indications of mobbing, discrimination, harassment or violence is obtained from other reliable sources, including the information obtained from the Ethics Officer or trade union.

20. Complaints shall be examined in line with the following key principles:

20.1. Directness – all persons concerned (the complainant, the accused, witnesses)) are provided with possibilities to present explanations on their actions;

20.2. Expediency – complaints are examined within the shortest period possible;

20.3. Support to the affected – psychologically safe and secure work environment provided;

20.4. Objectivity and impartiality – examination is conducted objectively without any prejudice;

20.5. Innocence – the accused is deemed innocent until it is concluded that he/she made a violation or conducted improperly.

21. If, as stated in the complaint, the complainant wishes only to discipline the accused and to prevent such actions (conduct) in the future and does not wish to initiate formal proceeding, in such case an informal conversation may be practiced when the Director of Human Resources communicates with the accused separately (either with or without the complainant's participation) in order to resolve the conflict amicably or it may be decided to familiarize the accused with the Regulations and other documents repeatedly drawing additional attention to the subject of complaint.

## **VI. FORMATION OF THE COMMISSION AND PROCEEDINGS FOR EXAMINATION OF COMPLAINTS**

22. Director of Human Resources, upon receipt of a complaint by a staff member or information from other sources, shall form, within 3 business days from the date of such receipt, the Commission in charge of labor relations (hereinafter, the Commission). Where, due to the objective obstacles, the Commission is not formed within the said time limit, it has to be formed no later than within next time limit of 7 business days from a date of cessation of such obstacles.

23. The Commission shall consist of:

23.1. Director of Human resources or a person assigned by him/her performing the functions of a Chairperson of the Commission and acting as a permanent member of the Commission;

23.2. a representative from the trade unions, if so requested by a person having lodged

a complaint;

23.3. Ethics Officer acting as a permanent member of the Commission;

23.4. Legal Adviser appointed by Director of Legal Department acting as a permanent member of the Commission.

24. Chairperson of the Commission, prior to every meeting of the Commission, shall appoint a secretary of the meeting being an employee of Human Resources Department to draw up the meeting minutes.

25. A member of the Commission may not be:

25.1. a person to whom a complaint refers;

25.2. Manager of the organizational unit in which a complaining staff member is employed;

25.3. A spouse or relatives by affinity of a complaining staff member or persons bound to a staff member by other legal or actual ties that may give rise to doubts as to impartiality of such persons;

25.4. Secretary of the meeting.

26. If the persons referred to in Par. 25 above participate in the work of the Commission, Director of Human Resources shall form the Commission in other composition.

27. The Commission shall commence the proceedings in relation to a given case without undue delay, not later than within 14 business days from the Commission formation. The Commission may take decisions, and its meeting shall be deemed as duly conducted when all of its permanent members attend the meeting.

28. The Commission shall make all efforts in order to finalize the proceedings within 30 days from the date at which it started the activities. In justified cases, Chairman of the Commission may extend the time limit for finalization of the proceedings.

29. During the meeting of the Commission, Chairperson, members and secretary of the Commission shall sign the relevant declarations in the form constituting Annex 1 hereto.

30. The Commission shall hear the explanations of an affected staff member and persons whose inappropriate behavioral attitudes gave rise to the complaint as well as collect the relevant information from witnesses. The Commission shall be entitled to obtain access to all documents, e-mail messages, etc. as may be necessary to establish the actual situation.

31. Once the evidence is collected, the Commission shall present its conclusions on the validity of the complaint by making a collegial decision. The following conclusions may be made by the Commission:

- the complaint is likely to be substantiated;
- the complaint is likely to be unfounded;
- abstained;
- other conclusions (made depending on the situation).

The Commission shall also, if possible, make recommendations on further actions. Conclusions and recommendations of the Commission shall be documented in the relevant meeting minutes. Minutes of the meeting shall be signed by all members and secretary of the Commission.

32. Director of Human Resources (if not being a member of the Commission), upon receipt from the Commission of the minutes with all evidence collected and upon consultations with General Director (if necessary) shall make a relevant decision, including decision on warning, mediation or employment contract termination, as well as shall take active steps to provide, as necessary, assistance to persons suffered from mobbing, discrimination, violence or harassment (granting leave not in accordance with the pre-agreed vacation schedule, transferring to another shift / organizational unit, transferring to remote work, etc.).

### **VIII. FINAL PROVISIONS**

33. Activities of the Commission related to examination of complaints and information are of confidential nature. Members and Secretary of the Commission shall protect any information obtained during work of the Commission against disclosure.

34. Documents collected by the Commission and meeting minutes shall be kept by Human Resources Department for the period of 3 years ensuring the confidential treatment of such information. Personal data contained in documents shall be protected in line with the requirements of the applicable legislation governing personal data protection.

35. Director of Human Resources shall be responsible for periodic review of these Rules and update thereof, if necessary.

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\_\_\_\_\_  
(full name of a member / secretary of the Commission)

\_\_\_\_\_  
(organizational unit)

\_\_\_\_\_  
(job position)

**DECLARATION OF THE COMMISSION MEMBER IN RELATION TO THE EXAMINATION  
PROCEEDING No ...**

In view of my appointment as **a member of the Commission in charge of labor relations / secretary** of the Commission examining a complaint concerning mobbing/discrimination/harassment/violence (delete as appropriate) submitted by:

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
(full name of the complaining person) (position of the complaining person) (date of complaint),

I hereby declare that

- I am not a spouse of the persons associated with the examination proceeding or a close or distant relative, to the second degree, or a person bound to him/her/them by other legal or actual ties that may give rise to doubts as to my impartiality;
- I will keep all information obtained in the course of the examination proceeding conducted by the Commission secret and confidential.

\_\_\_\_\_  
(signature)