



RĪGAS PIENA
KOMBINĀTS

CODE OF CONDUCT

Group companies of AS “Rīgas piena
kombināts” and AS “Valmieras piens”

Disclaimer

This Code of Conduct sets out the values, principles of conduct and professional ethics standards of AS "Rīgas piena kombināts" and its Group company AS "Valmieras piens", applicable to all Company managers, employees and organisational units.

Hereinafter, the name AS "Rīgas piena kombināts" refers to both Group companies.





Artūrs Čirjevskis

Chairman of the Management
Board of AS "Rīgas piena
kombināts"

I am pleased to introduce the Code of Conduct of the companies within the AS "Rīgas piena kombināts" Group. As a leader in the dairy industry and one of the largest food companies in the country, we have a broad range of stakeholders towards whom we take on increasing responsibilities as the company grows and develops.

The foundation of every company is its employees, who through their attitude and actions shape the Company's working culture and environment every day and reflect its values. Our success is built on a professional, safe, responsible and respectful working environment. This is brought to life by our values – courage, responsibility, and a positive and respectful attitude towards people and partners.

Courage means maintaining high professional standards and continuously raising them, setting ambitious goals while conducting our business ethically and honestly.

This Code of Conduct serves as a guide for making the right decisions, strengthens our company culture and fosters trust among our colleagues, customers and business partners.

Read it. Understand it. Act on it.



About the Company at a Glance

AS "Rīgas piena kombināts" will soon celebrate its centenary. Today, traditions cultivated over decades are combined with modern production technologies, a continuous focus on product innovation and close attention to changing consumer preferences and needs.

As the largest company in the industry in the country both by the volume of milk processed and the number of employees, AS "Rīgas piena kombināts" has established a strong position in the Baltic market through the quality of its products and the strength of its brands.

Today, AS "Rīgas piena kombināts" works closely with its subsidiary AS "Valmieras piens", where part of the product manufacturing takes place. Approximately 550 employees work at AS "Rīgas piena kombināts", which houses the production units for fresh and fermented dairy products as well as curd snack products. AS "Valmieras piens", employing approximately 210 people, specialises in the production of fermented products, cheese and cheese snacks, as well as ready meals.

Our Brands and Supply Chain

The Group companies develop commercially strong, widely recognised and long-loved local product brands – "Kārumš", "Limbažu piens", "Valmiera", "Lakto", "Dzintars", "RASA", "Rasēns" and "Mājas".

From classic dairy products – milk, kefir, sour cream, butter and cottage cheese – to modern snack cheeses and curd snacks, milk drinks, yogurts and ready meals, these are the categories in which the Company specialises.

More than 300 different products are produced at two plants in Latvia under eight product brands, which are sold in Latvia and the Baltics as well as in more than 35 export countries.



Our Values

COURAGE

We grow dynamically through ambitious goals and considered decision-making. We strive to be the best in brand management, market and sales strategies, and new product development.

Who we are:	Competent, decisive, resilient.
How we act:	We show initiative, set ambitious goals and are not afraid to try new things; we learn from mistakes.
Why it matters:	The actions of courageous people are focused on development and innovation. The goal is to achieve individual and shared success.

RESPONSIBILITY

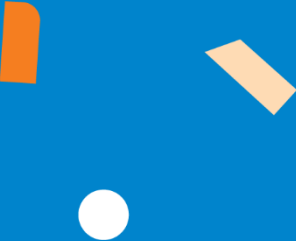
We challenge ourselves to create value in everything we do. We are committed to promoting sustainable growth for our employees, customers, business partners and society as a whole.

Who we are:	We take responsibility and see things through to completion. We care for people and the environment around us.
How we act:	We keep our promises and act consistently. We take responsibility for both our individual work and our team's work. We look for solutions, not someone to blame. We do not stay silent when we notice that something is wrong.
Why it matters:	Responsible conduct is the foundation of trust. The goal is to become a reliable and valued partner for cooperation, individually and collectively.

JOY

We always strive to find joy in everything we do. We aim to create a positive working environment where work is fulfilling and achievements bring joy to others as well.

Who we are:	Joyful and satisfied. We are able to see opportunities. We create energy that inspires and motivates others.
How we act:	We actively participate in processes and involve others. We create a positive atmosphere. We inspire others to be better.
Why it matters:	The actions of joyful and satisfied people are focused on spreading positive energy. The goal is to bring more joy into the world.



Our Key Stakeholders

Stakeholders of AS “Rīgas piena kombināts” and its Group company AS “Valmieras piens”:

Internal stakeholders:

- Shareholders
- Members of the Supervisory Council and related persons
- Members of the Management Board and related persons
- Entities subject to decisive influence by members of the Company’s Management Board and Supervisory Council
- Members of the subsidiary’s Management Board and Supervisory Council

Internal stakeholders (represented interests)

- Potential shareholders
- Trade unions

External stakeholders:

- Raw material suppliers
- Clients
- Co-owners
- Utilities providers
- Lessees / tenants

External stakeholders (represented interests)

- Banks*
- End consumers
- Professional service providers
- Public authorities**
- Regional interests***
- Non-governmental organisations****
- Associations****
- Customer associations
- Local authorities
- Media

* AS Swedbank, AS SEB Banka

** ministries (ZM, VM, EM, FM); regulators and services (PVD, VVD, VID, LAD, PTAC, KP, VUGD), other relevant bodies, NGO representatives; customers and suppliers (small- or large-scale retail chains)

*** Riga City Municipality and Valmiera Municipality (including construction authorities), Zemgale parish administrations

**** “Dzīvnieku brīvība” association, Latvian Chamber of Commerce and Industry, Latvian Federation of Food Enterprises, Latvian Employers’ Confederation



Code Compliance

The Code of Conduct of the AS "Rīgas piena kombināts" Group companies helps us make the right decisions in our daily work, strengthens our company culture and builds trust among colleagues, customers, business partners and society.

The Group companies are responsible for implementing the Code of Conduct across all Company organisational units. Managers have a particular responsibility to ensure that every employee is familiar with the Code of Conduct. Every employee is responsible for complying with this Code.

In everyday work, compliance with the Code of Conduct starts with asking yourself:

- Are my conduct and decisions consistent with our Code of Conduct?
- How well do this conduct and these decisions reflect the Company's values?
- Do my conduct and decisions infringe the rights and interests of others?

Reporting an observed violation or suspicion of a violation is particularly important!

You can be assured that every report submitted in good faith will be carefully assessed and that any identified violations will be addressed immediately.

Contacts

In case of uncertainty or questions requiring clarification, depending on the nature of the matter, every employee is encouraged to ask questions, especially when there are doubts about the appropriateness of an action:

- Their direct manager;
- Head of the Legal Department – legal@piens.lv;
- Head of the Human Resources Department – personals@piens.lv;
- Head of the Finance Department – jelena.popjonoka@piens.lv;
- Head of the IT Department – it.support@piens.lv;
- Communications Representative – linda.mezgaile@piens.lv.

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AS "Rīgas piena kombināts"

Rīga, Bauskas iela 180,
LV-1004, Latvija
Reģ. nr. 40003017441
T. +371 67 066 888

1. SAFE, RESPECTFUL AND INCLUSIVE WORKPLACE

1.1. Occupational Safety and Health

AS “Rīgas piena kombināts” is committed to ensuring safe working conditions at its facilities (production, administration, etc.). The Company complies with all applicable legislation and continuously improves these and occupational safety indicators.

Every employee:

- commits to complying with occupational safety rules and informing their immediate manager of any deficiencies;
- commits to complying with occupational health and safety requirements and using personal protective equipment where required by the nature of their work;
- immediately reports hazardous situations or accidents.

1.2. Respect for Human Rights

The Group companies respect human rights principles and do not tolerate violations of human dignity and honour. The Company does not support the employment of minors (unless this is summer employment for children and young people to gain their first work experience, in strict compliance with the Labour Law provisions governing the employment of children and adolescents), forced labour, human trafficking or any other form of human rights violation. We create a working environment where everyone is respected and fundamental human rights are protected.

Every employee:

- treats others with respect;
- respects the rights and interests of others;
- does not tolerate human rights violations in their own conduct;
- reports situations in which they identify a possible human rights violation or abusive conduct.

1.3. Equality, Diversity and Inclusion

AS “Rīgas piena kombināts” ensures equal treatment for all employees and supports respectful communication only. The Company provides an inclusive environment for all generations and, where possible, ensures accessibility for people with disabilities. The Company does not tolerate discrimination or unequal treatment in any form or on any grounds.

Every employee:

- treats colleagues, candidates, interns and business partners with respect;
- does not tolerate discriminatory treatment or statements relating to their own or another colleague's age, gender, nationality, ethnic origin, disability, health condition, religious and/or political beliefs, or other protected characteristics;

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- personally contributes to an inclusive working environment where everyone feels heard and valued;
- respects different opinions and cooperates professionally even when views differ.

1.4. Respectful Conduct

The Group companies do not tolerate harassment, violence, bullying or mobbing. The Company has zero tolerance for any form of harassment, including but not limited to physical, sexual, verbal, psychological or digital harassment and abusive conduct. Violent and abusive conduct, language or written communication that creates an intimidating or hostile working environment are strictly prohibited.

Every employee:

- treats others professionally, courteously and respectfully;
- does not engage in abusive, humiliating, aggressive or intimidating conduct;
- does not use offensive comments, jokes, images or forms of communication that may create a hostile or degrading environment;
- immediately reports any cases of violence, harassment, mobbing or bullying that they have experienced or observed.

1.5. Professional Conduct and Mutual Respect

AS “Rīgas piena kombināts” promotes a professional, open and collaborative working culture that is aligned with our company values. We expect respectful, constructive communication and responsible conduct in all working relationships.

Every employee:

- communicates courteously, professionally and respectfully;
- respects colleagues’ opinions even when they disagree with them;
- gives and receives feedback constructively;
- helps create a collaborative working environment;
- does not tolerate rude, disrespectful or humiliating behaviour.

1.6. Learning and Professional Development

The Group companies support employees’ professional growth, development of knowledge and acquisition of new skills. We foster a culture of continuous learning that helps the Company develop and adapt to change.

Every employee:

- maintains and develops the knowledge and skills required for their field of work;
- actively participates in training organised by the Company;
- shares knowledge and experience with colleagues;
- is open to new working methods, technologies and development opportunities.

1.7. Work-Life Balance

AS “Rīgas piena kombināts” supports work-life balance and pays attention to employees’ emotional well-being. This is addressed in discussions between employees and their immediate managers, and through various initiatives aimed at improving employees’ physical and emotional well-being.

Every employee:

- plans their work and time responsibly;
- respects colleagues’ right to rest and private life;
- promptly informs their manager if the workload becomes unreasonable or affects their health and well-being;
- takes responsible care of their physical and emotional health.

1.8. Work Free from Intoxicating Substances

The Group companies maintain a working environment in which the use of alcohol, drugs and/or psychotropic substances is strictly prohibited. Bringing, using or storing alcohol on Company premises is not permitted, except at specific Company-organised celebrations and with prior approval from senior management.

Every employee:

- comes to work in a physical and psychological condition that enables them to perform their duties safely and to a high standard;
- does not bring, use, store or distribute prohibited substances on Company premises;
- does not consume alcohol or narcotic substances during working hours or before starting work;
- immediately reports any situation they observe that may endanger the safety of other people, products or Company property.

1.9. Responsibilities After Termination of Employment

If an employee of an **AS “Rīgas piena kombināts”** Group company leaves employment at the Company’s facilities, **every former employee** is required to:

- return all Company assets (tangible and intangible), data and equipment;
- not disclose any confidential information to which the employee had access while working for the Company, in accordance with the Employment Agreement and the Company’s internal regulations;
- transfer or use their intellectual property rights in accordance with the procedure established in the Employment Agreement.

1.10. Internal Whistleblowing Policy

The Group companies encourage their employees to use the internal whistleblowing system to prevent, at an early stage, possible misconduct in the Company’s operations that affects personal or public interests. We will carefully and objectively investigate every report and

maintain strict confidentiality. Every whistleblower will be guaranteed full anonymity and protection against any retaliation directed at the whistleblower or a related person.

Every employee:

- reports possible violations where there are reasonable grounds to believe that they exist;
- provides truthful and complete information in good faith;
- cooperates in the assessment and investigation of violations;
- respects confidentiality and does not misuse whistleblowing mechanisms to resolve personal conflicts;
- immediately reports situations in which the safety of people, the Company's reputation, product quality or compliance with laws and regulations is at risk.

A report may be submitted electronically or a completed reporting form may be sent to the relevant email address:

- riga@piens.lv AS "Rīgas piena kombināts" – riga@piens.lv
- valmiera@piens.lv AS "Valmieras piens" – valmiera@piens.lv
- For matters concerning any organisational unit – legal@piens.lv

2. RESPONSIBILITY TOWARDS CONSUMERS AND PRODUCT QUALITY

2.1. Product Quality and Safety

The Group companies are committed to providing consumers with safe, high-quality products that comply with applicable legal requirements. Product safety is our top priority, while meeting consumers' needs and ensuring their well-being is our second priority. The Company adheres to high food safety, quality and production standards, continuously improves its processes and acts immediately when a risk to product safety or quality is identified.

Every employee:

- complies with established quality, hygiene and food safety requirements;
- performs their duties carefully and responsibly;
- complies with established requirements for product traceability, control and safety;
- immediately reports observed deviations, risks or possible quality violations;
- raises issues that may affect product quality or consumer safety;
- understands that their actions affect the quality of the finished product and the Company's reputation.

2.2. Responsible Innovation and Continuous Improvement

The Group companies promote innovation, continuous improvement and the development of new ideas. We seek ways to create greater value for consumers and improve products, processes and working methods while maintaining high standards of quality, safety and ethics.

Every employee:

- is open to new ideas, technologies and working methods;
- participates in process improvement and the implementation of improvements;
- shares their knowledge, observations and suggestions;
- learns from mistakes and uses them as an opportunity for development;
- supports changes that help improve product quality, efficiency or the consumer experience.

2.3. Responsible Communication with Consumers

AS "Rīgas piena kombināts" is committed to ensuring fair, clear and truthful communication about its brands and products. We do not allow misleading, unfounded, discriminatory or offensive information. All communication about products and brands is based on facts, responsibility and respect for consumers.

Every employee:

- provides truthful and accurate information about the Company's products;

- does not make unfounded claims about product properties or quality;
- complies with the Company's established communication and brand management requirements;
- during and after employment, is aware that public statements about the Company's products may affect the Company's reputation;
- acts in a way that allows us to be proud of the Company's brands, products and communications.

3. FAIR AND RESPONSIBLE BUSINESS

3.1. Relations with Customers, Business Partners and International Trade

AS “Rīgas piena kombināts” builds long-term relationships with customers, suppliers, service providers and other business partners based on professionalism, integrity, openness, mutual respect and trust. We cooperate only with partners and conduct transactions that comply with applicable laws and regulations, including international and national sanctions requirements. We expect all our employees to represent the Company responsibly and help maintain the Company’s reputation at every stage of cooperation.

Every employee:

- treats customers, suppliers and other business partners professionally, openly and respectfully;
- fulfils their obligations and complies with concluded agreements;
- communicates correctly, promptly and professionally;
- does not engage in misleading, dishonest or unethical conduct;
- respects confidential information obtained during cooperation;
- complies with the Company’s sanctions and international trade requirements insofar as they apply to their job responsibilities;
- understands that their conduct and communication affect the Company’s reputation and credibility;
- immediately informs their direct manager or the Legal Department if a business partner, transaction or its circumstances raise reasonable concerns about a possible breach of sanctions or other legal requirements.

3.2. Conflicts of Interest

The Group companies expect decisions made on behalf of the companies to be objective, honest and in the interests of the Company. A conflict of interest may arise when an employee’s personal, financial or family interests compete with the interests of the Company.

Every employee:

- acts in the interests of the Company and avoids situations that may create a conflict of interest, for example hiring a relative by bypassing the Company’s established recruitment procedure or working for or providing services to a competing company in parallel;
- immediately informs their manager or responsible organisational unit of a possible conflict of interest;
- does not participate in decision-making on matters in which they or their relatives have a personal interest;
- does not use their position for personal gain.

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3.3. Accurate Record-Keeping and Fair Reporting

AS “Rīgas piena kombināts” ensures transparency, accuracy and compliance with legal requirements in its operations. Company decisions, financial results, quality indicators, production data and other information are based on accurate, complete and timely data. We do not tolerate distortion of information, concealment of data or false reporting.

Every employee:

- ensures that information they prepare or enter is accurate, complete and truthful;
- keeps accurate and timely records of working hours, production, quality, financial and other data required in the course of their duties;
- does not falsify, distort or destroy information in order to conceal errors, non-compliance or violations;
- does not knowingly make misleading entries in documents, systems or reports;
- immediately reports identified errors, non-compliance or suspicions of data falsification;
- cooperates during audits, inspections and investigations, providing complete and truthful information.

3.4. Gifts and Representation

The Group companies support professional business relationships, but do not allow situations in which gifts or other benefits may influence business decisions or create such an impression.

Every employee:

- does not accept or offer gifts or benefits that may create a sense of obligation, compromise professional judgement or create the impression that they will make a decision expected of them;
- complies with the Company's requirements for accepting or providing gifts and representation, including that the value of a gift must not exceed EUR 100 (one hundred euros) and events must be proportionate (for example, a trip paid for by a business partner exceeds the limits of proportionality);
- does not conceal benefits received or provided and informs their direct manager or the head of the Legal Department about them;
- consults their direct manager or the head of the Legal Department in case of doubt.

3.5. Prevention of Corruption and Bribery

AS “Rīgas piena kombināts” has zero tolerance for corruption, bribery and any dishonest obtaining or granting of advantages.

Every employee:

- does not request, offer, promise or accept bribes or other unauthorised benefits;
- does not cooperate with intermediaries to carry out corrupt activities;
- does not make decisions in exchange for personal benefit;

- immediately reports suspected cases of corruption or bribery to their direct manager or the head of the Legal Department.

3.6. Fair Competition

The Group companies compete fairly and responsibly in compliance with the competition laws of the Republic of Latvia and the European Union. Our competitiveness is based on product quality, innovation, efficiency and professional work.

Every employee:

- complies with competition law requirements, Company policies and procedures;
- does not enter into or participate in prohibited agreements with competitors, including discussions of prices, discount policies, market allocation, customers, procurement, production volumes or other commercially sensitive information;
- does not obtain or use information about competitors in an illegal, unfair or unethical manner;
- does not make decisions that could create a risk of violating competition law;
- represents the Company's interests in the market fairly and professionally;
- immediately informs their direct manager or the head of the Legal Department if they have doubts about whether specific conduct complies with competition law requirements.

3.7. Prevention of Money Laundering

AS "Rīgas piena kombināts" conducts business only with lawful financial resources and supports international efforts to prevent money laundering and terrorist financing.

Every employee:

- pays attention to unusual transactions and unusual business situations;
- does not participate in transactions whose origin or purpose raises reasonable concerns;
- complies with the Company's established control procedures;
- immediately reports possible violations to their direct manager or the head of the Finance Department;
- helps ensure the transparency of the Company's operations and compliance with legal requirements.

3.8. Relations with Public Authorities

The Group companies maintain professional, open and respectful relations with government and municipal authorities, regulators and supervisory institutions.

Every employee:

- cooperates with public authorities honestly and professionally;

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- provides accurate, complete and truthful information where this falls within their responsibilities;
- does not offer or accept unauthorised benefits in connection with the work of public authorities;
- follows the Company's established procedure for communication with public authorities, in accordance with Company policies and prescribed procedures;
- involves other responsible Company organisational units where necessary, such as the Legal Department.

3.9. Political Neutrality and Donations

AS "Rīgas piena kombināts" maintains political neutrality. Company resources are not used to support political parties, candidates or political campaigns. At the same time, the Company builds and strengthens relationships with relevant supervisory and industry representative bodies, regardless of their political leadership.

Every employee:

- clearly separates their personal political views from the Company's activities;
- does not use Company resources, working time or authority to support political activities;
- does not create the impression that they are expressing the Company's position on political matters without appropriate authorisation;
- protects the Company's reputation and neutrality in the public sphere.

3.10. Responsible Approach to the Environment and Resources

The Group companies recognise their impact on the environment and are committed to promoting responsible and sustainable business. We strive to use natural resources efficiently, reduce waste, promote the reuse of resources and continuously improve our product portfolio with new and improved products, as well as improve our processes to reduce environmental impact. These principles are governed by the Company's Environmental Policy, Sustainability Strategy and other related internal regulatory documents.

Every employee:

- uses energy, water, raw materials and other resources responsibly and economically;
- complies with the Company's environmental protection, waste sorting and resource management requirements;
- takes care of a clean, safe and orderly working environment;
- immediately reports environmental incidents, leaks, pollution or other situations occurring at the Company that may cause environmental harm, even if they are outside the employee's direct area of responsibility;
- understands that everyday decisions and habits affect the Company's overall environmental performance.

4. PROTECTION OF COMPANY INFORMATION, DATA AND ASSETS

4.1. Protection of Confidential Information

AS “Rīgas piena kombināts” protects information that is not publicly available and whose disclosure could harm the Company, its employees, customers, suppliers or other business partners. Confidential information may include trade secrets, financial data, product recipes, business plans, pricing information, contractual terms and other sensitive information.

Every employee:

- uses confidential information only for the performance of their work duties;
- does not disclose confidential information to unauthorised persons outside the Company;
- takes care of the security of documents, data carriers and information systems;
- avoids discussing sensitive Company information in public places and communication channels;
- immediately informs the IT Department of loss, leakage or unauthorised access to confidential information.

4.2. Personal Data Protection

The Group companies comply with personal data protection requirements and respect the data protection rights of employees, customers, business partners and other persons. Personal data are processed only for lawful, clearly defined and justified purposes.

Every employee:

- processes personal data only within the scope of their work duties and granted authorisations;
- complies with applicable personal data protection requirements (GDPR);
- does not access personal data without a work-related need and does not retain personal data without a specific need;
- does not disclose personal data to unauthorised persons or third parties;
- immediately informs the IT Department of possible personal data protection incidents or breaches.

4.3. Cybersecurity

AS “Rīgas piena kombināts” protects information systems, networks, devices and data against cybersecurity risks. A secure digital environment is essential for the Company’s uninterrupted operations, information protection and customer trust.

Every employee:

- protects their access credentials and passwords and does not disclose them to other persons;
- uses only systems, software and devices approved by the Company;
- carefully assesses suspicious emails, links, attachments or other possible fraud attempts;
- complies with the Company's information security requirements when working both in the office and remotely;
- actively participates in training and activities organised by the Company on a secure digital environment and cybersecurity;
- immediately informs the IT Department of suspicious incidents, possible security breaches or unauthorised access to systems.

4.4. Responsible Use of Artificial Intelligence and Digital Tools

The Group companies support the use of digital technologies and artificial intelligence tools where they help improve work efficiency, quality and innovation. At the same time, the Company expects these tools to be used responsibly, securely and in compliance with legal requirements.

Every employee:

- uses the digital and artificial intelligence tools recommended or supported by the Company's IT Department, and only for authorised and work-related purposes;
- does not enter confidential information, trade secrets or personal data into publicly available artificial intelligence tools without a need and appropriate approval;
- critically evaluates information generated by artificial intelligence and does not adopt it automatically without verification, using critical thinking;
- complies with copyright, data protection and information security requirements, for example, when using information found through tools for research, cites its source;
- takes full responsibility for the result of their work even when digital or artificial intelligence tools have been used in its preparation.

4.5. Intellectual Property

AS "Rīgas piena kombināts" protects its intellectual property, including brands, trademarks, product recipes, designs, technologies, innovations, research and other intellectual assets created by the Company. We also respect the intellectual property rights of other persons and organisations.

Every employee:

- protects the Company's intellectual property and does not facilitate its unauthorised use or disclosure;
- uses third-party materials, software, images, publications and other protected works only in accordance with applicable rights and licences;
- does not use the Company's intellectual property for personal interests without appropriate authorisation;

- reports possible intellectual property infringements to the Legal Department;
- helps preserve and develop the knowledge, innovations and brands created by the Company.

4.6. Responsible Use of Company Assets

The Group companies provide employees with the resources, equipment, technologies, transport and other assets necessary to perform their duties. We expect Company assets to be used responsibly, economically and in accordance with applicable employment law documents and the Company's internal policies and instructions.

Every employee:

- uses Company property, equipment, systems and other resources responsibly and for their intended purposes;
- takes care of the work tools and Company property entrusted to them;
- does not allow wasteful, unauthorised or non-compliant use of Company resources;
- immediately reports damage, loss, theft or other incidents;
- understands that Company assets are an important resource for the Company's operations and competitiveness.

4.7. Social Media and Public Communication

AS "Rīgas piena kombināts" respects employees' right to express personal opinions, while expecting responsible conduct in the public sphere and on social media. We protect the Company's reputation and ensure high-quality communication with the public based on truthful facts.

Every employee:

- acts professionally and responsibly on social media and in the public sphere;
- does not disclose confidential or sensitive information about the Company without prior written permission from Company management;
- does not publish content that may harm the Company's reputation or harm colleagues, customers or business partners;
- clearly separates their personal opinion from the Company's official position;
- does not provide comments or statements to the media on behalf of the Company and does not respond to media enquiries;
- when contacted by the media, directs media enquiries to the Company's Communications Representative.