



THE PROCEDURE FOR SUBMISSION AND HANDLING OF COMPLAINTS IN THE PRIVATE LIMITED COMPANY “RŪTA”

According to the procedure for submitting and handling of complaints in JSC “Rūta”, which is applicable for employees, customers, business partners of UAB Rūta (hereinafter - the Company), governmental and non-governmental organizations (NGO), and others, reports/grievances about possible violations of human rights, complaints regarding food safety and quality can be reported and if reported then will be investigated.

If an employee of the Company feels discriminated against or has experienced a possible violation, he/she may apply in writing to the line manager, personnel manager, place an anonymous message in the message and complaint box next to the Company's dining room or write an e-mail message to personalas@ruta.lt.

If the client, business partner, governmental and non-governmental organizations (NGO) or other applicant feels discriminated against or has experienced a possible violation, he or she can file a complaint by e-mail info@ruta.lt or at the address: UAB Rūta, Tilžės Str. 133, LT-76349 Šiauliai.

If the client, business partner, governmental and non-governmental organizations (NGO) or other applicant has a complaint about the safety and / or quality of the Company's products, he or she can file a complaint by e-mail kokybe@ruta.lt or at the address: UAB Rūta, Tilžės Str. 133, LT-76349 Šiauliai.

In such a case, the Company's employee, customer, business partner, governmental and non-governmental organizations (NGO) or other applicant has the right to file a complaint, request, notification (hereinafter - the Report) regarding possible direct or indirect discrimination, harassment, sexual harassment, instruction to discriminate on the basis of gender, race, nationality, language, origin, social status, age, sexual orientation, disability, ethnicity, membership of a political party or association, religion, beliefs or opinion, on the basis of the intention to have a child (children), concerning the circumstances unrelated to the business characteristics of the employee, client or business partner, and to receive a reasoned response no later than within 20 working days from the date of submission of such Report.

If the Report is received, a permanent commission formed by the head of the Company, consisting of the representative of the employer, the representative of the employees and the representative of the labour council, shall submit a reasoned conclusion to the head of the Company within 15 working days stating whether the Report is justified, as well as proposing specific sanctions against the infringer (if the Report is justified) and other measures that may prevent the recurrence of such infringements in the future. Based on the conclusion of the commission, a reasoned response shall be prepared for the reporting person.

During the investigation of the report, the commission must ensure that:

- the accused person would be presumed innocent until it is determined that he or she did in fact commit the offence;
- the investigation is carried out quickly, in the shortest possible time;
- the discretion of the investigation is maintained and confidentiality is respected;
- the investigation would be conducted objectively, without prior assessments, opinions, views.

The staff administrator is responsible for maintaining the anonymity of the complaints submitted. (UAB Rūta Order 2022-06-10 Nr. T-32).



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The Head of the Company's Personnel is responsible for the handling of complaints about possible violations that have a negative impact on human rights, the submission of answers and anonymity (UAB Rūta Order 2022-06-10 Nr. T-32).

Complaints related to the safety and / or quality of the Company's products are examined in accordance with the BRC management procedure VP09 of UAB Rūta. The food safety team is responsible for examining them, providing answers and anonymity.

