



UAB „LTG Kompetencijų centras“
SUMMARY OF THE STRATEGY
2026–2030

MISSION

Connecting people and businesses for a more sustainable future

VISION

To be the backbone of the transport system

VALUES

Customer
Collaboration
Improvement
Responsibility

CUSTOMER EXPERIENCE

OPERATIONAL EFFICIENCY

BUSINESS DEVELOPMENT

INCLUSIVE ORGANIZATIONAL CULTURE

DECARBONIZATION

BUSINESS RESILIENCE

STRATEGIC ACTIVITIES

Customer Experience

- We are a strategic partner for our clients, providing high-quality services that meet the specifics of our activities, meet the needs of the customer and create high value.

Operational efficiency

- We base our activities on economies of scale, efficient procurement and continuous improvement, ensuring that services and their prices comply with market standards.

Business Development

- We develop existing services to meet customer needs, centralize customer support operations and use high expert competencies in the market.
 - **Inclusive organizational culture**
- We clearly understand the client's expectations and strive to meet them, so we cooperate with each other, are engaged, responsible and always ready to go the extra mile.

Decarbonization

- We reduce negative environmental impacts and conserve natural resources.

Business resilience

- We ensure safe, transparent and uninterrupted service provision.

About the company

- UAB "LTG Competence Centre" is a company providing services of the LTG Group, which provides general services to all companies of the LTG Group. The company's activities are based on the activities of the Shared Service Centres (SSCs). Shared Services Centers, SSC model, which ensures centralized provision of general services to LTG Group companies in order to achieve efficiency, quality and cost synergies.
- The LTG Group applies a functional leadership model, which means that value is created by centralizing the management of business support and corporate functions, consolidating competencies and implementing functional excellence. The Company is responsible for the implementation of policies and methodologies, functional development plans and assistance in their preparation through the services provided.
- The company helps LTG Group's business units focus on their core business by ensuring high-quality internal service provision and synergies between different levels of the organization.

MAIN SERVICE AREAS

7



- Accounting.
- Information technology.
- Personnel.
- Purchases.
- Law.
- Asset management.
- Business resilience

NUMBER OF EMPLOYEES

529



CATEGORIES OF SERVICES

35



> 250 different services

Key investments



Car Renewal



The car fleet has been renewed, replacing existing vehicles with electric vehicles.



HCI private cloud



Centralized, resilient and easily scalable IT infrastructure.



Data Center Network Platform



Resilient, secure, and centrally managed data center network infrastructure.



ERP new features and document management system update

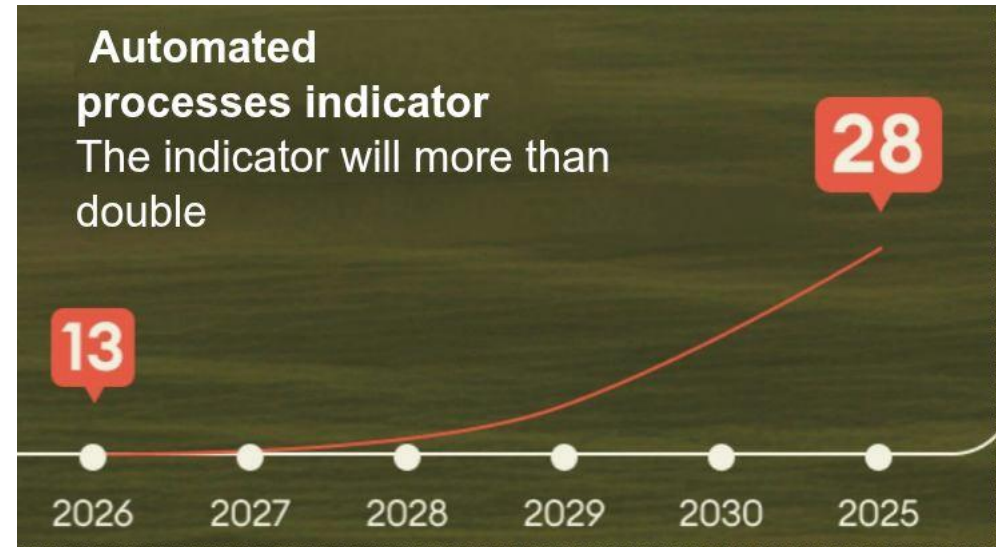
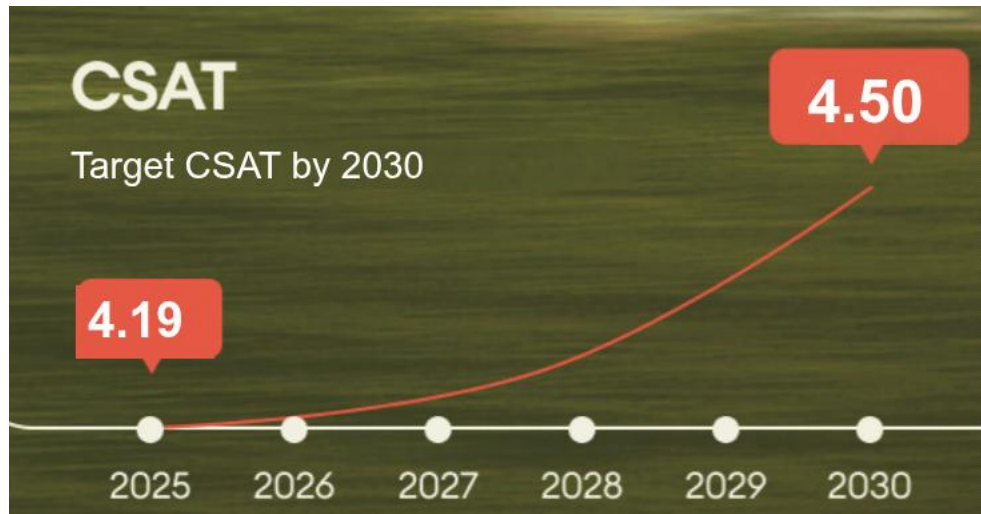


The functionality of the ERP system is expanded, improving data quality and increasing operational efficiency.

The document management system is updated by introducing new functionalities.

Key indicators

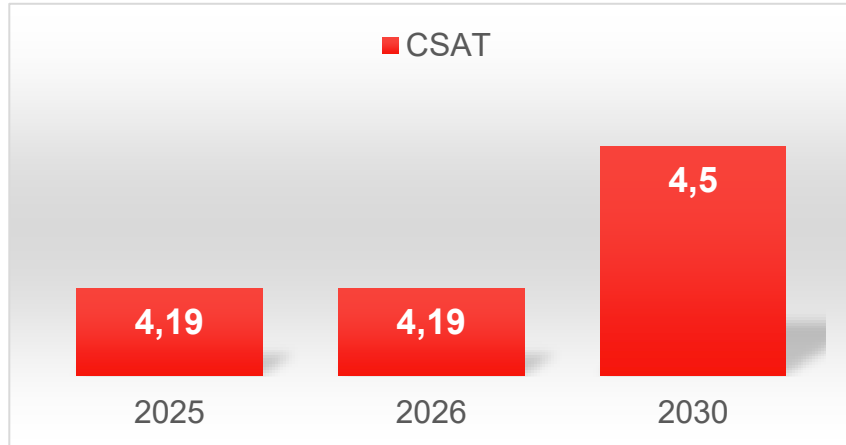
WE INCREASE PRODUCTIVITY BY AUTOMATING PROCESSES



WE INCREASE CUSTOMER SATISFACTION WITH THE SERVICES PROVIDED

Customer Experience

We increase customer satisfaction with the services provided



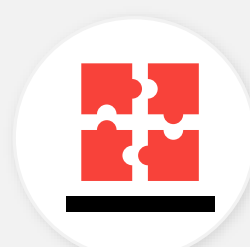
Unified customer service culture



Digital customer experience and technology development



Open and transparent data for the customer

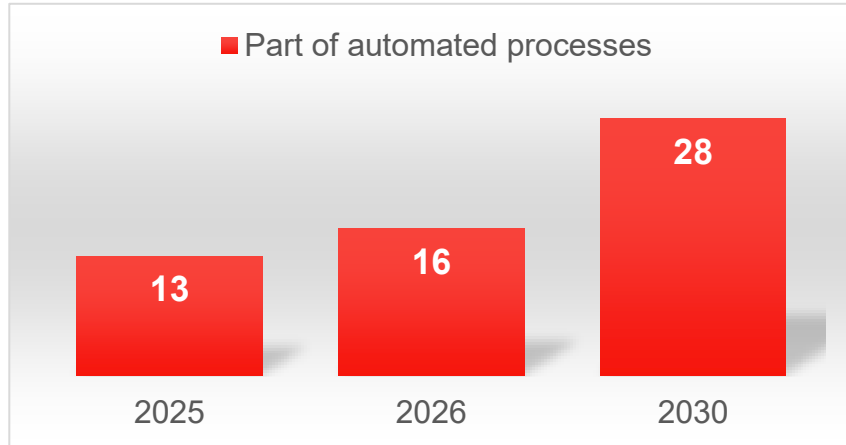


Value creation and communication



Operational efficiency

Increasing operational efficiency



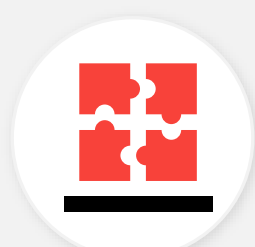
Increasing process efficiency and digital literacy



Increasing the maturity of data management



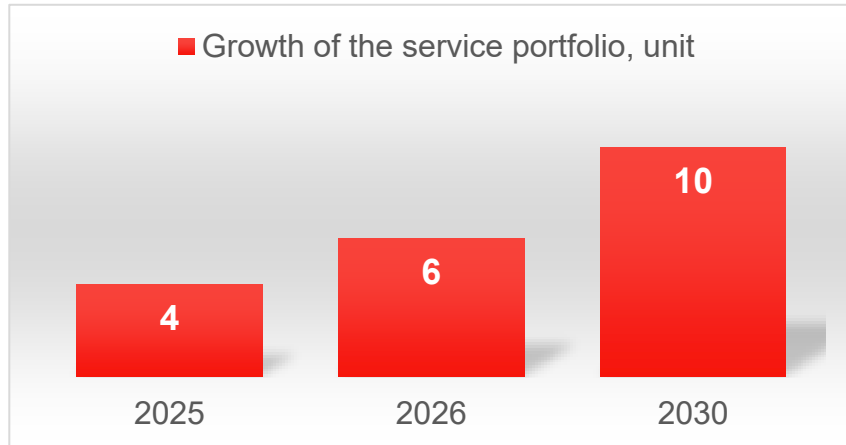
Fostering a LEAN culture



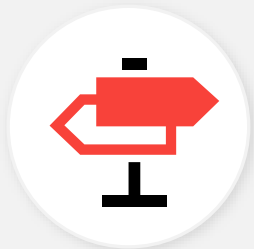
Insource-outsource services



We offer new, value-creating services



Service portfolio development



External service pilots

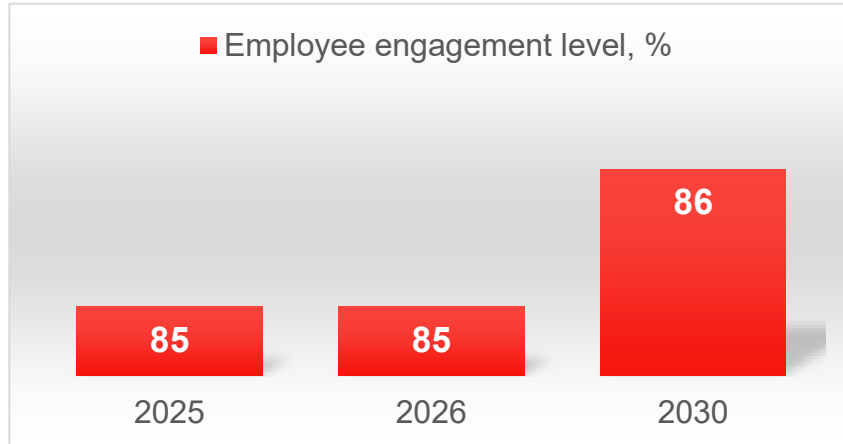


Service Development

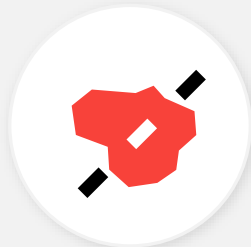


Inclusive organizational culture

We maintain a high level of employee engagement



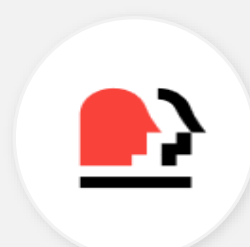
Creating an Empowering Organizational Structure



Development of the DNA of the organization



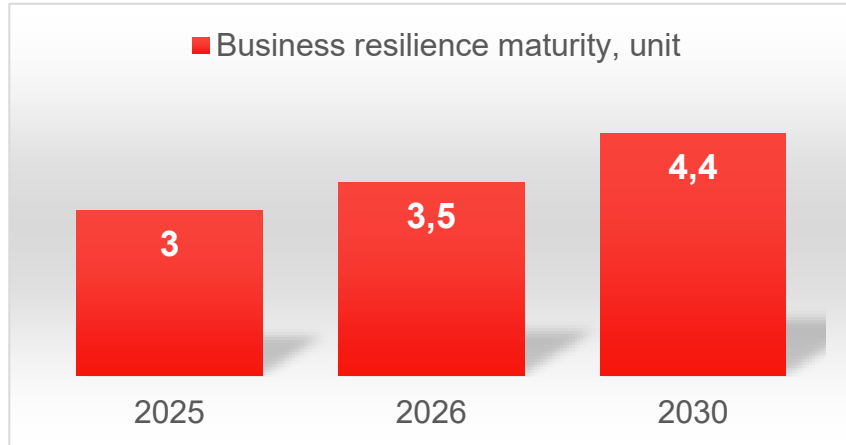
Continuous growth and leadership



Employee well-being and increasing the company's image



Increasing the maturity level of business resilience



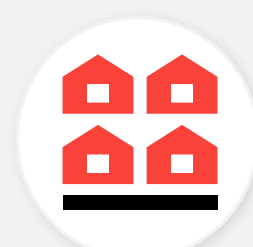
Fostering a culture of safety



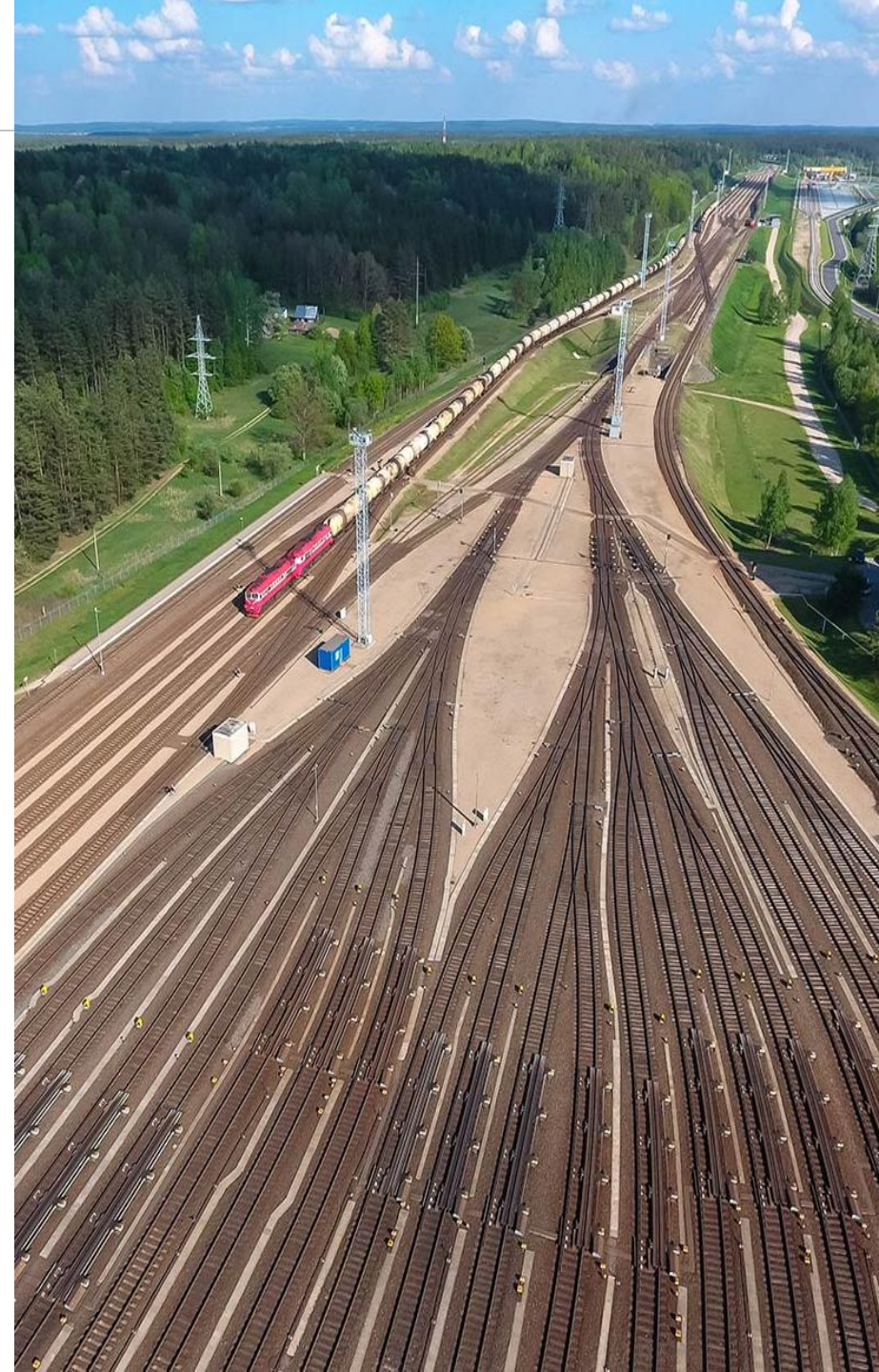
Compliance Assurance



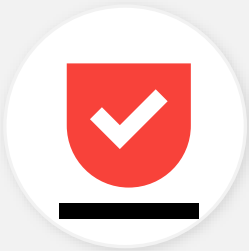
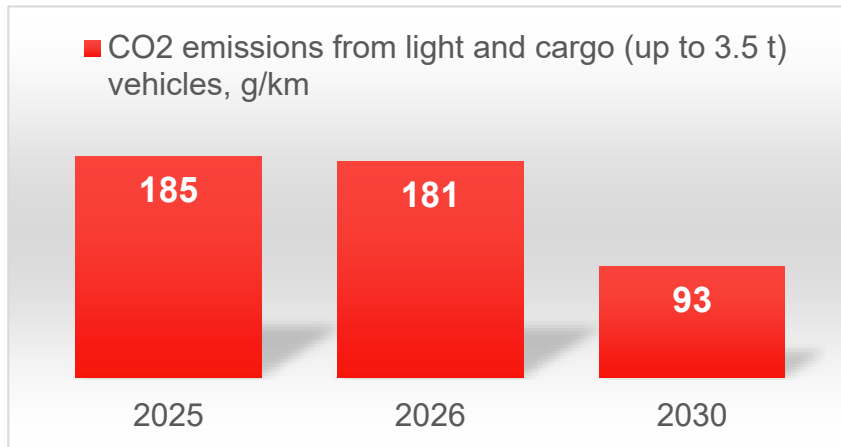
Ensuring business continuity



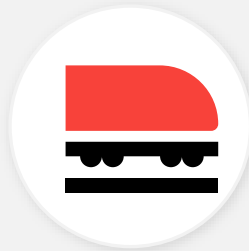
Creating safe and harmless working conditions



Moderately reducing our impact on the environment and climate change



Increasing the energy efficiency of buildings



Electrification of the transport fleet



Green procurement

