



ZERITIS
GROUP

Zeritis Group Manifesto

In Zeritis Group, we view our culture as something critical for our long term success and happiness. Therefore, we have written down the pillars we consider important to achieve our targets.

Mindset: We always maintain a mentality for continuous improvement and superior financial results. Having a growth, as opposed to a fixed, mindset is what makes us embrace constructive feedback, learn, grow from our failures and develop. When a negative event happens to us or the organization, we analyze and take responsibility to determine what we can do differently to ensure that it does not happen again in the future, instead of being defensive, blaming others and providing excuses.

Goal orientation: When we set a goal, we do whatever it takes, always in an ethical, legal and socially responsible manner, to deliver the desired outcome. In a neutral situation, we prioritize attention to detail over speed. We do believe that whoever rushes, stumbles. In a crisis situation we should be practical, decisive and fast in providing solutions.

Way of Doing business: We believe in win-win deals because only these can be sustainable in the long term. That's why we practice listening instead of hearing, processing the information we receive before providing an answer. We strive to be fair and meritocratic with our people by rewarding performance and being transparent.

Ownership: Having a sense of ownership and being solution oriented is essential. If we are having difficulty in making a decision we should ask ourselves 'What would I do if I owned this company?'

Initiative: We expect initiative and suggestions for optimizations in one person's area of responsibility. Responding to changes of the environment is not enough, we have to be accountable and proactive to lead change.

Time Management: Our time is precious and it should focus on the most important and urgent matters. We need to prioritize our projects and tasks properly. Each person entering a meeting is expected to be prepared appropriately and be on time. Meetings should be as short and productive as possible and should lead to making good quality, informed decisions.

Communication: We should help our colleagues when they have a question, however our colleagues have the obligation to keep written notes, learn and not return with the same question. Before entering a meeting with our supervisor to discuss a problem we are facing, we always go together with our proposed solution. When submitting a proposal to our supervisor, it should be presented in the simplest possible manner in order to facilitate the decision making process.

We are confident that if we follow the principles delineated above, we will manage to embrace evolution and lead change, creating value for our shareholders, our people and the wider ecosystems we operate in.