

# Diversity Policy

## for LiveChat Software S.A. Management Board

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### FOREWORD

*LIVECHAT Software operates globally, and its products are currently used by customers from over 150 countries around the world. Taking into account the Company's vision ("Customer communication without barriers") and the Company's mission ("Help people and businesses communicate better and fully express themselves") - ensuring diversity and different perspectives in LiveChat Software team and in the Company's Management Board is of particular importance for the further functioning as well as dynamic, and at the same time, sustainable development. Taking this into account, the Supervisory Board resolves the following:*

### I. GENERAL PROVISIONS

1. This „Diversity Policy for LiveChat Software S.A. Management Board” hereinafter also referred to as the "Diversity Policy" or "Policy", is introduced in LIVECHAT Software S.A. (hereinafter also referred to as the "Company") in connection with the content of the principles set out in Chapter 2 of the "Best Practice for GPW Listed Companies 2021" (hereinafter also as "Best Practice"), adopted by the Warsaw Stock Exchange Supervisory Board on March 29, 2021.
2. Diversity as understood in this Policy, is the recognition of the uniqueness of each person, their unique predispositions and competences, regardless of the differences based on visible and invisible, inborn and acquired characteristics, such as, for example, gender, age, origin, disability, sexual orientation, family and marital status, values, political beliefs, personality traits, education and interests. Respect for diversity is one of the fundamental human rights and freedoms.
3. LiveChat Software S.A. applies the Diversity Policy understood as openness to the pluralism of experiences, education and skills of people employed in the Company. Implementation of the Diversity Policy should ensure equal treatment of people employed in the Company in all positions and create convenient and safe working conditions, regardless of the form of employment with the Company.
4. This Diversity Policy will be applied by the Supervisory Board to Members of the Management Board of the Company and should be applied accordingly by the Management Board to all persons employed in the Company, regardless of the form of employment.
5. Every person employed by the Company is obliged to comply with this Diversity Policy

### II. ACTIONS FOR DIVERSITY

1. The Company will undertake various activities aimed at the application and implementation of the provisions of this Policy, in particular consisting in:
  - 1) taking care to provide the Company with a diversified and competent management staff, which means that when selecting members of the Management Board and directors and key managers in the Company, high qualifications, professional experience and substantive preparation for the scope of duties should be decisive (see also point III of the Policy);
  - 2) building a variety of employee teams, i.e. making sure that each team is open to employees with diverse experiences and insights,
  - 3) implementing a culture of openness in relations between employees and in relations with superiors and supervising persons;
  - 4) ensuring the possibility of exchanging competences in employee teams;
  - 5) observing the principles of equal opportunities for every person employed in the Company, i.e. ensuring that every employed person has equal access to training, promotions, benefits and remuneration;
  - 6) implementation of the system of evaluation and promotion of employees based solely on the assessment of competences, achieved results and commitment to work;
  - 7) creating a friendly working atmosphere, including promotion of attitudes of respect for diversity and acceptance of individual preferences of various people among employees;
  - 8) applying transparent recruitment criteria, that is, applying the principle that when recruiting new people for employment in the Company, the principle of equal opportunities will be applied and any interested person will be able to participate in the recruitment process;
  - 9) adjusting the workplace to individual needs, in the case of employment of disabled persons by the Company.
2. The Company will pursue a consistent policy of gender equality in all human resources processes, including recruitment, promotion, access to training, salary determination, reconciliation of professional and family obligations, protection against mobbing and unjustified dismissal. The procedures applied in the cases described above should take into account the selection method that guarantees objective assessment and skills of the employees of the Company.
3. Taking into account the basic criterion of knowledge, skills, professional experience and suitability for the Company, the Management Board will endeavor to ensure that the composition of the directors and key managers of the Company ensures gender diversity at a level not lower than 30% of the minority group among directors and key managerial staff.

### III. SPECIAL PROVISIONS OF THE DIVERSITY POLICY TOWARDS MEMBERS OF THE MANAGEMENT BOARD

1. When selecting members of the Management Board of the Company, the Supervisory Board will apply all the principles of diversity set out in this Policy, always bearing in mind that the overriding principle and obligation of the Supervisory Board is to appoint to the Management Board of the Company only people with appropriate competences, skills and experience necessary to act in the interests of the Company and its shareholders, including people showing leadership, managerial and commitment qualities - qualities that will be necessary to ensure the Company's further dynamic development, efficiency and operational safety.
2. Pointing out to the basic principles set out in par. 1 above, the Supervisory Board will strive to ensure that the composition of each Management Board of the Company is diverse also in terms of gender, with the participation of the minority group in the Management Board at a level not lower than 30%.

#### IV. FINAL PROVISIONS

1. Within 60 days from the end of a given financial year, the Management Board of the Company will make a written assessment of the application of the Diversity Policy to employees of the Company. The performed assessment should in particular take into account the criteria and information requirements contained in principle I.1.4.2. of Best Practice. The assessment may be part of the annual information published by the Company on the implementation of the Company's business strategy referred to in rule I.1.4 of Best Practice.
2. The assessment of the Management Board will be presented to the Supervisory Board and published on the Company's website.
3. The Supervisory Board assesses the application of the Diversity Policy by the Company, including the application of the Diversity Policy by the Supervisory Board to the Members of the Management Board, in the body of the annual report on the activities of the Supervisory Board.
4. In the event of a material breach of the Diversity Policy by the Management Board or persons acting on its behalf, the Supervisory Board may provide the Management Board with relevant comments and recommendations and call for the application of all the principles of the Diversity Policy in the future.
5. The report of the Supervisory Board is published on the website of the Company. The report of the Supervisory Board is assessed and approved by the Ordinary General Meeting of the Company.
6. The first assessment of the functioning and application of this Diversity Policy will be made by the Management Board and the Supervisory Board for the period from 01/07/2021 to 31/03/2022.