Date: 04.03.2026

Eddi Ltd.
2 Gara street, Dreilini, Stopini parish,
Ropazi district, LV-2130, Latvia

RECOMMENDATION LETTER TO WHOM IT MAY CONCERN

Lantmännen would like to express our gratitude to **Eddi Ltd.** for their professional IT support provided to **AS Hanzas Maiznīcas**, a part of the Lantmännen group since 2015. Their services have been instrumental in ensuring seamless IT operations across both our office and production facilities in Latvia.

Services Provided: Eddi has been a trusted IT partner since 2016, initially chosen based on a reference from Schneider Electric. Their support has evolved over the years, covering a wide range of IT services, including:

- IT administration and management
- IT support for production and distribution
- Bridging communication between production teams and central IT
- IT project supervision and implementation
- Office and distribution relocation support
- IT assistance during night shifts

Key Achievements: Eddi played a crucial role in ensuring a smooth transition during our office and distribution relocation, successfully managing the process without any disruptions. Throughout challenging periods, they provided extra support, demonstrating their commitment to our business continuity. Additionally, their proactive and innovative approach allowed them to deliver tailored IT solutions that met our specific needs.

Customer Feedback: Throughout our cooperation, Eddi has been praised for their:

- Well-structured organization with clear role definitions
- Proximity to our business, ensuring quick response times
- Strong commitment to customer satisfaction, making us feel valued
- Willingness to collaborate and adapt to challenges
- Support in enabling business continuity during times of transformation

Challenges Overcome: During our partnership, Eddi successfully addressed high specialist turnover by establishing an effective onboarding process and ensuring seamless transitions for new IT personnel.

The cooperation with Eddi continued until April 30, 2024, when production and most office operations were relocated to neighbouring countries. We highly appreciate their dedication, professionalism, and ability to provide both essential and specialized IT services.

We recommend SIA Eddi to any company looking for a reliable IT partner with deep industry knowledge and a strong customer-oriented approach.

Juha Rantala, Head of IT Operations
Lantmännen Unibake Finland & Baltics