

Management Statement on Climate Risk Management

Given the increasing impact of climate change on the global economy and business operations, the Management of our organization is committed to the effective identification, assessment, and mitigation of climate risks within our operations. Our approach is based on the integration of relevant international standards that are essential for managing these risks and ensuring the preservation of the environment, resources, and business continuity.

The Management commits to the continued implementation of international standards to minimize the negative impacts of climate change on our business, ensure sustainability, and protect the interests of our stakeholders and the environment. Our approach is focused on continuous improvement and adaptation to new challenges posed by climate change, while maintaining strict compliance with legal and regulatory requirements.

1. ISO 9001 – Quality Management System

Managing risks and opportunities that affect the conformity of products and services, as well as customer satisfaction, also includes climate risks that can impact our business. This standard ensures the integration of quality management into all business processes, considering processes that reduce the negative impacts of climate change on the quality of our products and services.

2. ISO 10002 – Quality Management System - Complaints Handling

Climate change may cause customer dissatisfaction and an increase in complaints due to potential supply disruptions, changes in working conditions, or product quality. By implementing the ISO 10002 standard, our organization ensures that all customer complaints are handled promptly and efficiently, even in the context of climate challenges. This includes establishing transparent and accessible complaint channels and continuously improving complaint handling processes to minimize the negative effects of climate change on customer satisfaction.

3. ISO 18295-1 – Customer Contact Centres

Given the growing climate changes and their potential effects on business, the ISO 18295-1 standard helps ensure that our customer contact centres remain accessible and effective despite these challenges. Climate change can affect service continuity, and this standard enables us to establish systems that ensure uninterrupted service to customers, even under adverse climatic conditions. This ensures a high level of customer satisfaction through consistent availability and support, even in crisis situations.

4. ISO 37001 – Anti-Bribery Management System

Although this standard primarily relates to combating corruption, in the context of climate risks, its application ensures transparency and integrity in decision-making processes regarding investments and projects related to sustainability and climate change.

5. ISO 14001 – Environmental Management System

Our organization has implemented the ISO 14001 standard to ensure the systematic identification and management of significant environmental aspects. This includes identifying risks and opportunities related to climate change, such as climate change mitigation and adaptation. Our environmental policy sets frameworks for the sustainable use of resources, pollution reduction, and continuous improvement of environmental performance.

6. ISO 45001 – Occupational Health and Safety Management System

Climate change can also affect worker safety, especially in industries where weather and environmental changes pose significant risks. The ISO 45001 standard allows us to assess and reduce health and safety risks associated with climate change, ensuring a safe working environment and organizational resilience.

7. ISO 50001 – Energy Management System

To optimize energy consumption and reduce greenhouse gas emissions, the Management has implemented the ISO 50001 standard. This standard enables us to effectively manage energy resources and reduce negative environmental impacts through continuous monitoring and improvement of the organization's energy performance.

8. ISO/IEC 27001 – Information Security Management System

Climate change also poses a risk to information security, particularly in the context of potential natural disasters that can threaten infrastructure and data access. By implementing the ISO/IEC 27001 standard, our organization ensures the continuity of information protection through adequate risk assessment and management related to information security, even under extreme climate conditions. This includes processes for maintaining the confidentiality, integrity, and availability of information, thereby ensuring the resilience of our information systems against the impacts of climate change.

9. ISO 22301 – Business Continuity Management System

We recognize that climate change can cause business disruptions. Through the application of the ISO 22301 standard, our organization has developed systems and plans to maintain business continuity in the event of climate disasters or other unforeseen circumstances. The goal is to ensure the stability and resilience of our business and reduce the risk of interruptions due to climate change.

10. ISO/IEC 20000-1 – IT Service Management

Climate change can significantly impact the continuity of IT services, as well as the security and availability of IT infrastructure. Through the ISO/IEC 20000-1 standard, we have established effective planning and management of services, which includes managing risks related to climate change. By implementing this standard, we ensure that our IT services are stable, resistant to external influences, and that we have plans for service continuity in the event of climate disasters, thereby reducing the risk of business interruptions and ensuring continuous support for our customers and business processes.

11. ISO 55001 – Asset Management System

Climate change can affect the longevity and maintenance of our assets. By implementing the ISO 55001 standard, the Management ensures effective asset management throughout its lifecycle, considering risks associated with climate change, as well as opportunities for optimizing resource use.

Zagreb, 29.06.2024.

Stjepan Sučić, CEO

