

# **Corporate social responsibility Policy**

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Date	Revizor	Audit description

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### **1. Policy objectives**

The Corporate Social Responsibility (CSR) policy has the objective to create and promote behavior that generates value to all interest groups (customers, employees, suppliers, environment and shareholders) in the context of a socially responsible culture.

### **2. Principles and commitments with interest groups**

The base of the CSR is the continuous communication and transparency with the interest groups. Through dialogue, Rade Koncar can establish stable relationship and active listening mechanisms, identifying the most relevant subjects, which can constitute a greater value for the Company.

In order to meet these principles, Rade Koncar has put in effect the following commitments:

#### **2.1. Customers**

- Place the customers in the center of our activities with the objective of establishing long term and lasting relationships of trust, as well as developing sustainable and innovative products and services to meet their daily needs.
- Implement responsible and transparent communication to facilitate a better knowledge and understanding of our products and services.
- Promote the development of products and services that protect the environment and are as sustainable as possible.

#### **2.2. Employees**

- Respect the employee and comply with International Labor Organization Conventions and other international standards, particularly focusing on complying with Human Rights principles established by the United Nations Office of the High Commissioner.
- Promote equal opportunity, respect diversity and ban discrimination based on gender, age, disability or any other circumstance. Support inclusive leadership from management.
- Obtain the maximum commitment and loyalty from the employees in Rade Koncar Kontaktori i Relei. Support employee training, promote Group work, open communication and work environment that stimulates employees emotionally and materially to allow them to reach their full capacity and maximum level of self-demand.
- Take measures to guarantee employee safety and general health, through Rade Koncar Kontaktori i Relei established Emergency and Evacuation Plan.
- Promote the conciliation of employee's personal and professional lives.
- Ensure compliance with the industry's General Wages Agreement, especially in regards to salaries, work hours and overtime.

#### **2.3. Suppliers**

## Rade Koncar – Kontaktori i Relei DOO

- Compliance with work legislation in countries where the product is manufactured, as well as with International Labor Organization Conventions and other international standards, particularly focusing on complying with Human Rights principles established by the United Nations Office of the High Commissioner.
- Take into account social and environmental criteria in purchasing decisions to contribute to the creation of a socially responsible supply and value chain.
  - Provide complete and transparent information related to procurement processes in regards to complying with human and labor rights in the supply chain, as well as stimulating the demand of socially responsible products and services.
- Systematically promote communication with suppliers to generate open innovation, development and improvement of Rade Koncar Kontaktori i Relei products, services and processes.
- Applying technological advances proposed by suppliers to create a productive work environment that is sustainable and respectful with the surrounding environment.

### **2.4. Environment**

- Promote and respect human rights according to international references.
- Promote practices boosting quality, competitiveness, sustainable development and responsible communication. Rade Koncar Kontaktori i Relei will participate and collaborate with industry organizations and forums to ensure this objective.
- Define and apply an environmental system by creating an objective based Environmental Policy to reduce and minimize the environmental impact by developing more ecofriendly products and supporting circular economy.
- Comply with applicable environmental legislation, preventing the contamination or minimizing its possible impact on natural resources and people.
- Rade Koncar Kontaktori i Relei aim is to reduce where economically and commercially viable our environmental impact by means of energy, transport and materials efficiency, reduction of fossil fuels, waste and packaging.
- Rade Koncar Kontaktori i Relei is continuously improving its materials handling through waste minimisation and maximising recycling.

### **3. Communication of the Corporate Social Responsibility practices**

Rade Koncar Kontaktori i Relei aims to provide honest, clear and helpful information at appropriate levels of details to all employees, customers, suppliers, the public and other stakeholders.

Rade Koncar Kontaktori i Relei strives to communicate clear messages across all audiences as benefits a business of its size and reputation.

Transparency and communication are some of Rade Koncar Kontaktori i Relei main pillars, which is why maintains a close relationship with its interest group.

**4. Breaches of this policy** Any employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct or gross misconduct. We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.