

DIVERSITY POLICY



Introduction

HP – Hrvatska pošta d.d. (hereinafter: Hrvatska pošta or Company) has been paying special attention to social corporate responsibility for years within the frameworks of its corporate strategies, thus showing care for its employees, their progress, business and personal growth as well as providing equal opportunities for all. Diversity management is a systematic and planned direction of Hrvatska pošta aimed at attracting and retaining workers with different qualifications, profiles and potential, as well as a socially responsible business.

In compliance with the provisions of the Act on Gender Equality and other relevant positive regulations, the Gender Equality Action Plan for the promotion and establishment of gender equality in Hrvatska pošta for the 2022-2025 period was adopted in 2022. In order to continue the development of corporate culture, a Diversity Charter of Croatia was signed in May 2023.

By signing the Diversity Charter of Croatia, Hrvatska pošta committed to developing a diverse work environment by promoting the integration of workers regardless of gender and sexual orientation, racial or ethnic origin, religion or belief, disability, age and other factors. Apart from that, the Company is also committed to developing knowledge and skills, i.e., competencies of the management sector and employees responsible for hiring, training, specializing and developing careers.

Legislature supporting diversity

Hrvatska pošta adheres to the provisions of the Constitution and relevant rules, ensuring equality among its employees in all areas of operation through its internal policies.

Diversity management contributes to business success

Workplace diversity leads to numerous benefits. We differ according to many parameters related to our personality, free time, working hours and our position within the organization.

Diversity parameters of human resources

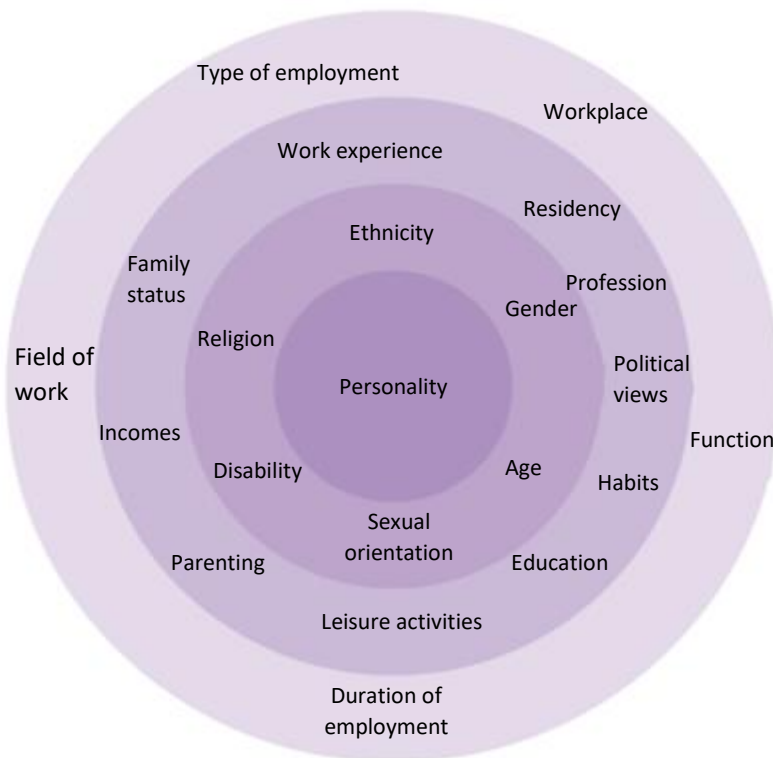


Image 1: Diversity parameters. Source: Priručnik za poslodavce: Raznolikost u upravljanju ljudskim potencijalima, Ured za ljudska prava Vlade RH, 2011. [A handbook for employers: Diversity in Human Resources Management, Office for Human Rights of the Government of the Republic of Croatia, 2011].

Accepting and giving priority to workplace diversity results in various benefits to the organization, teams and employees:

- **adaptability to the global environment:** in today's globalized world, a diverse organization has an advantage when it comes to adapting to various cultures and markets around the world.
- **improvement of work culture:** workplace diversity not only has a positive impact on the organization's performance, but it also contributes to the development of an inclusive and open work culture that supports its employees.
- **better understanding of the market and target audience:** diversity enables a better understanding of the needs and preferences of various target groups which can be helpful regarding the organization's development of products and services which fulfill the needs of clients.
- **new perspectives:** by employing candidates of diverse backgrounds, nationalities and cultures, new perspectives and approaches to problem-solving and performance increase are introduced.
- **profit increase:** diverse teams and their internal communication contribute to business success.
- **Better decision-making:** diversity enables different ways of thinking and analyzing, which contributes to better decision-making. Numerous perspectives enable a more thorough estimation of all potential consequences and risks.
- **enhancing reputation and attracting talent:** an organization that values and supports diversity is actually expanding its array of talents. Potential employees highly value positions that respect

diversity, which can ensure the formation of a stronger team and attract better candidates for open positions.

- **improvement of creativity and innovativeness:** a diverse team with different perspectives, experiences and thoughts takes a different approach to problem-solving which can result in unique and original business solutions.
- **improvement of productivity:** diverse teams in the organization often excel at problem-solving because they can cover a broader range of tasks and competencies, enhancing work efficiency.
- **improvement in communication:** collaborating with people from diverse cultural and linguistic backgrounds promotes the development of communication skills. Employees learn how to express their thoughts in a clear and understandable manner in order to overcome potential communication obstacles.
- **reducing discrimination and inequality:** active advocacy of diversity in the workplace contributes to a reduction of discrimination, prejudice and inequality. An open culture that values diversity creates a safe space for all employees.

Strategic approach to diversity management

The employees of Hrvatska pošta are the basis of its development. Therefore, they were recognized as its greatest asset, which should be continuously invested in, whereas a continuous goal is to attract new and retain current employees of different profiles and talents. At the same time, responsibility, cooperation and trust are the three main values of Hrvatska pošta. Diversity includes the acceptance of a number of differences related to ethnicity and nationality, gender, function, competencies, language, religion, lifestyle, culture and other abilities. A strategic approach to diversity management is related to three elements: 1) leaders, 2) employees and 3) organizational culture.

In the context of human resources management, diversity management impacts all individual subsystems such as recruitment, compensation, performance evaluation, employee development and the individual behaviors of leaders, with the aim of achieving a competitive advantage through leadership and teamwork.

Diversity policy in Hrvatska pošta

The goal of the policy is to ensure equal opportunities for all employees during recruitment and professional development and to disable all forms of discrimination based on race or ethnicity, sex, language, religion, political or other views, national or social background, financial status, trade union membership, education, social position, marital or family status, age, health state, disability, genetic heritage, gender identity, expression or sexual orientation. Through our policy, we commit to:

- **develop and manage diversities:** to actively encourage and promote the principles of diversity and non-discrimination at the workplace on all levels.
- **educate and inform about the Diversity policy:** At the workplace, provide all employees with access to the Diversity policy text to ensure they understand its principles and to support it on all levels.
- **enable equal opportunities during the selection, recruitment and progress:** employees and those who are looking for a job are treated equally in the processes of recruitment opportunities, selection and progress.
- **when hiring management:** to implement the diversity and non-discrimination policy.
- **ensure a desirable work environment:** to enable the conditions for innovative thinking and creative development of each employee, whereas it is necessary to train the leaders and

employees to develop the knowledge and skills needed to prevent and eliminate any form of violent behavior and harassment.

- **establish a balance between private and business life:** to offer opportunities for flexible work practices, enabling the employees to establish a balance between private and professional life, alongside continuous assistance in personal growth.

Measuring and monitoring

Twice annually:

- evaluation of the effectiveness of activity implementation will be conducted
- recommendations for changing measurable objectives, roles and responsibilities, measures and implementation methods will be determined
- Revisions of the Action plan will be proposed
- The Policy and objectives will be aligned with regulations.

Reporting

The relevant organizational unit annually compiles a report with at least the following data:

- the number of employees by sex (total number of employees - the percentage of women and the percentage of men in administrative, managerial and operational positions)
- qualification level of employees
- age structure of employees
- employees' length of service
- people with disabilities
- percentage of full-time workers
- fluctuation of employees
- protection of diversity (total amount of complaints, reasons, workplace, region, measures imposed)
- education on diversity (number of trainings, channels, workplace)
- internal and external communication
- structure and diversity of managerial and supervising bodies

HP – Hrvatska pošta d.d.

President of the Management Board

Ivan Čulo

Velika Gorica, 4 October 2023