

K L I K **A**

Corporate Social Responsibility Report

**Taking the right steps
today to build a more
sustainable tomorrow.**

ride the waves.

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Introduction

KLIKA is excited to share its Corporate Social Responsibility (CSR) report for 2024. This report highlights our ongoing commitment to sustainability, social responsibility and ethical business practices that are part of our everyday operations.

Our CSR reports serve as a platform for transparent and effective communication with our stakeholders regarding our governance, strategy, and accomplishments. We understand the significant impact our actions have on the world, and we are dedicated to operating in a way that supports both the long-term success of our business and positive outcomes for society and the environment.

Through transparency and accountability, we aim to showcase the positive effects of our CSR initiatives on our surrounding and reinforce our commitment to building a more sustainable and responsible business model.





CEO Message



We are proud to present the third edition of our CSR report where we will discuss all the initiatives and projects we pursued in 2024 that highlight our dedication to community development, education and sustainable practices.

In 2024, we saw mass adoption of AI in different markets, bringing a new shift to the industry, but we also saw businesses reevaluate their position and take a more cautious course of action due to global economic circumstances affecting the market at wide. Despite these uncertainties, we are proud to say that we still managed to devote part of our resources and time to the causes we care about. We held firmly to our mission, standing by our values and delivering on our promises to the community.

We made sure we nurtured the education-oriented projects we began in the past, like KLIKA PRAKSA, Klika Leadership Academy and our collaboration with universities (Klika Heroes). Through our company-wide initiatives, like the Klika Solidarity Fund, Klika Volunteer Program and company sponsorships/donations, we



were able to directly support different charity organizations and participate in community projects that focus on helping the vulnerable, equipping schools, raising awareness and strengthening local businesses.

Being an employee-centric workplace, we strive to provide our employees with the right professional opportunities, adequate training, a great work-life balance and autonomy at work to yield long-term business success and employee happiness. As advocates for equality and individual freedom, we regularly review and update our anti-discrimination and inclusive policies and practices, making sure all our employees are heard and valued. Such measures help us make sure employees feel secure and comfortable in the workplace, as well as proud of who they are.

In 2024, Klika continued to foster an environmentally conscious workplace and promote sustainable living. Leading by example, we committed to the 3 Rs rule (reduce, reuse, recycle) even more firmly in 2024, and improved our practices regarding e-waste disposal and energy saving.

More than that, we actively contribute to the United Nations Sustainable Development Goals, striving to promote sustainable growth, create equitable opportunities and protect the vulnerable.

As we move forward, we remain dedicated to our core CSR goals, supporting education inside and outside Klika, connecting with different stakeholders at all levels (NGOs, state institutions, local organizations, etc.) and contributing to lasting prosperity of all of us. Our belief is that we can make a lasting difference together; for our employees, communities, and the world at large.

This report celebrates progress across multiple dimensions—environmental sustainability, community engagement, employee well-being, and ethical business practices. It's a testament to the collective efforts of our people, whose passion and determination are pivotal to everything we achieve.

Edin Deljkic

Chief Executive Officer, Klika LLC

About Klika

As one of the most prominent IT companies in Bosnia and Herzegovina, we have built a reputation as a socially responsible company with a highly desirable work environment and a culture that fosters community relationships, taking a proactive role in bringing forth projects and initiatives that create opportunities for the youth and support vulnerable groups.

Partnering with NGOs, educational institutions and charity organizations on a continuous basis, we drive the changes we want to see in the community.

Klika was built around five values that shaped and stirred the company and are a huge part of its success and longevity:

- Our people
- Our clients
- Life
- Freedom
- Tomorrow



All of these values are deeply intertwined with our overall CSR goals, with a focus on a healthy work environment (where employees are given freedom and autonomy), zero discrimination, a better life for everyone and a sustainable future.


Together, they represent the pillars of our strategies, guiding our daily operations and driving our impact on the community. They reflect our vision and mission: to prioritize our people, foster genuine and honest connections with our clients, embrace individuality, empower work-life balance, and stay focused on how our actions today will shape the future—for both our organization and the local community.




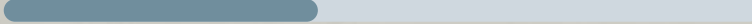
Klika in numbers


Klika Employees


Number of employees in 2024:


 **211**

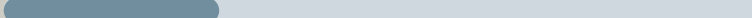
39.8%  Women total



42%  Leadership positions held by women




33.3%  Women on the Klika Executive Team




KLIKA PRAKSA interns 2024:

 **16**

Klika Solidarity Fund

 Employee participation:
52.1%


 Total amount collected:
BAM 20,760

 Number of charity causes supported: **52**

KLIKA Donations and Sponsorships



Community initiatives and projects supported: **5**



Total amount donated: **BAM 2,000**



Pro bono work in hours: **2880 hours**



Pro bono work in value: **EUR 110.000**

Employee Volunteer Program



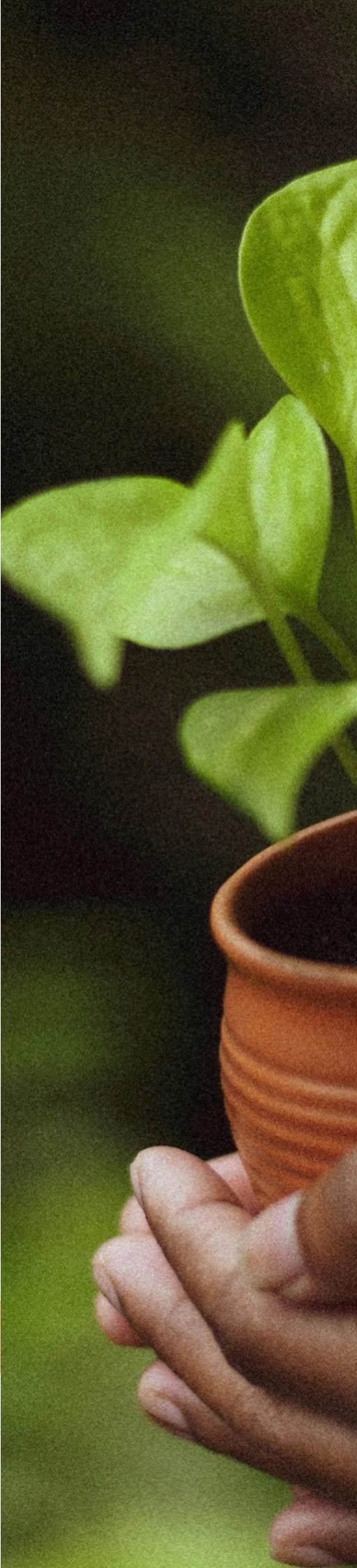
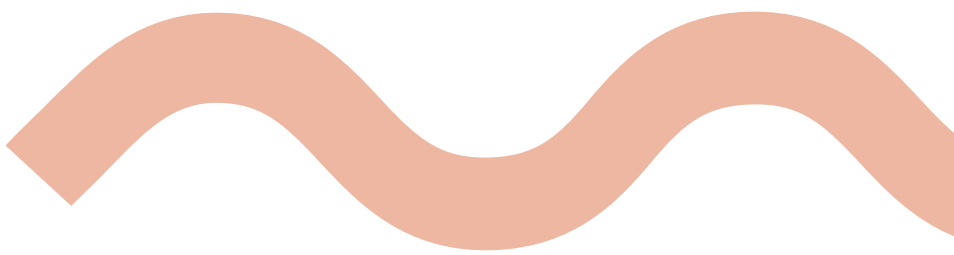
Number of volunteers: **17**



Number of volunteer hours: **40**



Number of volunteer actions: **4**





UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs) AND KLIKA

We focus on eight main SDGs as a natural extension of our business strategy. Klika's CSR strategy aligns with the goals that provide a framework to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere.



End Poverty

Klika actively backs initiatives and projects aimed at preventing poverty. Through the Klika Solidarity Fund, we consistently offer assistance to families and individuals in need, providing support for medical care, meals and housing.



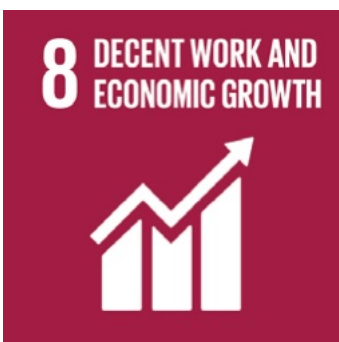
Quality Education

Aware of the gaps in our education system, we strive to bridge them through both formal and informal initiatives aimed at developing the future tech labor force. We work closely with universities, particularly faculties of electrical engineering, and are participating in initiatives that deepen the interest in technology and an IT career.



Gender Equality

Gender Equality is one of Klika's cornerstones, and we are proud to be an equal opportunity employer with zero tolerance for discrimination in the workplace. We use our voice to raise awareness about women's rights everywhere we can. For example, we became recognizable for our annual campaigns dedicated to International Women's Day. We are proud to be the voice of equality and anti-discrimination.



Decent Work and Economic Growth

We believe that fostering favorable work conditions is essential for driving economic growth and prosperity. Our policies prioritize safeguarding employee rights, maintaining a safe work environment in line with international standards and focusing on the satisfaction and well-being of each individual employee.



Industry, Innovation and Infrastructure

We offer opportunities for both personal and professional growth in domestic and international markets. Focused on export, we deliver cutting-edge software solutions in IoT, FinTech, and smart app development. Through our services, we help advance some of the most innovative technologies in Europe, the USA and the UAE, making a positive impact on people's lives.



Reduced Inequalities

Our CSR Program is dedicated to fostering inclusion and diversity by advocating for social, economic, and political inclusion, regardless of age, gender, race, ethnicity, origin, religion, economic status or any other status. We actively collaborate with local communities to promote equality, inclusion, and diversity, with the aim of gradually catalyzing national change over time.



Sustainable Cities and Communities

Committed to long-term objectives, we maintain sustainable and inclusive practices. We have received several UNDP awards for Business Leader of Sustainable Development and are actively supporting local businesses that are manufacturing with sustainability in mind.



Climate Action

In order to support a sustainable future, we actively promote and implement eco-friendly practices both within our company and beyond. We have implemented various initiatives to reduce our carbon footprint, such as promoting remote work, encouraging the use of public transportation or carpooling and implementing efficient ecological practices.

Education

We remain active supporters of education inside and outside our company with the goal to build better leaders and mold the future labor force.







Klika Heroes

We successfully launched our Klika Heroes initiative 3 years ago, including in-house and external mentorship, and we are glad to see this initiative flourish three years later. Under Klika Heroes, we collaborate with the Faculty of Electrical Engineering UNSA, and since last year, with Burch University, to support undergraduate students in writing their BA thesis. Our employees make thesis topic suggestions and mentor students in their research and writing efforts. In 2024, we had 9 students (8 from ETF and 1 from Burch University) work with our mentors.



I would say that mentoring students in their last year of studies represents an extraordinary opportunity to help young talents take their first steps towards a career in IT. In my experience, this type of support enables students to turn their theoretical knowledge into hands-on experience and better understand industry requirements, as well as adopt guidelines which will ease their transition from an academic into a business environment. As a mentor, I am striving to offer direct support by sharing my personal experiences, answering technology and assignment-related questions and giving advice on career options. I think that mentoring plays an important role in bridging education to industry challenges, whereby, we as mentors, not only contribute to the development of young professionals but also learn about the challenges that the new generations face and ways we can help. This kind of mentorship also helps encourage and boost morale and confidence in young people who are just setting out in the multifaceted IT world.

Hamza Kovačević

Android Engineer and Klika Heroes Mentor



KLIKA PRAKSA

KLIKA PRAKSA was one of the first initiatives in Klika to educate young graduates and provide them with a job opportunity afterwards. It is still one of the most successful initiatives the company has launched and the program quickly became very well-known around the country.

It is an internal intensive 2-month paid internship program designed for IT and tech graduates to gain an advantage in the job market and experience their first real job in a software development team. KLIKA PRAKSA has been introduced in 2016 in the form it is known today. Approximately 10-15 interns with no or little work experience and a tech background are selected in each cycle and are mentored, challenged and taught the basics of software development and teamwork. They get a dedicated Scrum Master/mentor and are assigned to work on a project, mostly developing an app from scratch. With over 300 applications each cycle, KLIKA PRAKSA is one of the most coveted internship programs in the IT sector in our country. Offering training for roles as frontend developer, backend developer, iOS, Android, DevOps, and QA, the internship applicants can choose which role they are most attracted to. Every cycle of KLIKA PRAKSA has spawned new developers, and those who stand out with their tech and other skills are offered a fulltime job at Klika.

In 2024, we selected 16 young ambitious people out of 341 applicants who had the opportunity to develop an internal app for Klika. Five out of the total were offered a job at Klika and are now fulltime employees.

Klika Leadership Academy

Recognizing the importance and complexity of leadership roles, as well as the necessary and crucial role of investing in their development, Klika launched the Klika Leadership Academy. This specialized educational program focuses on empowering and improving employees in management positions at various levels within the company.

The design of the entire program was approached thoroughly and carefully. During the first 6 months, extensive research was conducted, including interviews with all individuals in management positions, administering company-wide surveys and analyzing documentation. The result is a formalized and structured program that seamlessly fits into daily work obligations while addressing the real needs of those attending.

The academy lasts three years. After completing one educational year, participants receive a certificate and are eligible to advance to the next year. Starting with fundamental skills like communication in the first year, by the second and third years, we are discussing ways to lead the company through case studies based on real projects and clients Klika has worked with or is working with.

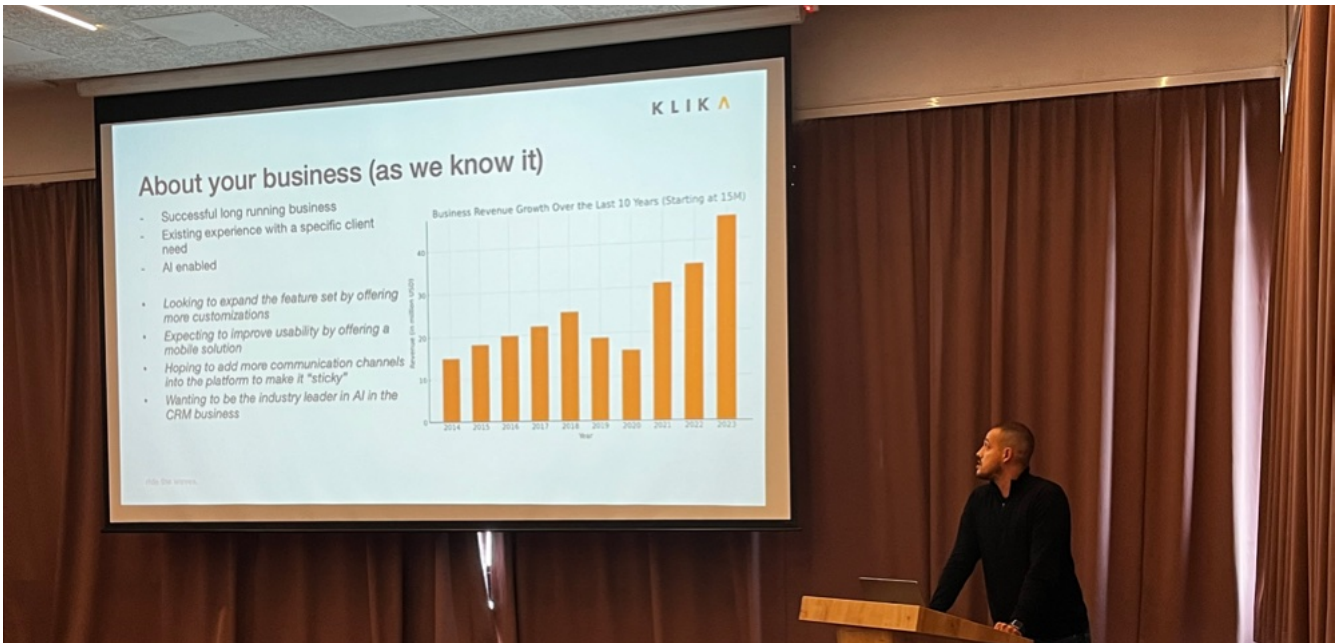
During the program, we continuously monitor progress, and at the end of the year, we evaluate the entire process. Participants report extremely high satisfaction with





the Academy and find it useful for both themselves and the company. They've made changes they attribute to attending the Academy program and have improved their leadership skills. Ultimately, the Academy's work is not one-directional. We regularly collect feedback from participants on the program's functioning and on the overall company environment. In 2024, we had 10 people attend the first year, 26 the second and 12 the third year.

The Klika Leadership Academy directly reflects on the work environment with an immense focus on soft skills such as empathy, transparent communication, motivating employees, giving team leaders the tools to encourage happiness and positivity at work.







Community Engagement

Every year, we dedicate time and resources to help the vulnerable and raise awareness about social issues we care about.

Klika Solidarity Fund

Since its beginnings, Klika cared about different causes and used its resources and position to assist individuals and organizations advocating for a stronger community whether it's through financial or awareness-raising initiatives. Our emphasis on corporate social responsibility extends beyond business operations and encompasses the collective efforts of our employees in promoting positive change within and beyond our organization.

The Klika Solidarity Fund started in 2019 as an initiative of one of Klika employees and the idea was instantly embraced. Many of the Klika teammates joined as donors to the Fund. Each employee who joins the Solidarity Fund decides on the amount they are willing to donate on a monthly basis, which is further redistributed for a variety of charity causes, like medical treatments, children's organizations, cancer organizations, and others. In 2024, we had 52.1% employees subscribed to the fund (6% more than last year) and we collected BAM 20,760 which went to supporting 52 different causes.



Total employee participation: 52.1%



Total amount collected: BAM 20,760



Number of charity causes supported: 52

Platform Update for Pomozi.ba

A few years ago, Klika built a data entry and record-keeping platform for one of BiH's largest charity organizations Pomozi.ba. In 2024, a few of our teammates took it upon themselves to rewrite the application, introducing major updates. The project lasted for 6 months, resulting in a more efficient and user-friendlier product that further facilitates the work of the charity on a daily basis. The pro bono work amounted to 110.000 EUR in value and 2880 hours. We are proud to say that our team remains available for further maintenance and assistance to Pomozi.ba which has helped 2 million people so far.

Klika Volunteer Program

In 2023, we launched our Volunteering Program across the company to encourage employees and teams to invest their time in community work in a systematic way and connect them to local organizations that help the vulnerable and different charity initiatives. Every Klika employee that decides to volunteer is granted a day off.

In 2024, 17 employees from our Sarajevo and Banja Luka hub used the opportunity to contribute to different causes and joined in on the following activities:

- **Baking cookies with kids at the Home for Children without parental care Bjelave**
- **Taking care of dogs for a day - Dog Shelter Spas, Prijedor**
- **Wrapping presents - Ruku na srce Charity – Holiday Initiative: No child without a present**
- **Community Park Cleanup - Grbavica**

Their engagement resulted in 40 hours of community service in 2024 and we hope that the Program will inspire more people to join in the following year.



International Women's Day

Traditionally, Klika passionately celebrates International Women's Day. Each year, we devote a series of activities to highlight the status of women in BiH and advocate for gender equality.

In 2024, we organized the *Leading Change Together* campaign as part of Klika's CSR program. Guided by the idea that more voices and joint action are more powerful, we teamed up with local organizations known for their long-standing commitment to women's rights and gender equality, such as the Association for Culture and Art Crvena, the CURE Foundation, the Sarajevo Open Center and Center for Educational Initiatives Step by Step.

We launched the campaign by inviting the Director of Crvena to our Community

Radio podcast to discuss the history of International Women's Day. Further on, we joined the march traditionally organized by the CURE Foundation on 8 March under the 2024 slogan *United against discrimination, violence, wars and poverty*.

We wrapped the project up with an online campaign *Women in Education* in cooperation with Step by Step, where we aimed to draw attention to the educational system in BiH, women in politics and women in our society.



Race for the Cure

Every year, we invite our employees to join *Race for the Cure* and support women in their battle against breast cancer. As a company that persistently advocates for women's rights, we cover the participation costs for all employees who apply. In 2024, 17 of our teammates decided to participate

and show solidarity with the cause. The collected funds from the race go to hospitals and organizations that raise awareness about the disease and promote prevention measures.



Donations and collaborations

- In 2024, we supported the “I love math” workshop organized by the Association of Mathematicians of the Sarajevo Canton.
- Klika donated funds for new school equipment to the High School for Environment and Wood Design in Sarajevo.
- We supported Bajkologija- the first kids’ bookstore and their work through the purchase of books.
- Klika sponsored the main award for the Hackathon organized by NGO Mali programmer.
- We donated food and beverages for the DISTI Cyber Security Event.

UNESCO Hackathon - Innovate for Peace: No to Hate

Together with Marketing Agency Republic, we joined UNESCO as partners in organizing a hackathon. The hackathon was part of the EU-funded project SocialMedia4Peace where contestants provided digital solutions for fighting online hate speech in Bosnia and Herzegovina. Klika provided mentors for the competing teams and helped with the technical aspects and digital solutions implementation. Supporting initiatives like these that contribute to a safer online space and give young people the opportunity to show their creativity in finding solutions, underpins our commitment to causes that have a larger impact on the societal context.

High school visit from Bihać

In 2024, we opened our doors to the Combined High School of Electrical Engineering and Wood Processing from Bihać to introduce them to the concept of the IT work environment and the potential career paths that IT offers. We consider that presenting opportunities to younger generations is pivotal in creating a better future for all and directly impacts the job market of tomorrow.

Our collaborations 2024

- **Bajkologija**
- **Association of Mathematicians of the Sarajevo Canton - "I love math" workshop**
- **NGO Mali programer**
- **DISTI**
- **High School for Environment and Wood Designin Sarajevo**
- **Combined High School of Electrical Engineering and Wood Processing**
- **Marketing Agency Republic**
- **Home for children without parental care, Sarajevo**
- **Pomozi.ba**
- **Dog Shelter Spas, Prijedor**
- **Ruku na srce Charity Organization**
- **Association for Culture and Art Crvena**
- **CURE Foundation**
- **Sarajevo Open Center**
- **Step by Step**
- **Kompjuteri nade**

Sustainability and Green Initiatives

We give priority to eco-friendly practices and abide by measures that promote sustainable living.

In 2024, Klika has advanced its efforts to reduce its carbon footprint and minimize environmental impact. We have implemented energy-efficient practices and prioritized waste reduction throughout our operations. Notably, we successfully reduced our carbon footprint by embracing energy-efficient measures across the company.

Remote work

One significant initiative was the introduction of company-wide remote work options, which led to a significant reduction in office energy consumption. To support this transition, we invested in advanced equipment and technologies, ensuring employees could work efficiently and effectively from home. This initiative not only improved the quality of life for our employees but also reduced commute-related emissions and office energy usage.

By adopting virtual meeting platforms and encouraging alternative transportation options like public transit, we significantly drove down corporate travel, i.e., by 33% compared to the previous year.

Waste management

At Klika, sustainability is integral to our business practices. We continuously evaluate our requirements and processes to ensure alignment with environmentally responsible principles. By prioritizing suppliers with eco-friendly packaging and operational systems aligned with waste reduction policies, we actively promote responsible business practices across our value chain.

We are dedicated to educating employees and stakeholders on reducing packaging waste and encouraging the use of reusable materials. Looking ahead, we plan to further strengthen our partnerships with suppliers and collaborators certified in environmental management systems, further aligning with our long-term sustainability goals.



ISO Certification renewal

Quality, transparency, and security have always been part of all our business operations inside the company and towards our clients, and we underwent the lengthy process of adoption and implementation of the internationally recognized ISO Standards for quality management system and information security, ISO 9001:2015 and ISO 27001:2013.

In 2024, we renewed our ISO certification for quality management system and information security. Enhancing our processes and aligning them with international standards, we strive towards quality in everything we do and aim to provide safe, reliable, and secure processes for our clients and employees.

Eco-friendly practices across our organization

We have reduced our use of plastic in the office by switching to paper cups, paper straws and tote bags instead of plastic ones, when we go shopping and host big events.

On top of that, we're committed to responsibly managing electronic waste. Through our partnership with the NGO Kompjuteri nade, we repair and redistribute used laptops and other electronic devices to socially vulnerable individuals, especially children in rural communities.

These initiatives not only help protect the environment but also strengthen our connections with stakeholders. By making sustainability a priority, we hope to inspire others in our industry to adopt eco-friendly practices and work toward a more sustainable future for everyone.

Stakeholders and collaborators

We use every opportunity we can to connect and deepen our connections with key partners who contribute to a socially better Bosnia and Herzegovina and participate actively in all matters regarding social change, prosperity and progress. To provide assistance systemically to the most vulnerable groups, Klika established a more formal collaboration with local organizations and public institutions in Sarajevo and Banja Luka. We closely work with the Philanthropic Forum, companies awarded by UNDP and Pomozi.ba, BiH's biggest charity organization that supports vulnerable groups and established ongoing and continuous processes to help those groups long-term.

Bit Alliance and the Philanthropic Forum

Klika works closely with Bit Alliance and the Philanthropic Forum, contributing to their strategic planning since their beginning. Bit Alliance focuses on fostering a strong business environment to support the growth of Bosnia and Herzegovina's IT industry. It tackles two major challenges faced by IT companies: the lack of highly skilled talent and an underdeveloped industry infrastructure with insufficient incentives for growth.

The Philanthropic Forum serves as a unique platform that unites companies, foundations, associations (that allocate at least 30% of their income to financial aid like grants and scholarships) and individual philanthropists from Bosnia and Herzegovina. Its mission is to promote philanthropy, create a reliable support system and nurture a sustainable culture within the philanthropic community.

Future Outlook

Looking ahead, we're committed to growing and evolving our corporate social responsibility (CSR) efforts. Sustainability, social responsibility, and ethical practices will remain at the heart of everything we do. In the coming year, we plan to broaden our partnerships with community organizations, NGOs, and other stakeholders to amplify our positive impact. We're also focused on using technology and innovation to tackle pressing societal challenges and support the achievement of sustainable development goals.

Our commitment to CSR is unwavering, and we're excited about the journey toward a more sustainable and inclusive future. We also recognize the importance of employee well-being and will continue to prioritize a healthy work-life balance, providing access to quality healthcare resources and offering opportunities for education and skill development. We're dedicated to fair labor practices and to building a diverse, inclusive workplace.

Transparency and accountability will remain key pillars of our CSR efforts. We're committed to keeping stakeholders informed about our initiatives and their impact, and we'll conduct regular assessments to evaluate their effectiveness and make necessary improvements.

By staying in tune with evolving CSR trends and adopting best practices, we'll continue to innovate and find new ways to make a difference. Together, we're working toward a future that's not just sustainable but also more inclusive and equitable for everyone.



K L I K A



This report has been developed and reviewed by Klika's relevant experts in the company and is approved by the CEO.

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