

Corporate Social Responsibility Report 2023

By fostering positive social changes we show dedication and selflessness to inspire, move and give back so others might follow and do the same.



Introduction

KLIKA is pleased to present its Corporate Social Responsibility (CSR) report for the year 2023.

This report underscores our continuous dedication to sustainability, social responsibility, and ethical business practices.

At KLIKA, we recognize the profound impact that our actions can have on the world around us. Guided by a commitment to sustainability, we strive to operate in a manner that not only ensures the long-term viability of our business but also fosters positive outcomes for society and the environment.

KLIKA's Corporate Social Responsibility Reports serve as a platform for transparent and effective communication with our stakeholders regarding our governance, strategy, and accomplishments.

We believe that continuous engagement ensures a comprehensive understanding of relevant issues and their resolution by all parties involved. By promoting transparency and accountability, we aim to highlight the positive influence of our CSR efforts and our dedication to creating a more sustainable and responsible business model.





CEO Message

Dear valued stakeholders, welcome to the 2nd edition of the KLIKAs CSR report, which presents a view on a year that changed many things.

I am pleased to share our commitment to Corporate Social Responsibility and the impact it has on our business strategy. Our CSR Program embodies our belief that corporate and charitable cultures can coexist harmoniously, strengthening our society through acts of kindness and generosity.

As you are aware, in 2023, we faced challenges with the global crisis in the IT industry. Companies were compelled to adapt their strategies due to unforeseen costs and uncertainty. Despite these obstacles, we remained dedicated to our mission, recognizing the importance of upholding our values.

During the previous year, our primary emphasis was cooperation with the community and grassroots activities. We are pleased to have initiated a Volunteer Day Perk, our volunteer program, allowing our employees to help those facing significant challenges directly. We continued providing support through donations and sponsorship of socially impactful events, while also encouraging young individuals in their educational aspirations.

Our efforts were acknowledged and honored with several prestigious awards, a recognition that fills us with immense pride.

Our commitment to CSR aligns with the United Nations Sustainable Development Goals. By integrating Corporate Social Responsibility into our operations, we contribute to global efforts to promote sustainable economic growth, create employment opportunities, and ensure responsible support for vulnerable categories.

Additionally, we uphold the highest standards of ethical conduct and governance in all aspects of our operations. Our commitment to transparency, integrity, and accountability guides our decision-making processes and business interactions.

We continuously review and enhance our policies and procedures to ensure compliance with relevant laws and regulations, as well as industry best practices.

This report highlights our progress in various areas, including environmental sustainability, community engagement, employee well-being, and ethical business practices.

I want to express my deepest gratitude to all our stakeholders, especially our employees, for their unwavering support, dedication, and contributions to our shared goals.

While the future remains uncertain, we maintain an optimistic outlook, driven by our belief in our team's resilience and capabilities. As we move forward, I encourage all of us to remain solid in our commitment to CSR, recognizing that it is not only beneficial for society but also essential for the long-term success of our business.

Together, we can continue to create a lasting impact and set new standards for responsible and sustainable business practices.

Edin Deljić

Chief Executive Officer, CEO



About Klika

Opening the doors to endless possibilities

In the past 10 years, Klika has become one of the most prominent names in the IT industry in Bosnia and Herzegovina, standing out with its incredibly fast development, desirable work environment and community engagement.

We celebrated our 10th anniversary with a gala birthday event conveniently themed *Opening the doors to endless possibilities*.



The biggest milestone for us was recognizing that we have the power and privilege to change our society for the better. Even before we founded the company, we, the founders, were involved in community activities and we always found a way to change things we recognized as problems. As our company grew, so did the team of people that we could make changes with, as well as the impact we had. We rolled out activities and initiatives one after another, and now when we look back, we can proudly say that we have remarkable results behind us. Our community is really better, which



mostly manifests itself through the versatile careers and successful lives of our employees, the improved status of individuals and organizations we support and collaborate with all this time, and in the end, the numerous awards we received in the past few years, which we are highly grateful for.

Samir Eljazović COO, Klika.

Our values



We encourage our people to be truly who they are. No discrimination on any basis, we cherish our differences and are truly happy when our Klika mosaic becomes even more colorful and diverse. It is a part of our nature to improve our lives in whatever manner we can and technology helps us do that. Technology shapes the world around us, how we live, how we connect and interact with each other, how we inform and educate ourselves, how we do business, and grow economies. It helps us live safer, healthier and happier lives.

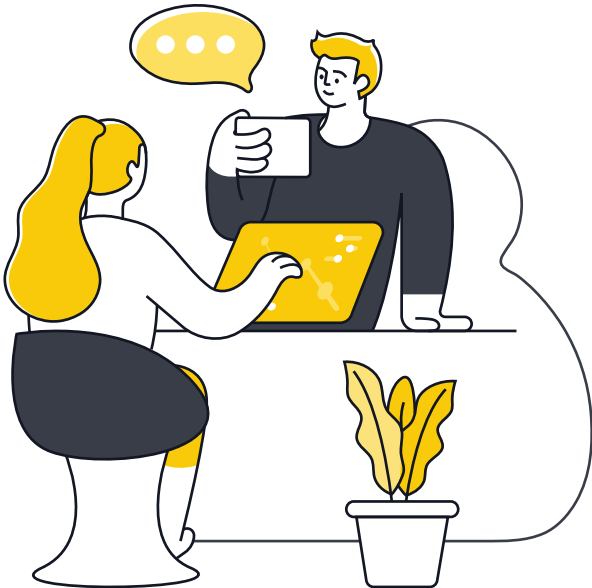
Klika's foundation is built upon five core values: **Our People, Our Clients, Life, Freedom, and Tomorrow**. Each of these values plays a crucial role in shaping our strategies, guiding our day-to-day operations, influencing our impact on the community, and reinforcing our vision and mission.



Our people

Nothing makes us happier than seeing our people grow and thrive. We make sure we provide platforms for learning and development of new skills. But more importantly, we care how our people feel during this process, if their work and life in general are going well.

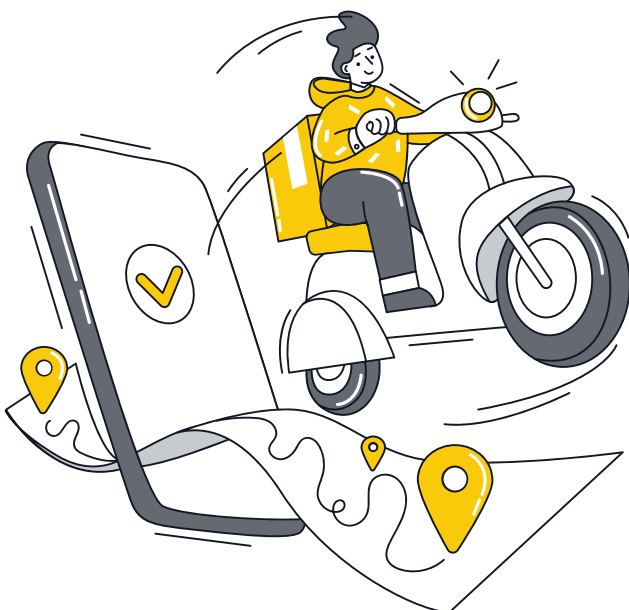
Eating, exercising, our team and the work environment - we want to make sure nothing is subpar. The stronger you are as an individual, the stronger we are as a team.



Our clients

We never take for granted the amount of work you put into your projects before we got to work together. The nights, the 'aha' moments, the sweat and the hopes. That is why we will always take extra care to understand your vision and goals, foresee any obstacles that always arise and plan out solutions for them.

We are responsive and reassuring during this process, keeping you comfortable and updated with our work towards your goals.



Freedom

Freedom is essential. If we feel free, our mind and soul will flourish.

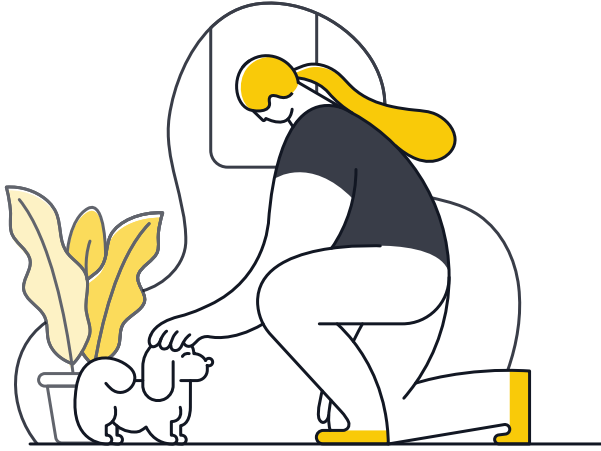
That is why we encourage you to arrange and complement your work time around your life, so you always come fresh to your tasks and willing to excel. But it is more than that.

We encourage our people to be truly who they are. No discrimination on any basis, we cherish our differences and are genuinely happy when our Klika mosaic becomes even more colourful and diverse.

Life

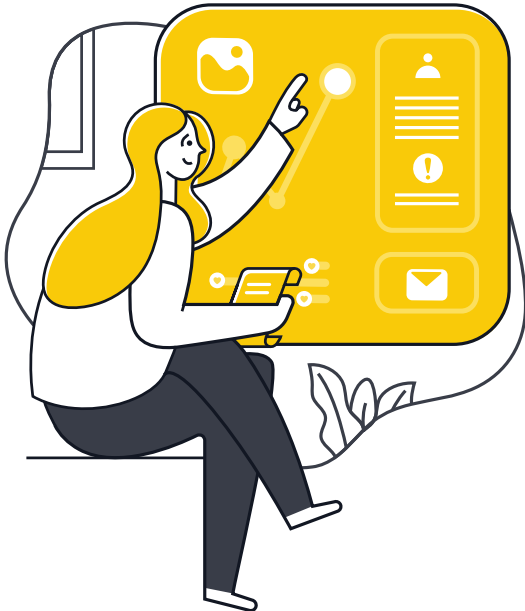
Life in any form or shape. Whether it is plants or animals, people from any group or part of the world. We work on projects that are environmentally friendly and safe. Also, we have always been a pet-friendly company that promotes a healthy lifestyle.

We cherish life and contribute to the global wellbeing of people through our work.



Tomorrow

Seriously. Who can talk about long-term plans in this ever-changing, fluctuating world? That is why we like to take it slow. We have goals and plans, but we focus more on today. And tomorrow. Let's make sure that tomorrow is good. And the day after tomorrow even better, ok? At last, what is a great and brilliant future than just a series of great tomorrows?



Each of these values is intertwined with our CSR activities and work. They collectively define who we are as a business and our role in a social context, guiding us in our aspiration to sustainable impact and meaningful changes in society.




Klika in numbers

Klika Employees

 **220** Number of employees in 2023

80%  Employees under 35

45%  Female employees total


33%  Female employees in leadership position across the organization

40%  Klika Executive team female members

Klika solidarity fund

 **Employee participation**
46%

 **Total amount collected:**
BAM 17,215

 **Number of charity causes supported** **46**

KLIKA Donations and sponsorships



Community initiatives and projects supported 14



Granted Scholarships 5



**Total amount allocated
BAM 13,400**

Volunteer program launched in April 2023



Number of Volunteer hours 248

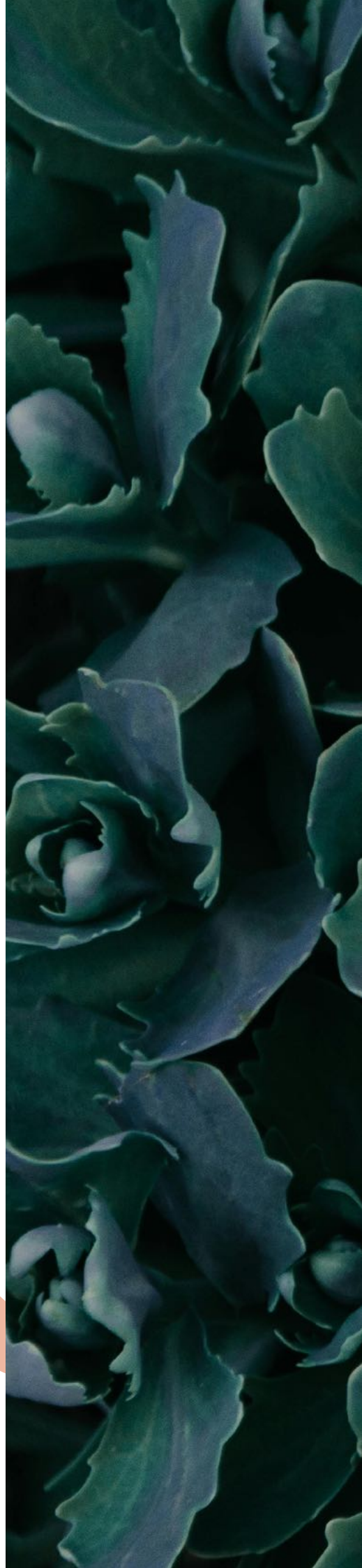


Number of Volunteer actions 31



2300+ beneficiaries impacted

Sustainability Goals and Achievements





Responsible future with the UN Sustainable Development Goals

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

Through our philanthropic efforts, we are dedicated to reducing poverty and enhancing the living conditions of vulnerable groups within our society. Klika actively supports initiatives and projects aimed at poverty prevention. Through the Klika Solidarity Fund, we continuously provide help to families and individuals who require support for medical care, meals, and housing.



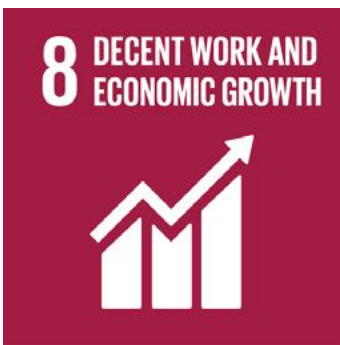
Quality Education

We believe that quality education is essential for cultivating an innovative workforce and empowering individuals to become future leaders. Recognizing gaps in our education system, we try to address them through formal and informal initiatives aimed at developing tomorrow's IT skill set. We maintain close collaborations with universities, particularly faculties of electrical engineering, and we provide individual support to students across all faculties and academies through the Klika Foundation Scholarship Program.



Gender Equality

We advocate for equality at every opportunity and strive to prevent discrimination on any basis. Each Women's Day, we roll out specially tailored campaigns to support women and actively engage in community dialogues dedicated to this issue. Furthermore, we continuously refine company policies that promote gender equality, prohibit discrimination in any form, and strategically address these important matters.



Decent Work and Economic Growth

We believe that creating favorable work conditions is integral to driving economic growth and prosperity. Our policies prioritize the protection of employee rights, ensuring a safe work environment in accordance with international standards, and focusing on individual employee satisfaction.



Industry, Innovation and Infrastructure

We provide opportunities for personal and professional development both in the domestic and international markets. Export-oriented, we provide innovative and advanced software solutions in IoT, FinTech and smart app development. With our services, we contribute to the development of some of the finest technologies in Europe, USA and the UAE positively impacting human life.



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. Over the past two years, our efforts have been recognized and rewarded. We have received several UNDP awards for Business Leader of Sustainable Development.



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.

A year of awards and recognitions

KLIKA Overall Winner 2023 at SDG (Sustainable Development Goals) Business Pioneers Awards

The SDG Business Pioneer Awards recognize excellence in three categories: “People,” “Resources and Environment,” and “Overall Winner.” The Overall Winner award is presented to a company that applies in both categories. Funded by Sweden, this initiative is carried out by UNDP BiH in collaboration with UNICEF and UN Women, forming part of the UN support to the BiH government in implementing the SDG Framework in BiH.

The annual SDG Business Pioneer Awards aim to recognize and celebrate the dedication of private companies towards sustainable development in BiH. In 2023, the focus was on acknowledging companies that contribute to job creation and retention, along with those actively engaged in reducing the ecological footprint. Klika was honored with the Overall Winner Award, having scored the highest points for adherence to the GRI (Global Reporting Initiative) Standards and the successful implementation of SDG goals. We are proud that we have built a company throughout the years based on our own set of values we foster together with our team and that we live by what we have been awarded for every day.





“Winning in all three categories is a clear indicator that Klika’s commitment to a sound and healthy work-life balance, its people and the environment is the right way, which we will hold on to in the future. We are grateful to UNDP BiH for this project and for providing a platform for not only the positive practices within Klika, but also of other companies from all around BiH, and hereby, we also want to congratulate them on their commitment, nominations and awards. Thank you for building a sustainable future with us.”
 said Samir Eljazović, COO of Klika.



KLIKA Youth Employer of the Year

In May 2023, Klika received the Youth Employer of the Year, Sarajevo Bridge Award at the Sarajevo Business Forum!

The award is granted to companies that have demonstrated exceptional commitment to recruiting, developing, and retaining young talent in Bosnia and Herzegovina.

Since beginnings, we have made an effort to create an environment where young people can innovate and create together. We actively work to prevent young talent from leaving B&H by investing in education. We are deeply grateful for this recognition and proud to be acknowledged as a leader in creating opportunities for the next generation of professionals.



US. Ambassador Michael J. Murphy and AmCham BiH

We were honored to receive another prestigious recognition, this time from U.S. Ambassador Michael J. Murphy and AmCham BiH as part of AmCham's Business Integrity Initiative, sponsored by the Center for International Private Enterprise (CIPE).

As a company devoted to creating a better community for all of us, being acknowledged for adhering to the highest compliance, business integrity and ethics standards further confirms that we are heading in the right direction.

Initiatives like these show that we, as companies, can tackle corruption in our country and lead the way towards transparency.



Our Approach to CSR

In 2022, Klika decided to integrate all its CSR activities under a strategy and a comprehensive program to underpin the basis of the Klika Foundation by fostering social inclusion and diversity as the core values and main principles of each and every CSR activity. The CSR strategy is based on three pillars.



We believe that **education is a cornerstone** of societal development, and at KLIKA, we are dedicated to supporting educational initiatives. From providing scholarships and internships to partnering with educational institutions, we aim to empower and nurture the next generation of leaders.



KLIKA is focused on **increasing opportunities for inclusive community development**. Our efforts include promoting philanthropy, diversity and inclusion in our workforce and supporting local projects through partnerships and mentorship programs.



KLIKA has been deeply committed to **environmental sustainability** and has implemented various initiatives to reduce its carbon footprint. Corporate Social Responsibility has become an integral part of our business operations as we strive to positively impact society and the environment. In this report, we will present the various initiatives and projects that we have undertaken to contribute to a sustainable future.

Supporting Education



KLIKA Foundation Scholarship program

The Klika Foundation Scholarship Program reflects our commitment to corporate social responsibility and our continuous effort to support the local community. We aim to foster advancement and facilitate opportunities for students from diverse social backgrounds and academic disciplines, motivating them to emerge as future leaders within our society and serve as inspirations to their peers, colleagues, and the broader community.

In December 2023, We granted five new scholarships of BAM 1000 each to deserving students from the University of Sarajevo and the University of Banja Luka. Ana Risović, a scholarship recipient, shared, *It is a great motivation and encouragement to see that our efforts and work are recognized and appreciated.*

There always comes a time of doubt, and precisely, moments like these remind the students of the spark with which we started. Summed up in a few words, this scholarship would be gratitude, pride, and motivation.





81 Alumni Members



We take pride in sharing the success stories of individuals who have benefited from our initiatives and programs. Our alumni community is a testament to the impact of our commitment to supporting young people in Bosnia and Herzegovina. Through our various education initiatives and scholarship programs, we have

seen numerous individuals achieve their academic and professional aspirations. By promoting the success of our alumni members, we aim to inspire and encourage other young people to pursue their goals and dreams, thereby contributing to the overall socio-economic development of the region.

Faruk Gutić

Faruk was one of the recipients of the Klika scholarship in 2022, and after he graduated, he started to work in Bugojno. Although helping people as a doctor is enough, Faruk did not stop there; he made his community even better by creating the first telemedicine app in Bosnia and Herzegovina, **Doktor Kad Mi Treba (eDoctor - telemedicine services)**. This app allows you to connect with physicians and consult about health issues. We are all proud of Faruk's achievements and glad we were able to help him on his way. Scan the QR for additional info.



Vanja Đenadija

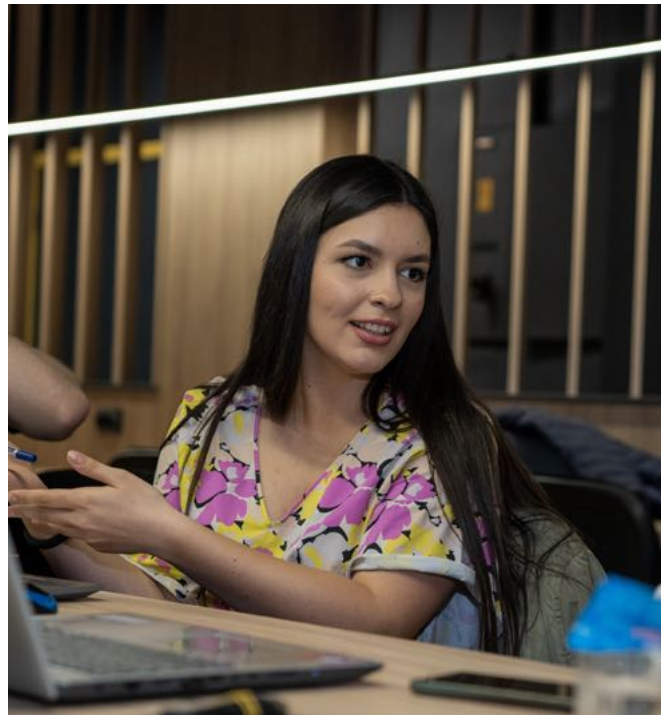
Vanja completed her undergraduate studies at the Faculty of Electrical Engineering in Banja Luka, specializing in Software Engineering and achieved an impressive GPA of 9.93. She continued her academic journey at the master's level and received recognition with prestigious awards.

She won first prize at the NLB Hackathon for a project aimed at establishing a system that facilitates the digital payment of university obligations and semester registration, thus eliminating the need to wait in queues and engage in redundant activities.

Additionally, she secured first place at the Supernova Hackathon by creating an application tailored for condominium owners aimed at improving residents' lives. The project's objective is to consolidate various functionalities into one platform, including device display

(cameras, sensors), notifications, chat, event calendar, expenses, contacts, and documents.

These achievements demonstrate Vanja's exceptional skills in software engineering and ability to develop innovative solutions addressing real-life challenges.



Stefan Lopandić

Stefan graduated with a degree in piano from the Academy of Arts at the University of Banja Luka. His exceptional academic achievements have been recognized with prestigious awards, including the Plaque of St. Stephen and the Plaque of the Ban's Court, highlighting his outstanding performance as a scholarship recipient and the best student in his field.



Beyond his academic success, Stefan has also demonstrated a commitment to giving back to society through his music. He has organized and performed in several solo humanitarian concerts, using his musical talents to make a positive impact on his community. Additionally, he continues to expand his musical knowledge and skills by participating in workshops led by renowned piano pedagogues and pianists.

Currently, Stefan shares his passion for music as a dedicated educator at the Elementary Music School “Markos Portugal” in Dobož. His contributions to both the academic and artistic spheres exemplify his commitment to excellence and his desire to inspire others through music.

Adna Mujić

Adna Mujić, a law graduate, was awarded the golden badge from the UNSA Faculty of Law and the golden city emblem of Sarajevo for her exceptional academic contributions to the community. Following graduation, she began her internship and has since been continuously expanding her knowledge and skills in various areas. Adna took part in student exchanges at the University of Oxford, England, and the University of Vienna, Austria. These experiences helped refine her German and English language skills. Her love for Bosnia and Herzegovina and her desire to utilize her acquired knowledge in the country led her to participate in numerous projects and competitions, both within the university and in collaboration with non-governmental organizations such as Youth Power, SanChild, Humanity in Action, Konrad Adenauer Stiftung, and the Aarhus Center. She also engaged in the Women in Law initiative in Vienna, where

she had the opportunity to learn from representatives of various European Union institutions. Adna’s diverse experiences and commitment to serving her community make her a valuable asset in the field of law, as she brings a global perspective and a passion for social justice to her work.



KLIKA's partnership with universities and internship programs

Klika Heroes

Klika is actively involved in the academic life at the Electrical Engineering Faculty UNSA by providing mentorship to undergraduate students in selecting and writing their Bachelor thesis, followed by career counseling by Klika experts. Collaborating with ETF professors, Klika employees offer thesis topic suggestions in various areas of modern technologies. Once approved, a Klika mentor is assigned to each student alongside the mentor professor.

In 2023, 15 topics were accepted that Klika heroes proposed, and 10 Klika mentors were assigned. Klika mentors took an

active role and guided students in their research alongside mentor professors, resulting in the first generation of students graduating under Klika heroes mentorship program.

After a positive and inspiring experience with the Faculty of Electrical Engineering in Sarajevo, in 2023 the Klika heroes initiative was also officially launched as a collaborative effort with the esteemed International BURCH University.



#WelcomeBack



Klika had the pleasure of hosting an intern as part of the #WelcomeBack program, implemented by USAID Bosnia and Herzegovina under the Diaspora Invest project. This initiative provides young members of the Bosnian diaspora with the opportunity to participate in one-month internships at companies in Bosnia and Herzegovina. We were delighted to welcome Amilla Hadžić as our intern at our Sarajevo hub.

Thanks to the mentorship of Rijad Fejzić and the coordination supported by Muamer Ribica, Amilla worked on a special project called “Building an in-memory data store” during her stay.

Wrapping up the internship, Amilla had a chance to present her work - a demo of a simple in-memory data store that she implemented over the past few weeks. Both Amila and Rijad found this project to be a wonderful experience, and here is what they had to say about their close collaboration:



Amila:

Everything was great and I had the opportunity to learn a lot about software development, and more importantly, to get a firsthand experience of working in an IT company in B&H. The internship was different from the one I did in Türkiye, and I must say that this one fits me better. Also, I am glad to have met so many interesting people who helped me during my time here. I have never thought about it before, but now that it is all finished and done, moving here to live and work is certainly an option for me.

Rijad:

I am glad that Klika was a part of this USAID project and that we always try to give back to our community. I am also glad to have had the chance to take on the role of a mentor instead of a mentee for the first time. Amilla was a delight to work with, she knew what she was doing the whole time, and I was there just to point her in the right direction.



Rate Your Uni and Volunteering



Our partnership with the Product Design Department at Academy of Fine Arts UNSA began in 2022 to foster connections between our designers and students, thereby helping them prepare for future careers in the design field.

In 2023, students from the Product Design Department were part of a project under the supervision of Prof. mr. Jasna Mujkić and the mentorship of Klika's design

team. Their assignment involved the development of two mobile applications, "Rate Your Uni" and "Volunteering" during which they demonstrated remarkable progress under the mentorship of Klika's UX/UI designers and developers. It was the student's first exposure to the industry-standard design tool, Figma, and we hope that this learning opportunity will prove beneficial to their future endeavors.

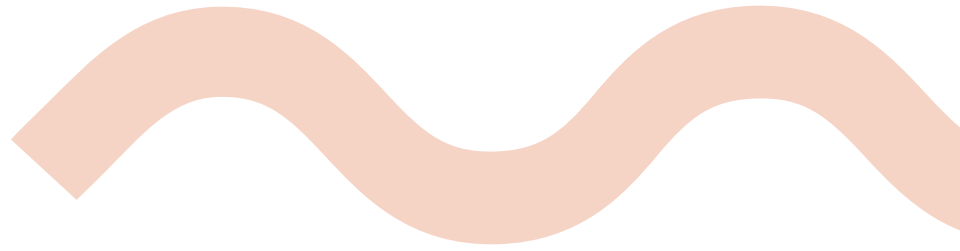
Communication strategy for one of Klika's strategic initiatives

At the beginning of 2023, we collaborated with Doc. Dr. Denis Berberović from the UNSA Faculty of Economics to devise a plan for students to develop a communication strategy throughout the summer semester for one of Klika's strategic initiatives. We saw impressive strategic thinking and excellent presentations. From the Faculty of Economics, we had 21 junior Marketing Management students trying

to ace their Marketing Communication class and three sophomore Product Design students from Academy of Fine Arts taking Marketing II. We are proud to have provided these students with a valuable learning experience that not only enhances their academic knowledge but also equips them with practical skills and industry experience.







Increasing opportunities

Community Engagement

We have fostered a culture of social impact and employee engagement by creating opportunities for our employees to volunteer and contribute to meaningful social causes. 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. We have actively supported local communities through various philanthropic activities, aiming to empower and uplift the lives of those in need.

Klika Volunteer Program

Volunteering holds significant importance within Klika’s culture. It is the basis for the Volunteer Perk program, which encourages Klika employees to volunteer for a day off work.



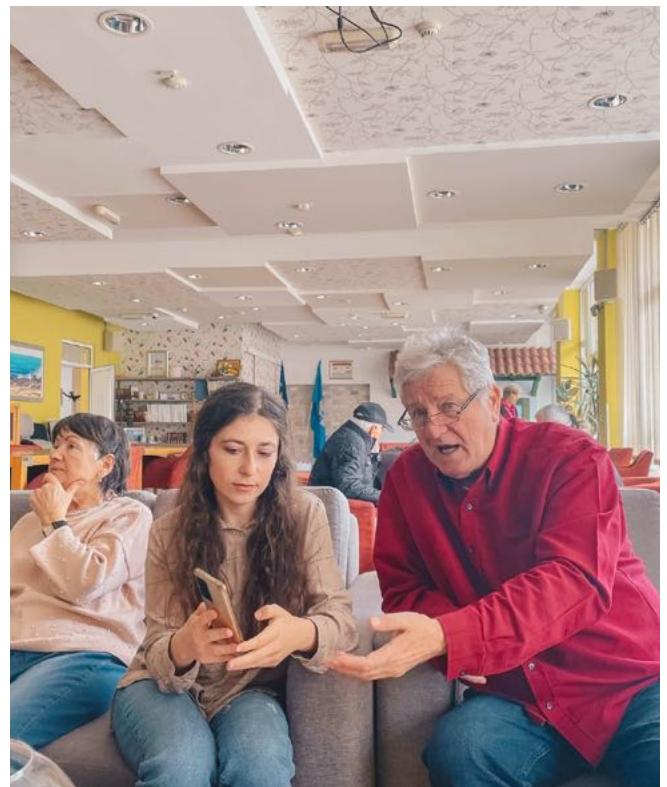
KVWP = KLIKA volunteer work program



Launching Volunteer Day Perk

In April 2023, we successfully launched our Volunteer Day Perk, which is aimed at encouraging volunteering across our company and connecting our employees to local organizations and institutions of diverse types, like schools and senior citizen centers, charity initiatives, etc.

On the day of the launch, many of our employees in Sarajevo and Banja Luka enthusiastically participated and chose to give back to the community. They organized creative workshops for the seniors, conducted lectures on internet security, shared their professional experiences with high school students, and provided insights into careers in IT.





Imagination Day

We attended the Imagination Day organized by UNDP Bosnia and Herzegovina. Our booth arranged as an improvised office to show students a part of life at Klika.

Students from high schools all over BiH gathered to explore the world of STEM. We were happy to see so many of them taking an interest in coding, science, robotics, chemistry and math.

During the first day of the event, our Client Delivery Manager, Azra Kahrović, participated in the panel: “The Future of Education and Jobs of the Future.”

On the second day, numerous captivating innovations were highlighted, yet the STEMI dog robot emerged as the highlight of the event. Attendees enthusiastically engaged in the online scavenger hunt we organized, effortlessly navigating through it, prompting us to reward them with merchandise as a token of appreciation.

The event ended with announcing student winners for the best project, whereby Klika enabled an online course for six students as part of the rewards to help them build their skills further.





The Introduction to the World of Microcontrollers



In June 2023, we supported the Student Association in cooperation with the Faculty of Electrical Engineering who organized a workshop in Banja Luka named “The Introduction to the World of Microcontrollers”.

The workshop was for both, high school and university students.

The participants had two weeks to master the basics of managing microcontrollers

on the Arduino platform, followed by a three-day challenge where the teams competed.

Our Senior Software Engineer, Bojana Dejanović, was on the expert jury. They selected two winners, one team among high school students and the other among university students.

Collaboration with the Diplomatic Winter Bazaar



We were honored to collaborate with the Diplomatic Winter Bazaar once again and contribute to our community! The Diplomatic Winter Bazaar is a nonprofit organization dedicated to raising funds to support children and young people across Bosnia and Herzegovina who are facing financial difficulties, as well as orphans and children with physical and mental challenges.

This event served as a celebration of diverse cultures, offering attendees the opportunity to connect with both old and new acquaintances while exploring the richness of the world's communities. In addition to financial support, we also

extended our assistance through our Volunteer Program this time. Employees of the Klika generously volunteered their time and effort to ensure the smooth running of the event, coordinating with high school students from Sarajevo.



Throughout the year, KLIKA employees volunteered in various organizations for different purposes. These included educational workshops in schools, leading hiking tours, providing assistance to the elderly, organizing environmental clean-ups, and more.

We are proud to have contributed **248 volunteer hours**, showing our commitment to giving back and making a positive impact in our community through meaningful service initiatives.

Organizations and institution we collaborated with:

In 2023, partnered with the following institutions and organizations as part of the Klika Volunteer Program for Employees:

BH Future Foundation

BOSEPO

**Centar za zdravo
starenje, Novi Grad**

**Centar za zdravo
starenje, N. Sarajevo**

**Centar za zdravo
starenje Velešići**

Educos Foundation

**Electrical engineering
school for energy**

**First Bosniak
Gymnasium**

**Home for children
without parental care,
Sarajevo**

**Nova generacija,
Plavi telefon**

**Plus Ultra-youth
organization for digital
skills development**

**Rada Vranješević
Home for children and
youth without parental
care in Banja Luka**

**School of Electrical
Engineering “Nikola
Tesla” Banja Luka**

**School of Electrical
Engineering Sarajevo**

Second Gymnasium

Ronilački klub Bosna



We deeply appreciate the organizations that collaborated in implementing the Volunteer program and offered our employees the chance to make a change in the community.



Employee Well-being

We acknowledge the unique role our team members play in our dedication to community and societal advancement. Through investing in the well-being and growth of our employees, our goal is to foster a positive influence that extends beyond our company.

We strive to be an employer that provides favorable conditions and ensures every employee can contribute their ideas effectively.

The happiness and satisfaction of our employees are central to our business model. We prioritize the well-being of our team members, ensuring their work and personal lives are fulfilling. We believe that individual strength enhances team effectiveness.

As part of our commitment to employee well-being, in 2023 we continued to offer a variety of support formats.

Employee Experience Management Program

The Employee Experience Management Program is designed to enhance the overall journey of employees within the organization. The Program aims to create a healthy environment, strengthen teams and support the well-being and satisfaction of employees.

The EEMs are psychologists with training in psychotherapy. They prioritize regular one-on-one communication to promptly identify and resolve potential problems faced by colleagues. Their role is to guarantee a distinct, enjoyable, and motivating experience for all company employees. They aid leaders in managing teams, fostering an atmosphere of mutual respect and trust, and promoting transparent communication.

Workshops

Throughout 2023, our Employee Experience Managers facilitated educational workshops for employees covering a range of topics:

- **Imposter Syndrome**
- **Sleep Science: Understanding the importance of sleep and techniques for improving sleep quality**
- **Overcoming Procrastination**
- **Effective Time Management**

These workshops were open to all employees and were suggested by the workforce themselves. Additionally, Employee Experience Managers conducted team-specific workshops to address specific challenges. These sessions focused on areas such as communication, conflict resolution, mediation, and overall team and individual development, fostering a healthier and more supportive work environment.

Additional health insurance

Klika prioritizes the well-being and satisfaction of its employees by providing additional health insurance coverage. We understand the importance of ensuring our employees have access to comprehensive healthcare services.



Diversity and Inclusion Initiatives

Our commitment to diversity and inclusion extends beyond societal impact and into our own organization. KLIKA recognizes the importance of fostering a diverse and inclusive workplace. We believe that a diverse workforce allows for a more innovative and collaborative environment, driving better business outcomes. We have implemented initiatives to ensure equal opportunities for all, regardless of their background, and have strived to create a culture where everyone feels valued and respected.

Additionally, diversity and inclusion are core values of KLIKA's CSR program, as the company believes that fostering these values drives innovation and creativity. Our goal is to create a ripple effect of positive change that enhances the lives of individuals and fosters community resilience.





International Women's Day- *Honoring the past, Building the future.*

Traditionally, Klika passionately celebrates International Women's Day. Each year, we undertake a series of activities aimed at highlighting the status of women in BIH and advocating for gender equality. As part of International Women's Day, we implemented a 7-day campaign titled "Honoring the Past, Building

the Future." Women from the past changed history. Women of today are molding the future, pushing boundaries every day. We dedicated whole week to all amazing women who make our day better and inspire us with their achievements.

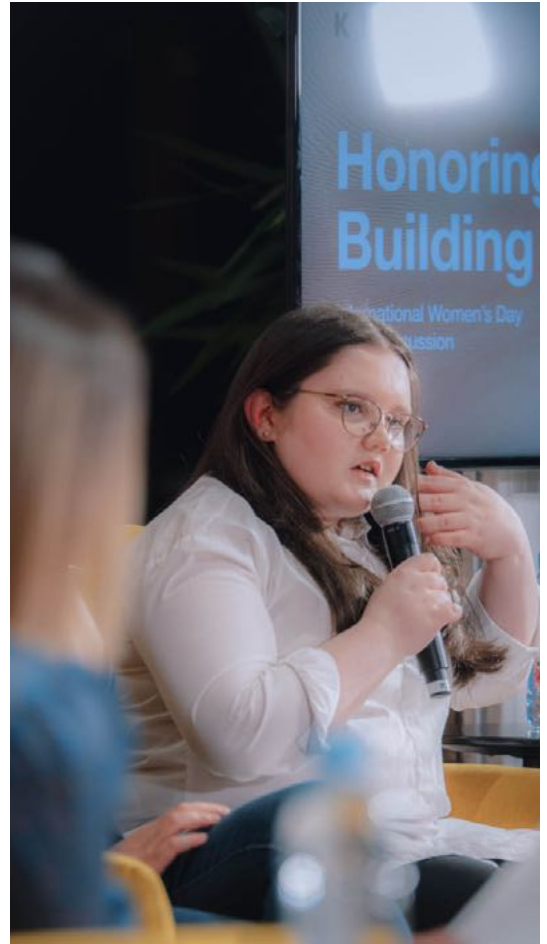
Meetup for high school students

In collaboration with UNDP Bosnia and Herzegovina, we organized an amazing meetup for high school students. Our Firmware Engineers Melisa and Edina and Senior QA Engineer Adha shared their inspiring success stories with almost 200 young students. They spoke about overcoming challenges, pursuing passions, and achieving their goals. The Q&A session that followed had students asking insightful questions and getting valuable advice from our female role models.

We are proud to have such amazing women in our company who can inspire the next generation of female leaders.



Honoring the past, Building the future - panel discussion



It was amazing to see women in STEM from different generations sit together and talk about the circumstances and times that shaped their careers, reminding us of how much has changed. We organized a panel discussion called “Honoring the Past. Building the future.”

We talked about everything, from being a woman in the STEM field to the opportunities in IT then, now and in the future.

Hearing about the glorious days of Energoinvest during its prime time from then-leading female engineer

Amila Omersoftić or Slađana Čuljić’s unusual but impressive 20-year career path and her decision to join Klika in 2015, gave us an overview of the industry’s development and turning points.

We also touched upon how generations nowadays perceive the STEM industry and the females’ role in it with ETF student Lamija Gutić. Her optimistic views showed us that young people are ready to take up the challenges of the super-modern AI age coming at us.



Sponsorships and donations

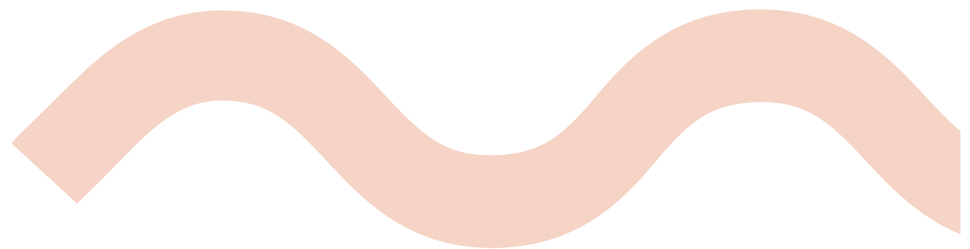
We consider sponsorships and donations to be important, integrated approaches to communicating our values, raising awareness, and contributing to our community.

Through donations, we actively engage our employees, fulfill our social responsibility, and strengthen local and regional communities. Our focus is on areas where long-term effects are most prominent. Donation occurs when we give funds without expecting anything in return. Therefore, our donation strategy emphasizes charitable giving.

Over the past year, through donations and sponsorships combined, we allocated **BAM 30,645**. We have supported numerous events aimed at fostering education and facilitating the exchange of experiences among young individuals in the STEM field.

Additionally, we have contributed to environmental initiatives and projects supporting socially disadvantaged individuals and children with developmental disabilities.

Furthermore, we provided significant financial assistance to those needing support for health treatment and meeting their basic life needs. We believe that by investing in education, environment, social welfare, and healthcare, we can make a positive impact and improve the lives of individuals and communities in need.







Environmental Sustainability

Our sustainable initiatives and projects have not only had a positive impact on the environment, but they have also helped us build stronger relationships with our stakeholders.

Energy Usage Reduction

In 2023, KLIKA has continued to pursue initiatives to reduce our carbon footprint and minimize our environmental impact. We have implemented energy-efficient practices and prioritized waste reduction across our operations. Furthermore, our ambitious targets to decrease greenhouse gas emissions demonstrate our unwavering commitment to environmental stewardship.

One notable achievement from the past year was the successful reduction of our carbon footprint through the adoption of energy-efficient practices company-wide. By offering remote work options to all employees, we were able to decrease energy consumption in our offices by 15%. We have acquired the equipment and technologies necessary for remote work, ensuring that employees can perform their tasks efficiently and effectively from home. Our Remote work initiative not only enhances the overall quality of life for our workforce but also contributes to reductions in commute emissions, energy consumption, and the embodied carbon associated with workplace construction. We have also made efforts to reduce our corporate travel activities, implementing virtual meeting platforms and encouraging employees to use alternative transportation like public transit when possible. We decreased our corporate travel activities by 80% compared to the previous year. These sustainable initiatives reflect our ongoing commitment to corporate social responsibility and environmental conservation.



energy consumption in offices reduced by 15%



100% without paper



decreased corporate travel by 80%

Waste Management

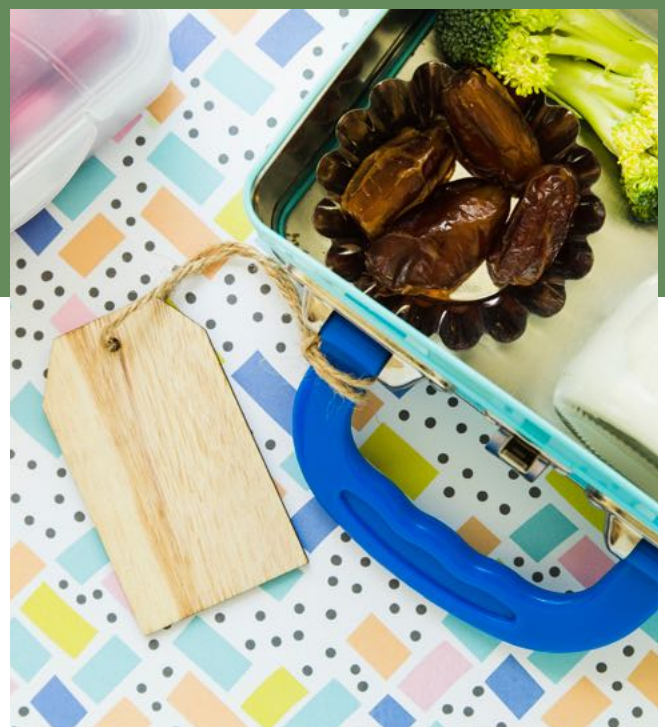
Klika aims to promote sustainable and responsible business practices across all its value chains. Our business is based on the principle that our requirements and processes are continuously evaluated to avoid working against the planet whenever possible.

We are committed to respecting sustainability principles, educating people on reducing packaging materials, waste, and promoting reusable packaging. Preference is given to suppliers with smaller, environmentally friendly packaging and work systems in line with waste reduction policies.

Looking ahead, we plan to further prioritize suppliers and collaborators who hold

certificates for environmental management systems, aligning with our long-term sustainability goals.

Food waste is a global challenge that we take seriously. At our events, we carefully pack leftover food in eco-friendly containers for employees and guests to take home, reducing food waste and promoting environmental responsibility.

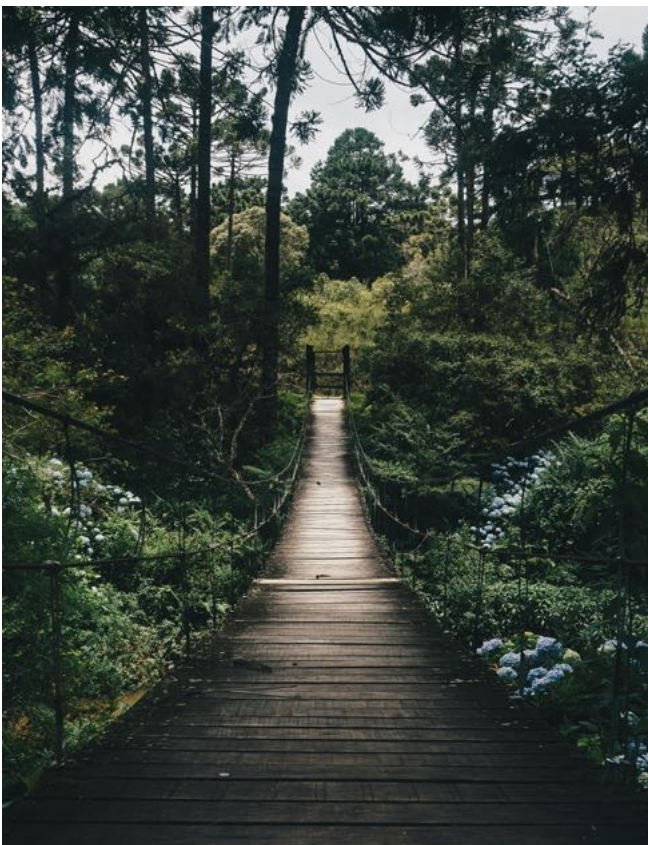


Encouraging product and packaging reuse is another focus area for us. We package gifts for employees in soda boxes and paper, supporting ecologically responsible operations of local businesses owned and run by women.

We have made significant progress in reducing plastic cup usage in our offices, achieving an impressive 80% reduction. This accomplishment was made possible by replacing disposable bottles and cups with reusable paper or glass dishes.

In 2023, we transitioned to using electronic signatures, achieving our goal of conducting business 100% without paper. We also prioritize electronic waste management through our partnership with the NGO Kompjuteri nade which repairs and redistributes used laptops and electronic equipment to socially vulnerable individuals, particularly children in rural areas. Our sustainable initiatives not only benefit the environment but also strengthen our relationships with stakeholders.

By prioritizing sustainability, we aim to inspire others in the industry to adopt eco-friendly strategies, contributing to a more sustainable future for all.



Other green initiatives

Klika employees actively participated in the River Bosna Cleaning Initiative, demonstrating their commitment to environmental sustainability and community involvement. Together with 25 members of the Ronilački klub Bosna, and other volunteers they pulled out around 80 bags of waste, which comes to **250-280k (about 617.29 lb.)**.

By prioritizing sustainability in our business practices, we aim to not only mitigate environmental impact but also inspire others in the industry to adopt eco-friendly strategies.





Stakeholder Engagement

KLIKA values stakeholder engagement and actively seeks input from its employees, clients, and communities. By collaborating with various stakeholders, KLIKA ensures that its CSR initiatives are aligned with the needs and expectations of its diverse.





Highlights of our engagement with stakeholders

Clients

We are proud of our Client delivery team, which continuously supports 40+ teams through 10+ clients in each phase: setup, expansion, and transformation.

During the past year, our Client Delivery team has dedicated efforts to enhancing the business model. Recognizing the importance of supporting teams to improve efficiency for optimal client delivery, they increased resources and empowered team members with greater autonomy. Using client satisfaction scores and business review meetings as benchmarks, their objective was to improve communication and foster stronger client relationships.

In collaboration with the Business development team, they prepared a Client Delivery Handbook that will help our potential clients understand the way we work.

This handbook focuses on deepening client relationships, ensuring transparency in our approach, fostering collaboration with the Business Development

and Engineering teams, and advancing our technical skills to better serve our clients.

Additionally, five of our Scrum Masters are undergoing Google Project Management education to strengthen their capabilities.

We will continue to actively engage with our stakeholders, listen to their feedback, and adapt our practices accordingly to further improve our corporate governance and enhance our social impact.



Local Community

As a company driven by the imperative to give back to the community and promote social responsibility, KLIKA supports and participates in initiatives that benefit the community and society.

In September 2023, our CEO Edin Deljić had the opportunity to share Klika's ESG best practices and innovations at "The Future of Sustainable Business in Bosnia and Herzegovina and the Western Balkans region – ESG standards and gender equality" conference.

As a company with 45% female employees, 40% of them in leadership positions across the organization, and with a commitment to SDGs and ESG, we try to set a positive example for others in our business environment which still hasn't reached the optimum state.



Our colleague Fatima Kamali conducted a 2-day UX/UI workshop at the "Smart (IT) girls - smarter automation" boot camp, which was organized as part of the #ITgirls initiative. During the workshop, the girls had the opportunity to learn the principles of UX as they crafted user personas and identified their needs and challenges until they reached an ideal solution. From user stories to user flow diagrams, they sketched low-fi wireframes using pens and paper and then transformed them into mid-fidelity prototypes in Figma.

Our co-founder, Maja Mameledžija, had the honor of being a guest speaker on the panel discussing Women Entrepreneurship and the Digital Era which was organized as a part of the IT.Reboot Conference Vol. 3.

We are thrilled to witness the continuous growth of this conference each year, introducing more individuals to the dynamic IT industry. As it happens, the conference is taking place in Travnik, Maja's hometown, adding a personal touch to her enthusiasm in sharing the vast experience she has gathered over the years in the field of IT.



Bit Alliance and Philanthropic Forum

Klika played a vital role in establishing the Bit Alliance and The Philanthropic Forum, contributing to their strategic planning for many years. To cultivate a positive business environment for further growth of Bosnia and Herzegovina's IT industry, BIT Alliance is consistently working on addressing two key issues faced by IT companies - the scarcity of highly skilled employees and underdeveloped IT industry infrastructure with insufficient development incentives.

The Philanthropic forum serves as an exceptional platform that brings together companies, foundations/associations (committing at least 30% of their income to third parties in financial aid such as grants, scholarships, etc.), and individual philanthropists from Bosnia and Herzegovina. Its goal is to promote philanthropy and establish a robust system while driving the creation of a sustainable culture within the philanthropic community.



Future Outlook

As we look toward the future, our CSR initiatives will continue to evolve and expand.

We are committed to further integrating sustainability, social responsibility, and ethical practices into our business operations. In the coming year, we aim to strengthen our partnerships with community organizations, NGOs, and other stakeholders to maximize our positive impact. Additionally, we will focus on leveraging technology and innovation to address pressing societal challenges and contribute to the achievement of sustainable development goals.

Our dedication to corporate social responsibility remains solid, and we are excited to embark on this journey towards a more sustainable and inclusive future. In addition, we recognize the importance of employee well-being and are committed to providing comprehensive healthcare services. We will continue to prioritize the health and safety of our employees, promoting a healthy work-life balance and providing access to quality healthcare resources. This includes offering educational and skill development opportunities, implementing fair labor practices, and ensuring diversity and inclusion in our workforce.

Transparency and accountability will continue to be cornerstones of our CSR reporting. We are committed to providing stakeholders with clear insights into our initiatives and their impact. Regular assessments and evaluations will let us gauge our programs' effectiveness and make informed adjustments as needed.

Remaining attuned to evolving CSR trends and adopting best practices will be key drivers of our continuous improvement efforts. We are dedicated to seizing opportunities for innovation and improvements across all aspects of our CSR endeavors as we strive to create a more sustainable and inclusive future.



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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