



ESG REPORT









Message of our CEO

"In the year when we are celebrating 35 years of existence and our business, we are still motivated by the desire for progress and determination to persevere."

Information technologies are changing the way we live, learn, work and have fun.

We see ourselves as a company that is the best partner for both global leaders who develop information technologies and business systems in our immediate environment, now and in the future, in the field of development, application and integration of business solutions that enable business, through the application of the most advanced information technologies.

OUR VISION TO PROVIDE BUSINESS VALUE

Saga is driven by a core principle: to provide business value to our users.



FOCUS ON BUSINESS

We strive to be an innovative company continuously focused on solving the problems of new generations of IT solution users. We shape the future in the field of ICT solutions by creating values and opportunities for our clients, employees, investors and partners.

We desire to be leaders in creating and developing the most advanced solutions that lead advanced information technologies of our global partners in value for local business entities through our professional solutions and services. The company desires to contribute to the success and satisfaction of its clients by improving the quality and manageability of its own business, and to provide additional value to its shareholders. For the needs of service users, employees, investors and partners, the company directs its efforts towards virtualization, automation and optimization of system solutions in order to integrate with all systems that form part of the global computer network.

DIGITAL TRANSFORMATION

Digital technologies have greatly transformed many aspects of our daily lives: how we communicate, how we establish and maintain friendships, how we get information, how we shop, schedule trips or complete transactions at the bank. Digital transformation puts the user at the centre of every activity and takes a step towards transparency, openness, increased speed and simplicity, as well as enabling collaboration in all areas.



OUR VALUES STRIVING FOR EXCELLENCE

FOCUS ON THE CLIENT

Our clients' success is our success. Through our consultative approach in understanding clients' goals and through the engagement of our resources as assistance, we participate in achievement of clients' business goals.

ENTREPRENEURIAL LEADERSHIP

Our leaders are leaders who demonstrate enthusiasm and commitment. Through entrepreneurial leadership, we seize opportunities and succeed in the market. Through leadership and accountability, we establish guidelines, encourage creative collaboration, and provide an inspiring environment for our employees.

AMBITION, ENERGY, INSPIRATION

Our business is full of opportunities for growth and advancement. It is only with high ambitions and commitment to work hard and have fun at the same time, that we can realize these opportunities.

INNOVATION AND LEARNING

Our expertise is based on experience, innovation and learning. Our individual creativity is acknowledged. We constantly strive to find better solutions in response to our clients' challenges and thus influence the entire company.

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RESPONSIBLE RELATIONSHIPS

PARTNERSHIP

Relationships among our employees as well as with our clients and suppliers are driven by the power of partnership. The strength of partnership is expressed via dedicated participation, respect, contributions and mutual support. We encourage free exchange of ideas, foster teamwork, are consistent with our promises, know how to listen and react, care for others.

MERITS RULE

Our success requires entrepreneurial spirit and initiative from every individual. We actively strive to be the best in attracting, developing and retaining talented people. We invest in the development of our people and train them to levels of performance and contribution they never thought possible.

CORPORATE RESPONSIBILITY

We are a member of the global community and we act responsibly. Our way of managing the company ensures implementation of our business responsibility plan. We as a company, and our employees individually, strive to contribute actively and positively to the communities in which we operate.

HIGH ETHICAL STANDARDS

INTEGRITY

Our integrity is the key to safeguarding our most valuable asset – our reputation.

PRIVACY

We respect our client's right to privacy and use information with appropriate discretion.

DIVERSITY

Our strengths are enhanced by embracing the global diversity of cultures, perspectives, skills and experiences.

BUSINESS PRINCIPLES

WE HELP OUR CLIENTS TO DEVELOP STRENGTH, IN ORDER TO MAINTAIN COMPETITIVENESS

Our success depends on the success of our clients. We place our entire experience and the best solutions at the disposal of our clients to achieve their goals quickly and completely.

WE ENCOURAGE INNOVATION, PAVING THE WAY INTO THE FUTURE

Innovation is our life. We shape our ideas and best practices into successful systems and products. Our creativity and experience ensure our position at the top.

WE RAISE THE VALUE OF SAGA TO OPEN UP NEW OPPORTUNITIES

We are focused on profitable growth and sustainable success. We mutually improve the balanced portfolio of our offer, business excellence and synergy in all business segments. This forms the basis for premiums when investing with our founders.

WE ENCOURAGE OUR EMPLOYEES TO ACHIEVE TOP RESULTS

Employees are the key to our success. We work together, combining knowledge and learning. Our organizational culture is characterized by diversity, open dialogue and mutual respect, clear goals and decisive leadership.

SOCIAL RESPONSIBILITY, OUR CONTRIBUTION TO A BETTER WORLD

Our ideas, applied technologies and actions help to make our environment better. We are committed to universal values, a good attitude towards society and a healthy environment. Treatment of employees, business partners and founders is based on integrity.



SAGA'S FIVE MAIN ADVANTAGES

PASSION ABOUT DIGITAL TRANSFORMATION

Experience and knowledge in working with clients on the implementation of digital transformation of their business.



Understanding digital transformation beyond the SMAC (Social, Mobile, Analytic and Cloud) technologies themselves, but rather as the execution of a customized and expanded business strategy in order to embrace opportunities brought by the digital economy.



"END-TO-END" CAPABILITY

We are focused on profitable growth and sustainable success. We mutually improve the balanced portfolio of our offer, business excellence and synergy in all business segments. This forms the basis for premiums when investing with our founders.

ADDRESSING TYPICAL POINTS OF FAILURE

Understanding and guiding users through points of failure, such as organizational, process and technology-infrastructure problems in the company.



HISTORY OF MARKET PARTICIPATION WITH DIGITAL SOLUTIONS

Successful changes in our clients' business models as well as profitable implementation of innovative portals, cloud and collaboration solutions, sales systems and computer games (gaming).

ABOUT THE COMPANY SAGA D.O.O. BEOGRAD



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*Scope Providing IT services of development, implementation and support of information systems, proje management, as well as distribution and implementation of applied technical equipment infrastructure Saga was founded in November 1989 as a privately owned company. Saga's business is based on the provision of IT services for the development, implementation and support of information systems, project management, as well as the distribution and implementation of applied technical equipment infrastructure.

After a long period of over 25 years of successful cooperation with Sava Centre, in February 2016, the company moved to new, technically modernly



equipped business premises of Indotekgroup, Bulevar Zorana Djindjica 64a.

Indotekgroup is a Class A office building with a unique architectural design. It is a modern building with over 10,000 m² of office space. Space inside the building is fully equipped with modern and sophisticated technology. It is located in the very centre of the Novi Beograd business zone. The building was built according to all relevant and recognized world standards for construction of such facilities. Approach to the building ensures unhindered access and movement for its employees, visitors, and persons with disabilities.

The interior of the entire space is built in accordance with all technical standards of accessibility, such as accessibility elements for overcoming height differences and moving and staying in the space and is in accordance with requirements of the normative regulation, which ensures unhindered movement and access for persons with disabilities, children and the elderly.



The Indotekgroup building also has a GOLD LEED certificate. This certificate was awarded in accordance with the highest global standards of green construction. Obtaining such a prestigious certificate is conditional on meeting criteria such as location and transportation, use of sustainable building materials and waste reduction, more efficient use of water, better energy performance of the building, sustainable location that reduces the impact on ecosystems and water resources, as well as the quality of the environment in indoor space.



FIELD OF OPERATIONS

The company appears on the market as a system integrator in the field of information and communication technologies. Experienced and adequately trained professional staff, possessing the most valued certificates of the world's leading ICT companies, provides a top level of support to users at all times. Saga's main advantages are:

- Long-term presence on the market and an exceptional list of client references
- High level of service provision
- Technical superiority
- Orientation towards system integration and an extensive list of solutions offered
- Good geographical coverage of the regional market and potentially the European/world market
- Excellent technical support and maintenance
- Professional services we offer for both business and infrastructure solutions are:

- System integration, virtualization
- Consulting
- Project management
- Outsourcing
- 🔵 Training
- Technical support and maintenance
- 🔵 Financing

Saga is particularly specialized in telecommunication solutions for large and medium-sized companies, where it is able to respond to the most complex user requests. Business solutions we offer are able to economically respond to the biggest business challenges. Saga has realized the largest contact centres

in Serbia, which serve millions of users, thus standing out as the absolute leader in contact centre solutions. ICT infrastructure, as the basis for the business of all large companies, requires reliability and system integration, realized by Saga with ease, thanks to its vast experience. We design Business Critical Systems and Data Centres for users whose work relies on ICT (Financial institutions, Telco companies, flight control, ...). Our Collaboration δ Enterprise Content Management solutions are based on extensive consulting experience and skills necessary for the realization of this type of project. When it comes to eBusiness solutions, Saga is both a pioneer and a market leader. Customer Relationship Management Systems that we offer are essential for improving sales in all business sectors. Saga offers Enterprise Relationship Management solutions on its own or in cooperation with the world's leading vendors in this field.

Saga expertly and realistically examines circumstances relevant to its operations and their impact on the organization's ability to achieve its set goals, in order to assess the risk of each circumstance, whether it represents part of the internal or external context, i.e. through consideration of the organization itself within the framework of circumstances on the domestic and international market. In this respect, Saga recognizes two levels of the organization's context, namely the internal and external context, with the external context of the organization viewed from at least four sublevels: local, national, regional and global.

Saga strives to achieve its goals and considers all issues where the organization can influence the way it manages internal risks, thus considering segments of the internal context via:

- Adopting company policies, goals and strategies
- Management, establishment of organizational structure, decision-making and ultimate responsibility
- Provision of resources (capital, time, human resources, processes, systems and technologies)

- O Providing knowledge and competence
- Defining information flows and decision-making processes
- Managing employee relations
- Defining workers' rights while respecting laws and regulations (working conditions, working hours...)
- Accounting and financial reports, terms of payment by the client, credit terms
- Defining business ethics and corporate culture of the organization (striving for excellence, responsible relationships, high ethical standards)
- **Social responsibility**
- Relations with active and potential partners, clients/users/business partners

To define the external context of the organization, Saga considers opportunities, i.e. segments arising from social, technological, ethical, political, legal (changes in legislation) and economic opportunities as follows:

- Cultural, social, political, legal, financial, technological, economic, natural environment and market competition (whether international, national, regional or local)
- Observing the main drivers and trends that are relevant to the economy in general, with a special focus on the IT industry
- Availability on the market of new contractors, subcontractors, suppliers, partners and providers
- Entry on the market of new competitors as well as new technologies
- Compliance with legal and other requirements
- Emergence of new occupations
- Role of the organization and its own contribution to the community, regardless of whether it is an international, national, regional or local community
- Degree of dependence on the global market and stability/ instability of the global market

IDENTIFICATION OF STAKEHOLDERS AND THEIR NEEDS

Identifying, monitoring and dealing with stakeholders is essential for the success of any organization. Dealing with stakeholders means establishing and nurturing good business relationships. Orientation towards stakeholders is expressed by behaviours

- that perceive and understand the range of needs and expectations, and accordingly translate them into requirements,
- where all relevant organizational units become familiar with the needs and expectations of stakeholders,
- that improve processes in order to provide value
- that manage possible requests of stakeholders in the organization
- that manage information about satisfaction in order to create overall improvement.

Company management is directed towards current and potential users, as well as end users and understanding and fulfilling their current and future needs and expectations, as well as considering the needs and expectations of other stakeholders, thus following stakeholders were identified:

- Employees and employees' relatives,
- Persons with special needs,
- Users and end users,
- Owners and shareholders, company affiliates "Little Sagas"
- Partners and vendors
- Handlers and processors of personal data, as well as their subcontractors
- Wider social community (business associations, non-governmental organizations...)
- State bodies (Government, Ministries, State institutions and companies)

Regulatory bodies (National Bank of Serbia, Constitutional Court, Commercial Court, National CERT),

🕥 Media

Society, Academic Community

The attitude towards users is reflected through:

- understanding the needs and expectations of current and future users
- defining the characteristics of products and services in accordance with the needs and expectations of users
- monitoring competition on the market and defining business decisions accordingly

Employee motivation is ensured and achieved through a series of procedures led by the Human Resources Management Department in coordination with other organizational units in the company, reflected in: employee surveys and satisfaction monitoring, annual professional development planning and defining GC and KPI in direct cooperation with company management. Financial and other results reported by the owners are monitored and analysed. The company has defined relationships with its largest and most important suppliers and partners through vendor contracts and business-technical cooperation contracts, which define mutually beneficial relationships.

The company shows its attitude towards the society through:

- environmental protection, by integrating and installing safe and energy-efficient equipment by world brands, as well as handing over written-off equipment for recycling the in a legal manner
- participation in social actions of wider importance, humanitarian activities, support for sports events, support for conferences, donations, etc.
- Dealing with stakeholders means establishing and nurturing good business relationships.

STAKEHOLDERS IN THE NARROWER SENSE

Saga operates in a complex, demanding and changing environment from the market, environment and business perspective.

Stakeholders in the narrower sense are parties that have a financial interest in Saga because they have directly invested part of their resources in operations of Saga as an organization and are therefore interested in the success of Saga with profit realization.

STAKEHOLDERS IN A BROADER SENSE

Saga recognizes stakeholders in a broader sense as external and internal elements that directly participate in business or have an indirect impact on Saga's business success:

- Employees and employees' relatives, colleagues with special needs
-) Users
- Associates, consultants, certification houses
- Partners and vendors
- Wider social community (business associations, non-governmental organizations...)
- State bodies (Government, Ministries, State institutions and companies)
- Regulatory bodies (National Bank of Serbia, Constitutional Court, Commercial Court, National CERT)

🔵 Media

Academic community

- Organizations and residential blocks in the immediate neighbourhood
- Companies whose services are realized by outsourcing
- Related companies "little Sagas" - daughters of Saga company.

COMMUNICATION WITH CERTAIN STAKEHOLDERS

The company supports market transparency by ensuring careful management of communications with the media and the public. All information sent to company stakeholders must be open, timely and accurate. Relations with the media and authorities are managed exclusively by specially designated functions within the Company. Employees must refrain from providing such persons with information about the Company, unless authorized to do so. Employees are requested to refrain from publicly commenting on rumours about the Company, unless they have been confirmed by official sources. Posting information on social networks, such as LinkedIn®, Facebook®, Instagram, Twitter®, etc. mean dissemination of data to the general public. Therefore, we must be very careful when disclosing information about the Company also when using social networking sites.

IDENTIFICATION OF NEEDS AND ASSESSMENT OF SATISFACTION OF STAKEHOLDERS

When it comes to the needs and expectations of our users, Saga can be expected to realize them to its full potential, from compliance with laws and regulations, to fulfilling contractual obligations within the stipulated time, as well as with required quality.



STAKEHOLDERS

REQUIREMENTS

EMPLOYEES

From Employee satisfaction reports by observing following indicators:

- Relationship with colleagues
- Willingness to work
- Participation
- Work experience
- Superiors
- Awareness
- Salary
- Advancement
- Stress

By managing stress among employees through the possibility to talk via the "open door" policy with employees in the Human Resources Management Sector, "company health", the availability of social games in the company's premises, etc. Availability of policies and grades Business ethics that protect employees' interests Understanding the scoring criteria on the basis of which salaries are determined Consulting and participation at all applicable levels and functions Managing the amount and scope of work by superiors Existence of opportunities for advancement Understanding in which direction an employee's career is developing Timely information about company business Existence of information about company strategy Intensive work on interpersonal relations Healthy and safe working conditions Knowledge estimated risks of the workplace Trainina Availability of OSH instructions Provision of adequate means and equipment for personal protection at work Annual systematic medical examinations at the expense of the company Personal data protection Provision of adequate means and working conditions

STAKEHOLDERS	REQUIREMENTS
USERS	Understanding needs and expectations of users, Defining characteristics of products and services in accordance with needs and expectations of users, Monitoring competition on the market and defining business decisions accordingly.
OWNERS - SHAREHOLDERS	Sustainable profitability
STATE	Payment of taxes and contributions Compliance with legal regulations * The list of laws and regulations is available on the internal portal http://sagainfol3a/javnideo/propisi/SitePages/Home.aspx
LEGAL AND REGULATORY AUTHORITIES	Application of laws and regulations, Constitutional and Commercial Court Environmental Protection Agency, Ministry of the Environment Occupational Medicine, National CERT, Ministry of Internal Affairs, Department for Cyber Crime, Commissioner for Information of Public Importance and Protection of Personal Data, NBS: Compliance with regulations on information security and privacy, protection of personal data and business continuity from the aspect of Saga as a service provider to financial users and insurance companies.
SERVICES FROM OUTSOURCING	Third parties (natural or legal entities) with whom Saga has concluded agreements on business and technical cooperation (PR agencies, Lease of business and warehouse space with maintenance, (Indotekgroup, GRAND STAR d.o.o. Belgrade, Energoprojekt, Clean Tale d.o.o. Belgrade, Progard) Removal and recycling of paper, electronic and electrical waste, Import and export Secopak, Jugoimpex Medigroup private health insurance for employees (and immediate family members)
PARTNERS AND VENDORS Cisco Systems, Microsoft, IBM, Oracle, VMWare, Fujitsu, EMC, HP, Huawei and other important partners	Maintaining partner status and external audit (certain certificates, etc.) Maintaining the level of requirements foreseen for the level of partnership we have as well as improving partner status through successful annual audits. Improvement of existing and development of services we provide.
BROADER COMMUNITY	Participation in and support for environmental efforts Participation, as well as donations to company's humanitarian actions High level of volunteer cooperation with institutions of higher education - Faculty of Organizational Sciences platform on cooperation and volunteer practice, Faculty of Mathematics, Faculty of Electrical Engineering and other educational institutions Support for sports events Support for conferences Membership and support of activities of organizations Business continuity and general organization security

Saga has established a Stakeholder Satisfaction process that includes a satisfaction survey, by sending a questionnaire to relevant users for the year (typically significant business projects, in the field of engineering, technical software development) and to all employees on an annual basis.

Saga performs additional Market Research when it judges that the annual survey is not sufficient in specific business circumstances or for making business decisions (typically placing new products on the market, evaluating trends, questionnaires on interest in Cloud services, etc.).

Top management provides the framework and establishes an environment for procedures for effective and efficient measurement, data collection, and validation to ensure organizational performance and stakeholder satisfaction (Figure 8-I). Decisions are based on facts, i.e. measured data, but also on the good feeling and judgment of the decision maker. The company plans and implements measurement, monitoring, analysis and improvement processes that provide a good basis for management support and ensuring additional value for the organization as follows:

- product evaluation (described in more detail in section 8.5.1),
- determination of process capabilities,
- monitoring satisfaction of users, employees and other stakeholders,
- risk assessment and risk management,
- reviewing performance of suppliers and partners,
- achieving set goals,
- ensuring compliance of the quality management system,
- constantly improving the effectiveness of the quality management system.



SAGA GROUP

STRUCTURE AND MEMBERS







ISO CERTIFICATES

ISO standards provide access to internationally recognized best business practices, and we are aware that the adoption of standardized methods implies a higher level of quality for the entire organization, for each process, product and service.

Saga has been paying special attention to the implementation of standards for many years, because this is how we better manage and control our business processes and increase the ability to meet the needs of our users. Compliance of our products and services with international standards, in addition to quality, also provides a guarantee of safety and security for users, as well as for our business partners. We recognized that it is crucial for our business that we can adequately respond to all market demands, that we are able to satisfy the quality requirements and requirements of our users, and that this will inevitably affect company success and prosperity. We must constantly control and improve our solutions to ensure the best system performance and to stay constantly abreast of future market expectations.

Saga has implemented following standards:

- ISO 9001 Quality Management System
- ISO 14001 Environmental Management Systems
- ISO 4500I Occupational health and safety management system
- ISO 27001 Information security management system
- ISO 277OI Privacy information management system
- ISO 20000 I Information technologies - Services management
- ISO 223OI Business continuity management systems
- ISO 37OOI Anti-bribery management system
- ISO 25010 Systems and software engineering - System and software quality models

Employees are continuously informed about planned and implemented jobs through the internal portal, as well as through organized gatherings.

IMS top management and employees are authorized and responsible for informing the organization about the importance and need of maintaining and improving the management system, as well as for spreading the culture of quality in the organization.

As a company with a strong sense for the well-being of the community in which it works and operates, Saga is a patron through various forms of sponsorships and donations. Sponsorship funds are directed to the development of education, culture and sports, and with donations Saga helps those who need help the most.

Saga employees respond in large numbers to humanitarian actions: voluntary blood donation, humanitarian actions of collecting clothes and shoes for shelters, actions of voluntary donations for vulnerable categories.

BUSINESS STRATEGY

Our company's strategy is to build long-term partnership with stakeholders. By providing support to users, the goal is to promote our traditional business to the highest degree by combining the improvement of service quality, creative marketing, improvement of effectiveness and efficiency, while at the same time achieving profitable growth by redirecting our users to new products and services.

OUR BRAND VALUES

- Striving for excellence
- Responsible relationships
- High ethical standards

CORPORATE MANAGEMENT

Responsible operations were always the basis of Saga's corporate values. It is a priority that we believe is essential to create real value.

Saga's corporate social responsibility is an integral part of its entire business.



MATERIA DEVELOPMENT STRATEGY

An important segment of Saga's strategy is the strategy of sustainable development, based on respect for the principles of sustainability and responsibility in business and the relationship with the community.

For Saga, sustainability is a way of thinking and working. Since the very foundation of Saga, our backbone has been investment in knowledge that contributes to the development of the company and employees, but also wholehearted assistance in improving the social community and preserving the environment.

As a long-term leader in the IT market, Saga d.o.o. Belgrade, is motivated to:

- Review its core business and decisions from an ESG perspective
- Establish an advantage by ensuring sustainable supply chains
- Use its ESG goals to drive innovation
- Attract talent, clients and capital thanks to its ESG performance
- Unite employees around a clear sense of purpose
- Implement a focused and authentic ESG strategy headed by the director
- Maintain continuity throughout the year in communicating ESG goals

It is extremely important for Saga to satisfy ESG parameters such as:

Risk Management - ESG factors help Saga to identify and mitigate risks and reduce legal, financial and reputational risks.

Creating long-term value - ESG initiatives support long-term financial stability and growth, and sustainable business practices enhance Saga's reputation as a recognizable brand in the market

Attracting investors - ESG performances attract responsible investors as well as growing interest in socially responsible investing (SRI) and ESG-focused funds

Client and employee satisfaction - ESG initiatives improve client loyalty and trust, and sustainable practices contribute to employee satisfaction

In order to adequately manage the ESG strategy, Saga has defined key factors:

Identification - Identifying current and future ESG issues that may affect the company, monitoring the development of legal regulations and making recommendations

Tracking - Monitoring performance and progress related to ESG goals we have established

Development - Developing ESG policies, programs and initiatives and overseeing their implementation Maintenance - Maintenance of regular communications with relevant stakeholders

Monitoring - Monitoring how Saga's operations affect the environment and monitoring regulations. Monitoring the overall development of the ESG strategy and correcting individual measures, according to needs, in order to achieve defined goals

Saga has recognized that a systemic approach to sustainable business provides following benefits:

- Improving sustainability performance
- Reducing direct costs of using energy and resources
- Ensuring long-term income
- Better risk management and communication with investors
- Integration with stakeholders
- Employee motivation and engagement
- Credibility among clients
- Strengthening the internal data management and reporting system
- Comparability of sustainability performance in relation to other organizations
- Ensuring company resilience to increasingly complex challenges

MATERIAL TOPICS FOR SUSTAINABLE BUSINESS

At the Summit held in September 2015, the United Nations adopted resolution A/ RES/70/I - "Transforming our world, the 2030 Agenda for Sustainable Development". Agenda 2030 is a universal strategy and signatory countries are expected to mobilize all resources so that the goals are achieved by 2030. The agenda with its I7 goals includes 3 dimensions of sustainable development: economic growth, social inclusion and environmental protection. The goals are interconnected and provide clear guidelines in determining the course of action for all countries, in accordance with their own priorities and challenges. In the area of sustainable development, the company Saga d.o.o. Belgrade is guided by the global goals of the UN.

MATERIALITY ANALYSIS

The concept of materiality is important in deciding which matters are important enough to be included in this report. Based on the standards of the Global Reporting Initiative (GRI standards) and the principles that determine the content of the report (stakeholder involvement, sustainability context, materiality and completeness), Saga performed a comprehensive review of the strategy and performed a materiality assessment. The assessment of topics that are significant for Saga and our stakeholders
was carried out at the Group level and carried out through a materiality analysis.

During 2023, Saga company analysed the significance of the positive and negative impacts of its business and thus conducted a materiality assessment. Company's priority is that strategy and reporting are in line with stakeholder expectations. The topics we have recognized to be of key importance to our company are:

- Energy efficiency reduction of harmful gas emissions, optimal use of natural resources, reduction of the impact of our business activities on the environment
- 2. Waste management (reduction of the amount of generated waste, adequate monitoring of waste movement, education of employees regarding proper disposal and selection of waste and pointing out the importance of recycling
- 3. Work safety and health reduction of injuries at work, education of employees through trainings, panels and discussions
- 4. Employee development investing in and improving the employee knowledge and skills, fostering a culture of respect for human rights and non-discrimination

OUR ENVIRONMENTAL SUSTAINABILITY GOALS

As a responsible company aware of the importance of dedicated action in the field of environmental sustainability, we have established goals with a clear desire to fulfill them:

- Waste management IOO% of used paper and recycling waste to be handed over to the operator for recycling
- Raising awareness in the company regarding the importance of environmental protection
- Raising awareness about the necessity of recycling old equipment and prolonged use of equipment
- By 2027, encourage IOO% of our strategic suppliers to set their own targets



MATERIAL TOPICS - ESG REPORT

ESG REPORT	SUBSTANTIAL TOPICS	SAGA/Saga Group	Goals of sustainable development
Attitude towards the	Energy efficiency	SAGA/Saga Group	3 comp 6 cora mas
	Waste management	SAGA/Saga Group	-w• 🟹
	Care for water	SAGA/Saga Group	7 more and a second and a secon
environment (E)	Use of renewable energy sources	SAGA/Saga Group	* *
	Sustainable construction and respect for principles of circular economy	SAGA/Saga Group	
	Emission of harmful gases	SAGA/Saga Group	14 comment
	Hazardous waste management	SAGA/Saga Group	👼 🖆
ESG REPORT	SUBSTANTIAL TOPICS	SAGA/Saga Group	Goals of sustainable development
	Employee Development	SAGA/Saga Group	
	Work health and safety	SAGA/Saga Group	Tetret
	Human rights, inclusion and diversity	SAGA/Saga Group	3 means 4 married
Attitude towards employees and the	Gender equality	SAGA/Saga Group	-w 🚺
social community (S)	Education	SAGA/Saga Group	5 mm. Binerarray
	Improving health	SAGA/Saga Group	ę m
	Support for vulnerable marginalized groups	SAGA/Saga Group	
	Support for children and youth	SAGA/Saga Group	
ESG REPORT	SUBSTANTIAL TOPICS	SAGA/Saga Group	Goals of sustainable development
	Work conditions	SAGA/Saga Group	
	Employee education	SAGA/Saga Group	
Corporate governance (G)	Human and labour rights	SAGA/Saga Group	
	Product and service quality	SAGA/Saga Group	Ŷ III
	Cyber security	SAGA/Saga Group	
	Data and personal data security	SAGA/Saga Group	12 montani mandra 16 mil. Paula
	Digitalization	SAGA/Saga Group	
	Supply chain sustainability	SAGA/Saga Group	
	Economic impact	SAGA/Saga Group	

ANTICIPATED RISKS IN 2023

Effective and skilful risk management in conditions of growing unpredictability and uncertainty of today's business environment is one of the crucial conditions for successful business. The need to continuously adapt to rapid changes requires a high level of readiness and competence from companies to make decisions in a rational and timely manner, with adequate analysis and assessment of all opportunities and influencing factors, as well as their positive and negative aspects.

TYPE OF IMPACT	DESCRIPTION	SIGNIFICANCE OF IMPACT	LIKELIHOOD OF IMPACT
Risk of hacker attacks	Potential risk of company data and information theft	Moderate	Possible
Domestic market	Inflation, limited purchasing power, market instability	Significant	Very likely
Global market	Equipment price fluctuation, currency instability, instability due to wars	Moderate	Very likely
Energy crisis	Increase of gas prices due to the war in Ukraine	Moderate	Very likely
Climatic factor	Global warming, floods and earthquakes	Moderate	Possible



FAIR BUSINESS

The company operates in accordance with laws, internal rules and professional ethics. Employees must behave honestly and sincerely, must respect applicable regulations, internal rules and provisions of the Code of Business Ethics. Managers are expected to set an example with their behaviour and to promote a culture of ethics and respect for regulations. Saga operates in accordance with the principles of good compliance practice, which consists of a framework of rules, regulations and practices that we follow and apply.

SUSTAINABILITY

The company aims to contribute to economic and social development, which is based on respect for basic human and labour rights, as well as environmental protection. The company promotes a culture of sustainability through its spheres of influence, especially among its employees, clients and suppliers. Employees are therefore dedicated to:

- supporting colleagues to give as much as possible
- promoting development and giving recognition for personal contributions to the success of the organization
- improving the circumstances in the communities in which the company operates, taking into account environmental, social and corporate management
- contributing to environmental protection, promoting a reduction of the impact of activities on the environment

MANAGEMENT OF ENVIRONMENTAL RESOURCES

As a responsible company, Saga determined environmental aspects and assessed the risks of their impact on the environment

As Saga generates certain amounts of waste during the performance of its activities, which means any material or object that is created during the performance of the activity, items excluded from use, as well as waste materials generated during consumption and which are not for further use and must be discarded, a system was created for the management of all types of waste.

All workers in Saga premises, after consuming certain products that generate municipal waste, sort that waste into boxes placed in Saga premises and provided for that purpose, into PET packaging and all other municipal waste. Waste classified in this way is collected in special GTC premises and handed over for further management to the company Gradska cistoca, which has a license to manage such waste. After collecting waste in this way, GTC receives in its name a Document on the movement of waste, which contains both the collected and sorted Saga waste. In the same way, all paper generated in Saga is collected and submitted for further management. Other companies with business premises in GTC hand over their waste for further management in the same way.

Saga, as an importer of IT equipment, as well as of the packaging in which that equipment is imported, transferred its obligation to manage packaging waste, through a contract concluded with an operator that, in accordance with the law, performs the activity of packaging waste management.

When performing its activities, Saga generates used and empty toner cartridges as non-hazardous waste and electrical, electronic equipment and batteries as hazardous waste. These types of waste are collected and safely taken to the warehouse, where they are stored based on normative regulations for waste management and handed over for further use (recycling) to a company with a license to transport and store hazardous waste. After this process, Saga receives a document on the movement of waste, which is kept in the archive, all according to Instructions on waste handling.

Reporting to the Environmental Protection Agency is done according to legal regulations for waste management and fees are paid for environmental protection.

According to the Law on Fees for the Use of Public Assets and the Decision of the Secretariat for Public Revenues of the City of Belgrade, a fee for the protection and improvement of the environment has been established for Saga, which fulfils this obligation on time. In its operations, Saga attaches great importance to the fulfilment of requirements of its contractors, and as a responsible company, an article is added to the contracts stating that after using the equipment that is the subject of the contract, after the end of the equipment's useful life the ordering party is obliged to hand it over for further management (recycling) according to waste management regulations.

As a company that behaves responsibly towards the environment in its operations, the trend is to replace old office motor vehicles with vehicles with a start system, which emit less harmful gases into the air.

The contribution to environmental preservation is reflected in standard procedures for saving electricity, recycling paper and electronic waste, removing PET packaging from use, with also an action that began in 2016, namely battery recycling.

We believe that we have a great responsibility to the community, because we see ourselves as an indispensable part of it and also that our activity, even though it is a regular activity, must not stop. We should all contribute, each according to our possibilities, and not only in the material sense, especially in these difficult times.

WORK ENVIRONMENT, DIVERSITY AND INCLUSION

The company provides a stimulating work environment, without any form of discrimination or abuse. Employee diversity and inclusion are promoted, in the belief that cooperation between people from different cultures, skills, perspectives and experiences is the basis for attracting talent and enabling business growth and innovation. Employees treat each other with respect and avoid actions that can hurt other people's dignity. Managers must create an accessible environment in which support is obtained, where integrity, respect, cooperation, diversity and inclusion are effectively pursued. Decisions concerning employees, including recruitment, employment, training, evaluation and promotion are based solely on individual performance and merit and cannot be influenced by, for example, race, ethnicity, religion/belief, sexual orientation, marital status or political paragraph. Communication with employees should be open and honest. The company encourages development of individual abilities and skills by providing adequate professional training as part of the broader framework of employee development. The company recognizes its employees' right to freedom of association and collective bargaining. It resolutely rejects all types of irregular work or exploitation, as well as all types of forced labour and child labour. The company is against all kinds of harassment, abuse and mobbing.



EMPLOYEE DEVELOPMENT

EMPLOYEE COMPETENCE

The company has established and maintains processes related to employee development in order to maintain acquired competence and improve the necessary competence of employees through the adoption, review and evaluation of the effectiveness of measures to achieve necessary competences.

Necessary employee competencies are defined by the job classification. Before an employee is admitted to the company, there is a careful selection of personnel. The need for employees and their profile are determined by the managers of organizational units in cooperation with employees of the Human Resources Management Department. The selection of employees is made based of competencies, which include professional education, work experience, skills, knowledge of foreign languages, primarily English.

Management tries to regularly organize trainings based on the need to constantly innovate knowledge in order to follow:

future requirements related to plans and goals,

accelerated changes in the ICT industry,

 changes of processes, tools and equipment in the organization,

requirements of regulations and other normative documents and standards, etc.

NO. OF EMPLOYEES HOLDING CERTIFICATES	TOTAL NUMBER OF CERTIFICATES
120	1259
VENDOR TYPE	NUMBER OF CERTIFICATES
Management	1
ISO	40
Sales	108
Technical	IIIO
Grand Total	1259

The goal is to provide employees with knowledge and skills that, together with previous education and experience, improve their qualifications.

Training and education include determination of programs and plans for the development of competence and the implementation of training programs and plans, analysing current and expected training needs. Thus, management provides trained personnel for effective and efficient work of the organization. Knowledge that is currently lacking for the implementation of important projects is provided by hiring experts under contract.

The employee education process includes following activities:

- I. Establishing the education plan
- 2. Implementing the education plan
- 3. Evaluating education
- 4. Creating a report on conducted education

The process of planning and reporting on training is computer supported. The provided education and training will be evaluated through the expected impact on the effectiveness and efficiency of the organization, as ways to improve future training plans.



EMPLOYEE BENEFITS

Due to an overload of daily responsibilities, we often miss some information and forget about the benefits we have, which make our work at Saga better and make our everyday life easier. In this regard, in the next few newsletters, we will present you some of the benefits that exist in the company, in order to together remind ourselves of all the ways in which Saga cares for its employees.

Saga recognized several decades ago that employees are a true company asset and brand and communicates this message on the market through its slogans - **IT's not about technology, IT's about PEOPLE!**

Sincerely, Saga

LEARNING AND DEVELOMENT	EMPLOY	EMPLOYEE WELLBEING		
TRAININGS, CONFERENCES	Our employees' expertise is very important to us, which is why we provide our employees paid courses, training with certification and trips to conferences in the country and abroad. The annex to the employment contract is signed only after a certain limit.			
"SOFT" SKILLS	In addition to professional trainings and conferences, "soft" skills are no less important, so we also organize training for employees on the topic of communication, time management, influencing others, etc.			
ENGLISH LANGUAGE	For all employees who feel that they should improve their knowledge of a foreign language, in order to feel more confident in communicating in a foreign language, we organize English language courses on company premises. Most of each two-hour session takes place during working hours, which is an additional benefit.			
LEARNING AND DEVELOMENT		EMPLOYEE WELLBEING		
MEDIGROUP SERVICES		We know that health is the most important, and therefore we have provided our employees with the possibility of preventive examinations and treatment services with the best doctors. We provide an annual systematic review for all employees, for which MediGroup provides our employees with an 85% discount on all services in MediGroup health centres. More detailed information about conditions for family members can be found on the SagaInfo portal - link		
DAY OFF		Saga values dates that are important to employees. Each employee can choose one day off per year for a date that is important to him/her and submit a request to the manager for the day off.		
PAID LEAVE		The Labour Law provides the employee's right to use up to 5 working days of paid leave for defined cases. In Saga, Labour Regulations define that an employee can use up to 7 working days of paid leave for defined cases. You can read in more detail at the link		
FIT PASS		Saga has signed an agreement with the company Fit Pass, which allows our employees and their family members to visit more than 550 sports facilities at preferential prices and with one card. You can read more about this benefit at the link		
SPORT AND RECREATION		We strengthen team spirit in a healthy way and have teams for team sports. Saga provides one appointment per week for team sports that employees initiate and join together to form teams for. You can get more detailed information via the link		
FRUIT		One day a week is "fruit day" when a variety of fruits are available to colleagues, in order to encourage them to have healthy habits.		
HOT BEVRAGES AND JUICES		Unlimited quantity and variety of coffee, tea, juices and water are provided.		

FINANCIAL BENEFITS	WE SUPPORT EMPLOYEES' CARE OF THEIR FAMILIES	WE APPRECIATE LOYALTY, STARTS AND SUCCESSES	SOCIALIZING
CANDIDATE REFERRAL PROGRAM MEDIGROUP SERVICES	We believe that our employees know Saga's culture best, and for this reason we offer employees additional bonuses if we hire candidates recommended by them in pre-defined competitions. (LINK)		
RETIREMENT FUND	Saga pays 6,000 dinars per year to a voluntary pension fund (DDOR garant) for all permanent employees starting in 2011. All colleagues who were part of the company at the time of the introduction of this benefit can withdraw money at the earliest at the age of 53, while all subsequently registered members can withdraw money from the account at the earliest at the age of 58. (LINK)		
PREGNANCY/MATERNITY LEAVE	The spirit of Saga, as a company that cares for all employees, means that colleagues who go on maternity leave can expect a payment of IOO [®] of the twelve-month or eighteen-month average, regardless of the expected reimbursement from state authorities.		
		WE APPRECIATE LOYALTY, STARTS	SOCIALIZING
		AND SUCCESSES	
NEW YEAR'S GIFT PACKAGES FOR CHILDREN	To make New Year's holidays even more joyful for the children of our colleagues, we made sure that children up to the age of 7 are delighted with interesting gifts, a show and a photo shoot with Santa Claus.		
FAMILY DAY	The last working day of the year is the day we dedicate to the children of our employees and when we organize entertainment for them in our premises.		
PACKAGES FOR FIRST GRADERS	Saga prepares a package for children of employees who are starting first grade to brighten up their first school days.		
HAPPY EARLY DAYS	We share the joy of our colleagues who have become parents. This gesture is reflected in the gift of a diaper cake and the provision of additional financial support in the amount of €500 for each birth of a child, in order to make their first days easier. (LINK)		

 HEALTH PACKAGE
 Saga offers its employees the possibility of contracting a Health Package for family members under the same conditions as for employees. (LINK)

FINANCIAL BENEFITS	WE SUPPORT EMPLOYEES' CARE OF THEIR FAMILIES	WE APPRECIATE LOYALTY, STARTS AND SUCCESSES	SOCIALIZING
JUBILEE AWARDS	We are proud of our male and female colleagues who have been with us for years and reward their loyalty with jubilee awards.		
WELCOME FOR NEW EMPLOYEES	In order to again welcome them to our team, we prepare interesting surprises for all new employees.		
MEMORABILIA FOR INTERNSHIPS	At the end of internship, we prepare a surprise for the trainees that will remind them of the time spent in Saga and the knowledge gained from more experienced colleagues.		
WOMEN'S DAY	In order to thank our dear female colleagues for being with us, we try to brighten up their Women's Day every year.		

FINANCIAL BENEFITS	WE SUPPORT EMPLOYEES' CARE OF THEIR FAMILIES	WE APPRECIATE LOYALTY, STARTS AND SUCCESSES	SOCIALIZING
INTERESTING EVENTS	We organize various interesting events for our employees, such as visiting the Botanical Garden, going to the theatre, visiting museums		
TEAMS SOCIALIZING	We nurture a team spirit, organize regular team meetings and spread positive energy.		
SECTORS SOCIALIZING	Once a year, organizational units have a budget for socializing.		

RESPONSIBLE MARKETING

Our approach to business is defined through responsible marketing that promotes ethical and socially responsible practices in all aspects of marketing. The basic idea of our company's responsible marketing is that profit must not be achieved at the expense of consumers, society, the environment or other relevant stakeholders. We strive to achieve this through the promotion of positive social change and through supporting of various social issues.

MEMBERSHIPS

- NALED (National Alliance for Local Economic Development)
- SAM (Serbian Association of Managers)
- 🔵 CSR Forum
- e-Development Association
- AFA (All for All)
- Serbian Association of Employers
- Association of Corporate Legal Representatives
- 🔵 Serbian HR Community
- CFO Association of Serbia
- Assotiation of Corporate Directors of Serbia
- Serbian Chamber of Engineers



BETTER BUSINESS FOR BETTER SOCIETY



















EKO LOŠKA KORPORATIVNA ODGOVORNOST – PUT KA POSTIZANJU CILJEVA ODRŽIVOG RAZVOJA

Dr Maja Petrović



AWARDS

- Plaque of Serbian Ministry of Defense for for long-term successful cooperation
- Recognition of UNECE for Saga's project for Republic Geodetic Authority of Serbia

DONATIONS AND SPONSORSHIPS

As a responsible member of society and within legal and financial possibilities, the company supports education, science, social and environmental initiatives via donations of financial resources and materials.

For many years, we have been making efforts to help the community as well as to provide support for ecology, welfare cases and associations, as well as to improve and educate employees and the general public through our selfless actions.

We strive to spread awareness about sustainable development and ways to maintain a healthy living environment for the community we are a part of. Saga's support is focused on the following areas of activity: education and professional training of young people, improving the position of socially disadvantaged groups, cultural development and environmental protection. Here, we would like to mention some of the activities that we have done:

- Supporting the ImpactEco organization on the project "Cool kids for Eco Beats", aimed at educating students in primary and secondary schools to better understand the importance of ecology and how to contribute to a healthier environment on a daily basis;
- Supporting talented children in all segments by donating funds for travel to go to competitions such as music, science, sports
- Purchasing textbooks and teaching aids for children of disadvantaged social groups
- Organizing a table tennis tournament for humanitarian purposes to help the Association for Cerebral Palsy in Arandjelovac
- Implementing a psychosocial program with the association "Zvoncica" for children suffering from severe malignant diseases or rare diseases
- Supporting UNICEF
- Donating funds from the budget for a New Year's card for supplies for the "Norbs" association
- Preparing the site and assistance with the completion of the project for the facility that was planned for the relocation of the Belgrade Shelter. As part of the project, the employees educated children who are residents of the centre

Activities that we supported with the participation of employees or in other ways, on the topic of welfare centres during 2022 and 2023:

- Bel Hospice humanitarian tournament in indoor football and basketball for palliative care patients
- Bel Hospice donation at the humanitarian ball "Tram called Hope", for the needs of the palliative care centre
- Bel Hospice humanitarian participation and support of employees for palliative care patients
- Support for the families killed miners via the play "The Ship Sails for the Miners' Children"
- Support to "National Association Milica", which deals with prevention and assistance in the treatment of breast and cervical malignancies
- UNICEF basketball tournament with the aim of raising funds to support the program "Improving Mental Health of Children and Youth"
- UNICEF support with the donation "Help to children of Ukraine" for medicines, first aid, hygiene packages and water
- UNICEF support to the project "Mitigating the effects of the Covid-2019 pandemic on the socioeconomic status of children and their families"
- Assistance to the "Joy for children" organization for the purchase of school supplies and didactic resources

- Help and support for the children of "Humanitarian Organization Children's heart" for the "School of Life Skills" programs on Zlatibor for 75 people with development disabilities
- Guest at MindDay, Prof. Maja Petrović, PhD, Education and awareness of employees through the topic "Environmental corporate responsibility - the path to achieving goals of sustainable development"
- O Donation to the Red Star sports hockey club
- Donation to the Association of technical students for organizing the "Job Fair"
- Saga company joined the "Joy for Children" association, this time to support the purchase of school supplies and didactics for children and youth with intellectual disabilities.
- Our guest, Mrs. Valentina Mihajlović from the AFA association, spoke on the topic of "Gender equality in the workplace" within the MindDay format.
- We hosted the expert, Mrs. Dunja Milanović Poznić from the coaching centre, who lectured employees on the topic of mental health and burnout syndrome
- We supported the decision of the city of Belgrade to replace old trees by planting new ones and thus contributed to societal ecology

- We supported another action of the city of Belgrade "A Tree for the City" and planted a row of 50 trees on the public green area on the left bank of the river Sava
- Together with OTP bank, we were the main sponsors of the "Protection of children on the Internet" project, printing a brochure that was distributed to primary schools, and we gathered and educated employees on the same topic in the MindDay format
- Production of the New Year's greeting card for 2O24 was carried out through the CSR project by having employees plant conifers with their children, thus creating a park that will grow together with them on Mount Rudnik
- We supported the recording of the video of the Habanera quartet, performing Vivaldi's "Storm".



OUR SUCCESSES

PROJECT SUPPORT: INTERNET SAFETY FOR KIDS

We joined the initiative of the Digital Community, which, in cooperation with the Ministry of Information and Telecommunications of the Republic of Serbia, launched the development of a practical guide for parents "Tips for protection of children on the Internet".

COVID INFO SERBIA

Saga has donated to the Government of the Republic of Serbia, a virtual assistant who provides all the necessary information regarding the COVID-19 virus epidemic in Serbia, created by our team from the Own Intellectual Property Solution department in a very short time, in cooperation with the company Rakuten Viber CEE and Belgrade Business and Arts Academy of Applied Studies.

EMARKET OF SERBIA PORTAL

Developed just for a few days during the first pandemic lockdown for Ministry of Agriculture to the help to the vulnerable part of the economy. This portal was developed primarily with the aim of finding manufacturers who place their goods in facilities, who suspended their operations (markets, restaurants, cafes, some smaller markets) due to the Government's decision, so that they could find a way to connect and communicate with other distributors, but also with citizens.

SAGA SMARTWASTE MANAGEMENT

We launched an IoT project for Public Utility Company "City Sanitation" for optimization of routes. In cooperation with the Faculty of Electrical Engineering, we developed sensors for smart containers in which recycling waste is collected. The software we developed on that occasion allows the client to achieve great savings in waste storage and shipping.

CHATBOT FOR STUDENTS

We supported our partner Belgrade Business and Arts Academy of Applied Studies to be more prominent for their students and made virtual assistant for students support. ADA (Academic Digital Assistant) project is the first project in the Balkans in the field of education that provides better communication, time saving, faster and more efficient realization of services. We want to provide something new, innovative and useful to our students and make it easier for them to perform their daily duties.

WORK SAFETY AND HEALTH

WORK SPACE

The company provides a healthy, safe and secure workplace, guaranteeing its employees fair working conditions, providing a safe and healthy environment. Employees are required to avoid behaviours that may endanger anyone's health or safety. Employees support company efforts to protect the environment and to reduce the impact of its business activities related to the environment to the smallest possible extent.

The success of the entire occupational safety and health system is realized through the implementation of principles. The framework for providing goals is created through following principles:

- Commitment to providing safe and healthy working conditions, in order to prevent work-related injuries and health impairments
- 2. Commitment to meeting legal and other occupational safety and health requirements

- 3. Commitment to eliminating hazards and reducing OHδS risks,
- 4. Commitment to continuous improvement of the OHδS management system,
- 5. Commitment to consultation and participation of employees, holding trainings on the topic of work safety and health, risk assessment for each workplace and adequate protection in accordance with the position
- 6. Harmonization of the work process with the requirements of the ISO 45001 standard, improvement of the process and organization of work and constantly improving the effectiveness and efficiency of the management system
- 7. Regular training and motivation of employees to perform work activities, activities regarding work safety and health and thus raising employee awareness and encouraging them to act preventively, change habits and get involved in organization's efforts to improve its performance
- 8. Establishing cooperation and maintaining effective communication with all stakeholders in order to improve corporate responsibility and better exchange of information important for work safety and health
- 9. Periodic review of the work safety and health management system in order to assess whether it is fully implemented

CYBER SECURITY, DIGITAL AND PERSONAL DATA PROTECTION AND ASSET PROTECTION

Cyber security and risk management deserve the same attention as any other business segment. We operate nationally and internationally in the supply chain segment of telecommunications equipment and software. We pay great attention to the selection of suppliers and require that all products have certificates as proof of quality and compliance with standards and relevant regulations regarding the import and functioning of products. When selecting suppliers, we apply appropriate security measures, including organizational and technical security measures.

Saga management determines the organization's attitude towards personal data, defines rules, assigns responsibilities and fully supports the personal data management system. Personal data that Saga collects and processes in its work are considered confidential information assets that have been entrusted to the company by their owners. This data must be treated with special care, and is allowed to be used exclusively in accordance with the reason for which it was collected.

Building and maintaining trust between us and our users is Saga's top priority, so protecting our systems and personal data is crucial. Saga company applies basic principles to management processing, use, collection and transfer of personal data, which are required by applicable laws.

The company's tangible and intangible assets must be safeguarded. Company tangible assets, including real estate, equipment and supplies, must be protected from damage and abuse and must be used only for business purposes, except with appropriate permission. Business-related information, including all that is acquired while performing tasks on behalf of the company, is treated as confidential and employees disclose it only if necessary or if they have specific permission. The same rules apply to all documentation containing such confidential information. Intellectual property (i.e., ideas, products, methodologies, strategies, etc.) must be protected, if necessary, through patents, trademarks, and copyrights. The obligation to protect the company's intellectual property continues even after employment in the company has ended. All business data must be recorded accurately and completely. Records and documentation must be available and accessible upon request by authorities or authorized employees. Records and data, including electronic files and emails, must be retained for as long as required by applicable law. Forging or falsely altering any record or document is strictly prohibited. Extra care must be taken to destroy documents containing confidential information.

PROTECTION AGAINST INSIDER TRADING

- Insider trading is illegal, as is tipping others about insider information so they can trade on it. Enforcement is rigorous and penalties are severe We strive to maintain Saga's reputation as a company that can be trusted to always do business fairly.
- The company complies with the following rules:
- We never trade securities when we have inside information from either our company or any other public entity;
- We never buy or sell securities until inside information is generally available and investors have had an opportunity to evaluate it;
- We do not disclose inside information to anyone outside our company, including family members, relatives or friends;
- We share insider information with colleagues only on a "need to know" basis;
- We take care to protect inside information from accidental disclosure;

ETHICAL TRADING

As a socially responsible company, Saga accepts the responsibility to respect and promote human rights standards in everything it does, behaving ethically and protecting the rights of all the people we work with. We comply with all applicable laws and regulations related to international trade and social criteria in the supply chain. It is extremely important to observe all aspects of our business, social and environmental impact, investments and cooperation with ethically motivated clients, suppliers and investors. Our commitment to ethical trade means that we want to assure our users that all participants in the chain are treated with dignity and respect, in a safe and fair manner. We also take special care in selecting suppliers so that the products and services we buy are not to the detriment of employees, but to respect a wide range of international rights such as reasonable working hours and the right to compensation, occupational health and safety, transparency, effective prohibition of child labour, elimination of all forms of forced and compulsory labour, elimination of employment discrimination, freedom of association and the right to collective bargaining.

CONFLICT OF INTEREST

An employee must act in accordance with Company interests. A conflict of interest occurs when an employee is involved in personal activities and relationships that may affect his/her ability to act in the best interest of the Company. Conflicts of interest arise when we, our family members or other close people, can obtain personal gain as a result of our position in the company or access to confidential information. In addition, conflicts of interest may depend on the performance of activities outside the company, when such activities are rewarded by persons who are or are expected to enter into a relationship with the company. Employees are expected to be aware of potential conflicts that may arise in day-to-day business activities and must report them to the manager. If they have any concerns regarding the existence of a conflict of interest, they should seek clarification from their manager and the Legal Department. In general, conflicts of interest should be avoided, and if the conflict cannot be avoided, it must be controlled in such a way as to avoid damages to the Company.

PREVENTION OF BRIBERY AND CORRUPTION

The company condemns and fights against all forms of bribery and corruption. Any type of corruption, including bribery and extortion, is not tolerated. Therefore, employees must refrain from offering or accepting payments, gifts, entertainment or other benefits that do not belong to them. It is always prohibited to promise, give or receive gifts in the form of cash or equivalent means of payment, or any other type of securities. Gifts, entertainment, or other benefits may be offered or accepted only in connection with business activity and if considered trivial or situationally appropriate (i.e., when reasonable and in accordance with local laws. Gifts are inappropriate if they create the impression of bad faith or undue influence on business decisions. The same rules apply to gifts, entertainment or other benefits given to employees' family members. The nature of the company's business requires interaction with public officials, public institutions or bodies, representatives of political parties and trade unions. In such circumstances, employees must refrain from offering or receiving, directly or indirectly, anything other than what is related to ordinary business activities and in accordance with the law and customary local practices.

CUSTOMER RELATIONS

User satisfaction is a key factor in the company's business strategy, as it enables the Company to strengthen and improve its leadership position. In the relationship with users, employees are required to behave correctly and honourably, honestly and professionally and to refrain from misleading and deceiving. Employees must always have the best interest of users in mind and provide solutions that meet their needs. Conflicts of interest must be avoided, and if they are unavoidable, they must be directed towards the goal of protecting the interests of clients. When offering products and services, employees must make only those statements that correspond to facts, which are completely accurate and true. Post sales assistance must be provided and must be readily available. User satisfaction must be constantly monitored. New products and services must be developed in accordance with the client's growing needs and identified areas of improvement. When proposing products and services to our users, we are expected to act in their best interest, and to inform them about all relevant aspects of products and services offered. In addition, we must ensure that users are properly informed before, during and after the sale and that they are allowed to freely submit compensation claims and make complaints.

SUPPLIER SELECTION

The company ensures honesty, transparency and sincerity in relations with suppliers. Employees are required to behave honestly, transparently and sincerely when cooperating with suppliers and to avoid situations of conflict of interest. Selection of suppliers must be based solely on the principles of fair competition and the quality of products and services offered. Quality of products and services must be evaluated according to international ethical criteria related to labour and human rights, and in accordance with the impact of production and delivery methods on the environment.

SUPPLY CHAIN MANAGEMENT

In the information age, increasingly demanding consumers and stronger competition influence the development of new opportunities and changes in the domain of business processes. Information and communication technologies (ICT) continuously change the ways of interaction between producers, suppliers and consumers, and they all together form the so-called supply chain. The company strives for a modern approach to supply chain management, permanent analysis of key aspects of the supply chain, analysis of factors affecting the supply chain, as well as the potential need to redefine the concept of supply chain management. A modern supply chain management system achieves effective interactions in the chain and improves the performance of processes, functions, organization and the entire supply chain. Our ultimate goal is to constantly raise the quality of services, establish efficiency and increase productivity, and therefore also the possibility to significantly reduce total costs.

FINANCIAL INFORMATION

Complete and precise financial information is the basic tool that enables all stakeholders to make informed decisions in their relations with the company. Financial statements must be accurate, fair, complete and in strict compliance with accounting standards at local and Noventig Group level. Employees must handle financial data fairly and accurately, and keep detailed and unaltered financial data in a recoverable format for the designated retention period. Forgeries and unauthorized changes to records or documentation are prohibited and can never be justified. Managers are expected to promote a culture of internal control over financial reporting. Financial statements and other information must be comprehensible and publicly available in accordance with applicable local law.



RISK MANAGEMENT IN THE ORGANIZATION

Company top management is aware of its responsibility in assessing and implementing methods of business sustainability and striving for excellence through a systemic approach to risk management within the limits stipulated by law and good business practice. The organization, with commitment and responsibility, carries out all its business activities and is committed to the constant improvement of the risk management system and the application of control measures to reduce negative effects while at the same time systemically integrating the detected business opportunities into realistic profit-making frameworks. Risk management is implemented primarily at the level of organization's processes. Options for dealing with risks may include options such as: avoiding risk, taking risk to take advantage of opportunity, eliminating sources of risk, altering probability or consequences, sharing risk, or retaining risk through an informed decision.

Risk analysis at the process level leads to the next level of risk management, which implies a further plan, i.e. treatment of all risks that have medium and high risk status. All risks that Saga faces in its daily operations are constantly considered both through regular top management meetings and meetings with Saga managers, as well as through regular risk analysis based on the Methodology for defining assessment and risk management ISMS, i.e. the Register of Risks on Projects, the Procedure for Risk Assessment of workplaces and in the working environment, i.e. the Register of Aspects of the Environment with Risks.

Saga has grouped general and identified the following key business segments as well as associated risk categories where it applies risk management procedures based on the following principles:

- Stakeholder satisfaction risks: by establishing a continuous measurement of user and employee satisfaction, a system of reporting to management
- Risks of anti-corruption and conflict of interest: by establishing a Code of Business Ethics, ensuring respect for setting a good example by management and communicating issues and adequate measures in case of abuse,
- 3. Financial risks: through the definition of key financial parameters, compliance with accounting standards and regulations,
- 4. Safety and health risks at work: by defining general and specific goals,
- 5. Risks of information security: through preserving criteria of confidentiality, integrity and availability of information with special attention to the management of personal data, information security incident notification system,

- 6. Environmental protection risks: by defining key aspects and risk management with impact assessment,
- 7. Business continuity risks: through the establishment of a business continuity management system,
- Risks of violating the contract on the delivery of IT services: by defining parameters of the agreed level of quality of IT services, threats and chances for business compliance and technical-technological quality of IT services,
- 9. Risks of monitoring and compliance with legal regulations related to Saga as well as valid norms for our business partners: by establishing monitoring and implementation of appropriate regulations within the procedures and competences of the Legal Sector, by establishing an adequate form of reporting,
- IO. Risks of project management: by establishing the PMO framework and sector and according to the PMI concept,
- Risks of achieving sales and marketing business goals: by establishing key indicators for measuring process performance,

process, annual and strategic goals,

- 12. Procurement management risks: establishing process control for suppliers and partners, ranking partners and suppliers,
- 13. Risks of achieving business goals of software, engineering and providing technical support: establishing work planning, defining goals, the obligation to achieve the established level of work quality for which the organization has decided upon,
- 14. Risks of inadequate human resources and internal communication by establishing good practice in the selection of associates, processes and procedures in the field of intensive training and certification, internal and external communication procedures, by establishing key personal indicators and evaluation systems.

Saga implements recommendations and requirements of ISO organization standards, respecting at the same time both the laws and regulations in the field that directly apply to it as a leading system integrator, as well as those related to its business partners or the vertical levels it addresses.

CONTINUOUS IMPROVEMENTS IN THE ORGANIZATION

In order to ensure the future of the company and the satisfaction of stakeholders, management creates a corporate culture that involves employees in actively seeking opportunities to improve process performance, activity performance and product performance. Powers are distributed so that employees have the competencies and accept responsibilities to identify opportunities where the company can improve its performance, through:

- setting goals for employees, projects and the organization;
- comparison with competitors' performance and best practice;
- planning recommendations;
- giving recognition and rewards for achieving improvements.

Ensuring the effectiveness and efficiency of the improvement process is a long-term goal, which is viewed through: effectiveness, efficiency, external influences, potential weaknesses, the possibility of using better methods, management of planned and unplanned changes, measurement of planned benefits.

TYPES OF INNOVATION

Sustained success can be achieved through effective management of the organization, awareness of the organization's environment, learning and appropriate implementation of improvements and/or innovations. Organization's top management has established and maintains a process for innovation due to the constant change and uncertainty of the organization's environment. With its decisions in this regard, it maintains and improves organization's performance.

Primary objectives of the innovation program are:

Understanding the needs and providing additional value to our users (new solution/ service that the user will introduce, improvement of the existing business, reduction of costs for the user, etc.),

- Creating additional value for our clients' users,
- Differentiating on the market,
- Engaging and motivating all employees,
- Developing the entrepreneurial spirit,
- Improving our business and achieving savings.

TELEVISION AND THE MANY

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