

# SUSTAINABILITY POLICY



# Introduction

Croatian Post Inc. (hereinafter: Croatian Post) is dedicated, in line with its Corporate Strategy, to the development of sustainable business, contributing to the economy, environment, and society.

Croatian Post has joined global initiatives aiming at achieving major sustainability goals. By joining *The Climate Pledge*, Croatian Post is committed to achieving a zero-carbon emission by 2040, which is 10 years ahead of the goals set by the Paris Agreement. As a member of the International Post Corporation (IPC), Croatian Post participates in the *Sustainability Measurement and Management System* (SMMS) program, which brings together leading postal operators in the European Union and around the world to contribute to a 50% reduction in greenhouse gas emissions compared to the 2019 level. By becoming a part of *The Science Based Targets Initiative*, Croatian Post has aligned with its global partners to establish science based decarbonization goals.

Sustainability is now one of the fundamental values of modern society and a crucial element shaping the future of the postal industry. Therefore, this Sustainability Policy aims to further enhance Croatian Post's efforts in environmental preservation, promoting social responsibility, and fostering sustainability across all aspects of its operations.

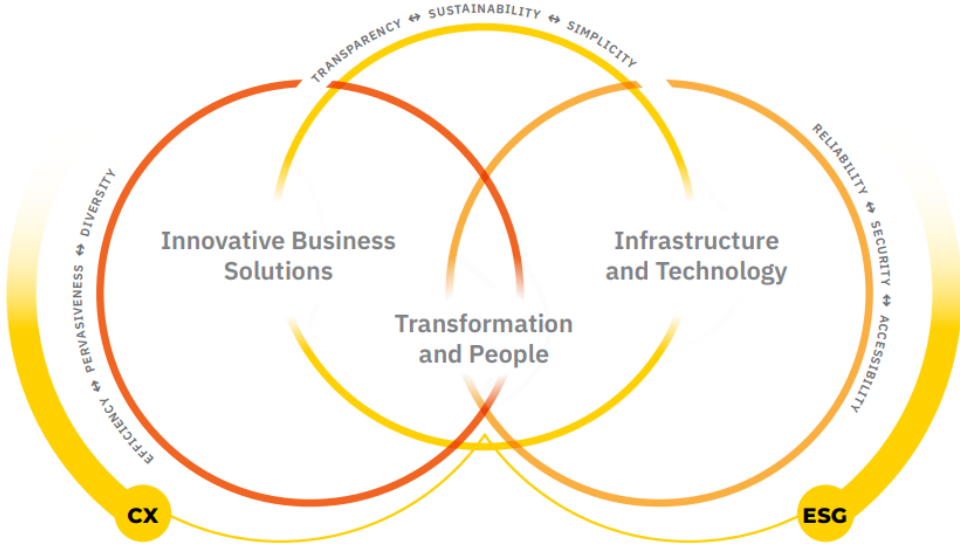


Image: Strategic Directions of the Corporate Strategy Post2025(30)<sup>1</sup>

<sup>1</sup> ESG (Environmental, Social and Governance) – The main factors of sustainable business that relate to environmental, social, and governance aspects of operations.

# Sustainability Policy Text

Croatian Post is committed to sustainable development and achieving the highest standards of sustainability in all aspects of its operations. Recognizing the significance of its role in the community and understanding the importance of reducing its negative environmental impact, Croatian Post aims to contribute to a sustainable future through its actions.

Therefore, the efforts of Croatian Post are focused on:

## 1. Carbon Footprint Reduction

We will systematically implement measures to reduce energy and resource consumption in our operations.

## 2. Enhancement of Logistics Solutions

We will continuously develop delivery solutions to achieve fuel consumption reduction and reduce CO2 emissions.

## 3. Decarbonization of the Vehicle Fleet

We will promote the use of alternative and environmentally friendly transportation methods wherever possible.

## 4. Utilizing Renewable Energy Sources

We will work towards transitioning to renewable energy sources for powering our vehicle fleet and business facilities.

## 5. Promoting Circular Economy

We will encourage the adoption of circular economy practices and focus on optimizing packaging to reduce overall waste generation.

## 6. Social Responsibility

We will ensure the well-being of our employees by providing support and fostering a safe, inclusive, and diverse work environment.

## 7. Employee Development and Empowerment

We will ensure regular training for employees on sustainable business practices and their contribution to environmental protection.

## 8. Collaboration with Partners

We will encourage our business partners to adopt similar sustainable practices, working together to reduce our collective negative environmental impact.

## 9. Promoting Sustainable Consumption

We will encourage customers to choose sustainable options and practices by providing information about environmentally friendly alternatives.

## 10. Monitoring and Reporting

We will use feedback to improve existing practices and ensure progress toward sustainability goals through regular monitoring. We will transparently report on achievements and challenges.

## 11. Compliance with Legislation and Regulatory Framework

We will ensure compliance with and surpass the requirements of relevant legislation, regulatory frameworks, and other environmental protection and sustainable development regulations.

## 12. Contribution to the Croatian Economy

By developing sustainable business practices, we will continue to contribute to the overall Croatian economy and thus become a significant player in achieving sustainability goals at both the national and EU level.

Sustainability Policy reflects Croatian Post's strategic commitment, vision, mission, and values to be a responsible and sustainable company. Through collaborative efforts and partnerships, we aim to contribute to sustainable business practices and create a better future for our society.

Croatian Post Inc.  
President of the Board

---

Ivan Čulo

Velika Gorica, September 2023.