



K L I K ^

Corporate Social Responsibility Report 2022

**We never miss a
chance to **inspire**
within and outside
our company**

ride the waves.

<https://klika.us> ←

Foreword

The past year set new challenges in front of all of us, bringing the global crisis and inflation to the foreground, and companies had to change course due to unforeseeable costs and overall uncertainty. However, aware that we need to stay loyal to our mission, even more so in times of a crisis than in times of peace, we managed to carry out all planned investments regarding community development. Moreover, we invested more, and more systemically, in 2022, than in the years before, which makes us exceptionally proud.

We supported educational institutions, charity organizations and individuals through our CSR Program, which we are presenting for the first time in this annual report, even though, we have actively been involved in community work for far longer through our Klika Foundation concept.

Our CSR Program revolves around three main pillars. The first one refers to supporting education, the second to social inclusion and anti-discrimination in the workplace and in general, while the third one is directed towards social sustainability and environmental protection. We ensured scholarships and internships and provided mentorship and professional and technical support to educational institutions. We directly supported children with developmental challenges through partner organizations and pupils who lacked equipment and tools for online classes. We actively advocated for equal rights of women and social inclusion of the Romani population. We set up a stronger foundation for sustainable

development and organized awareness-raising campaigns about environmental protection and digital responsibility within and outside the company.

In Klika, we like to say: “The best way to help is to empower others to take care of themselves, so they can take care of others.” Featuring all our projects, our first annual CSR report probably represents best what we stand for and what our values are.

We believe that the source of human strength is showing empathy and care, and that the strongest among us show compassion. Klika’s CSR Program is an expression of our deep faith that the corporate and charitable culture can go hand in hand, and that by doing good, we make our society stronger.

Taking into account the circumstances of the past few years, spanning from the pandemic to the current crisis, we cannot say that the future is predictable or that it is going to be straightforward, however, we can say that we are staying optimistic – and it’s not because of the circumstances we cannot control, but because of the ones we can. I have faith in the people in the company and their ability to handle any kind of challenges thrown their way, and I am using this opportunity to thank them for their contribution to our work and proving that society can do better and that we can do better.

Edin Deljić

Chief Executive Officer, Klika



About Klika

As a company that strives towards sustainable goals and cares about the community, we have taken devoted steps to create positive social change, whether it's supporting charity work, partnering with NGOs, contributing to education or raising awareness about equal opportunities.

Klika was officially founded in early 2014, but its journey started way before, in 2013, and since its beginnings, it focused on creating a work environment built on trust, ownership and brilliance, but foremost a human approach. Inspired to build a unique work culture that cares about important societal issues, Klika made its commitment to use its success and strength in the market to support the local community, bring new chances and support organizations and individuals who are the voice of the community and passionately fight for a better future.

Fast-forward to 2022, Klika is one of the fastest-growing companies in BiH that actively advocates for change and has built a strong partnership network with different organizations, NGOs, educational institutions, individuals and other companies to create a better job market and a better society.

We care about five things

Klika's success is deeply tied to the five things the company founders nourished and fostered together with the employees over the years to build a strong inspiring workforce that is not only technically and professionally skilled but also knows the true value of being a good colleague, a motivating team leader and aware of the power of individual effort and their role in the community.



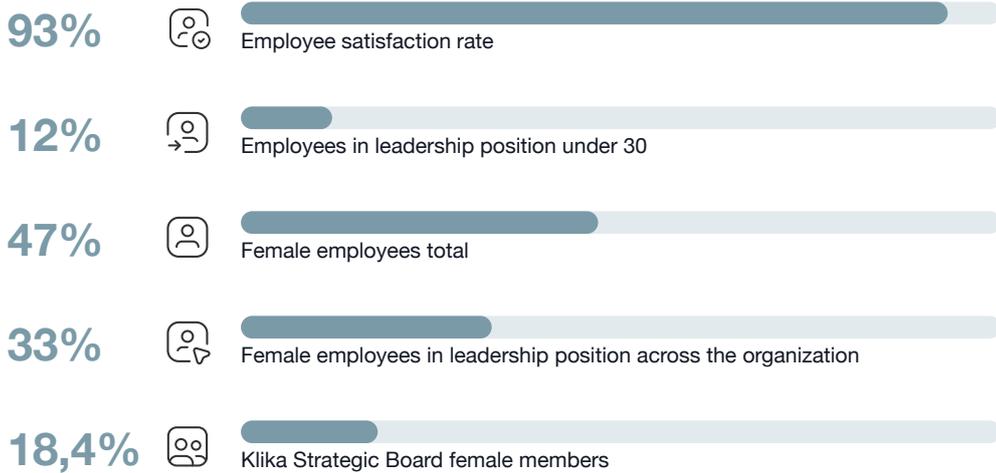
The five things Klika was built around are:

Our people, Our clients, Life, Freedom, Tomorrow

Each one of these values is important in creating our strategies, our day-to-day operations, our impact in the community, and underlines our vision and mission to put our people first, build real and honest connection with our clients, accept people for who they are and give them the freedom to balance their work and life, and focus on how what we are doing today is going to impact our future and the future of our local community.

One of the values that stands out in the context of our CSR activities is life, in any shape or form. It clearly defines Klika's efforts to actively invest in the quality of life within and outside the company and in society as a whole through a thorough set of CSR activities. However, each one of the values cannot be separated from our CSR activities and work because they strongly intertwine with who we are as a business and who we are in the social context.

Klika at glance



Employees
 225

Klika Praksa interns 2022
 20

Klika Praksa interns still with the company
 40

Number of student scholarships awarded
 38

Number of charity causes supported
 68

Amount of donations to the solidarity fund
 BAM 16,539

Scholarship funds total
 BAM 38,000

nance in 2022

Recognition and Awards



Impact Stars Award 2022, Deloitte

The Impact Stars is a special classification of entities which successfully links great products/ services with a positive impact on at least one of the following: society, business, innovativeness, environment and diversity.



Business Leader of Sustainable Development 2022 in the Category People for Mid-sized Companies, UNDP BiH

The award was organized within the project “Support for the Implementation of Sustainable Development Goals (SDGs) and Engagement of the Private Sector” which is financed by Sweden and implemented by UNDP in BiH. The focus this year was to award companies that contribute to job creation and job retention and companies that actively work on reducing the ecological footprint.



This award represents an exceptionally significant recognition because it clearly underlines that Klika's inclination towards global business trends is recognized.

As a company where sustainability, diversity, and inclusion are deeply ingrained in its essence, persevering in the implementation of sustainable development goals is the focal point of Klika's business activities and company mindset.

Edin Deljić

Chief Executive Officer, Klika

upon receiving the award for Business Leader of Sustainable Development
2022, Category People for Mid-sized Companies





Being part of the community

Sustainable Development Goals we are working towards

Klika's CSR strategy aligns with the United Nations Sustainable Development Goals (SDGs)[1] which provide a framework to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere.

[1] SDG: <https://sdgs.un.org/goals>



End Poverty

Supporting various efforts through philanthropic activity, we continuously seek to reduce poverty and better the life conditions of the vulnerable groups in our society. Klika is actively supporting initiatives and projects committed to prevention of poverty and we also have an inhouse-based initiative, the Klika Solidarity Fund, whereby employees allocate a certain amount of money to support impoverished families and individuals that need medical treatment, meals, housing.



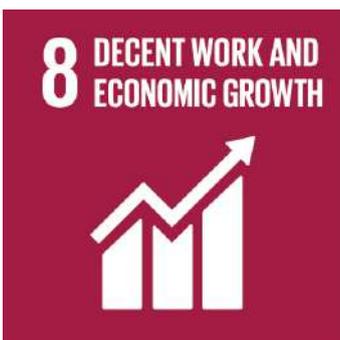
Quality Education

We think that good education is key to building an innovative workforce and key to empowering individuals to be future leaders. Seeing gaps in our education system, we try to bridge them with formal and non-formal initiatives to help build the IT skillset of tomorrow. We work closely with universities, especially with faculties of electrical engineering, and we also support students individually attending all faculties and academies through the Klika Foundation Scholarship Program once a year to enable young people from different backgrounds in BiH to reach their educational and professional goals.



Gender Equality

We promote equality any opportunity we get and prevent discrimination on any basis. Each Women's Day, we launch and implement specifically designed campaigns to support women and actively initiate dialogues in the community that are devoted to this topic. We also adopt and continuously improve company policies that promote gender equality, prohibit discrimination on any basis, and strategically deal with these important matters.



Decent Work and Economic Growth

For us, good work conditions are inseparable from economic growth and prosperity. Through our policies, we protect employee rights and promote a safe work environment in line with modern international work standards, and we stay focused on individual employee satisfaction. We also provide opportunities to young graduates through KLIKA PRAKSA - our paid internship program. We are confident that our practices will also inspire companies in other sectors to implement similar policies, and in that way, collectively drive the economy upwards.



Industry, Innovation and Infrastructure

As one of the fastest-growing companies in BiH, we provide opportunities for personal and professional development in the domestic and international market. 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 that advance human life.



Reduced Inequalities

With our CSR Program, based on inclusion and diversity, we promote social, economic and political inclusion regardless of age, gender, race, ethnicity, origin, religion, economic or any other status. We are actively involved in the work of our local communities that advocate for equality, inclusion and diversity, with the aim to drive change across the country and move forward step by step.



Sustainable Cities and Communities

Oriented towards long-term goals, we have been supporting sustainable and inclusive practices over the years, and in 2022, we were recognized for our efforts and awarded the UNDP award Business Leader of Sustainable Development for mid-sized companies in the category People, which confirms our investment in sustainability and creating a quality work environment for the generations to come.



Climate Action

Protecting the environment is our collective duty and we try to do our share when it comes to setting up a climate-conscious workplace and pass on these practices outside the workplace. Our policies are based on ethical principles and activities centered around raising awareness about various causes, including the protection of our environment. Using environment-friendly materials, promoting recycling and reusable materials, organizing environment-protection workshops and campaigns, we are aiming towards contributing to a greener future and greener planet.

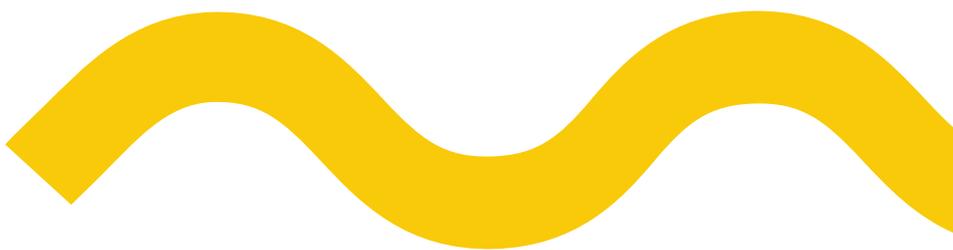
We are a partner to our local community



Since the company's founding, the principles and values of Klika reflect through numerous giveback initiatives which are all aimed to contribute to a stronger local community and building a prosperous society. In the past eight years, Klika funded a variety of projects, charity causes, and built internal programs dedicated to systemic fund raising and distribution of funds. Investing in social changes, Klika aims to inspire other companies, organizations and individuals to do the same.



Klika in action during the pandemic







POMOZI.BA

Non-profit humanitarian organization Pomozi.ba was founded in 2012 with an aim to help those in need by providing material support, food, medications and housing.

Pomozi.ba platform

Combining our tech-building experience with good causes, we decided to put our expertise to use and give back to the community during COVID-19.

During COVID-19, Klika built a data entry and record-keeping platform for one of BiH's largest charity organizations, Pomozi.ba, to help the organization streamline its actions and activities and handle the hundreds of requests they receive daily. Klika employees still perform the necessary updates and maintenance of the database for the organization, which further shows our long-term commitment to the project.

Counting the time and people working on the development and maintenance of the project, Klika invested BAM 75,000 so far.

TABLET DEVICES AND COMPUTERS FOR STUDENTS

In order to prevent wider spread of Covid-19, schools around the world were shut and distance e-learning became the new normal.

Unfortunately, this transition was not easy for many students throughout Bosnia and Herzegovina who do not have suitable devices or Internet to follow the classes.

Computers and laptops for underprivileged kids

During COVID-19, BiH schools switched to online classes and e-learning, which left many students that come from the 35.2% households with no access to computers and devices, without an opportunity to participate in classes from the safety of their home.

Believing that education should be accessible to everyone, Klika launched its own action, donating tablets and computers to students throughout the country. In total, Klika donated 120 tablet devices, 2 computers and 2 printers in ten different schools and four towns (Bosanska Krupa, Zenica, Travnik and Ilijaš).



RESEARCH PLATFORM NEKROPOLA.BA

The stećci tombstones are medieval tombstones dating from the period between XII and XVI century.

Being located mostly in the area of present-day Bosnia and Herzegovina, it can be considered as a primarily Bosnian phenomenon.

Many stećci tombstones have been destroyed, relocated or are yet to be found, so it is hard to determine the exact number of the remaining ones.

Research platform Nekropola.ba

In order to preserve the cultural heritage of BiH, the Institute for Archaeology of the Faculty of Philosophy in Sarajevo and Klika implemented the project nekropola.ba.

The research community has been faced with the lack of a comprehensive digital database, inconsistency of the available data on stećci tombstones and difficulties in accessing such data. Klika, as part of its KLIKA PRAKSA internship program, built a platform for reporting and locating medieval tombstones, which carry immense historic and cultural value in BiH's heritage. In addition to the platform, a presentational website, Android and iOS apps were developed as well.

The research platform is accessible only to researchers who have received approval from the Institute for Archaeology and 16,594 tombstones were submitted to the database, as well as 601 necropolises to this day.

Counting the time and people working on the project, Klika invested close to BAM 82,000 in the cause.

Building long-term strategies and relationships

To make a stronger impact and do more for the community, we created the Klika Foundation, merging together all our CSR initiatives under one umbrella to support various causes and advocate for change in a systemic way.

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 through fostering social inclusion and diversity as the core values and main principles of each and every CSR activity.

The CSR Program was established in April 2022 and revolves around three main pillars that simultaneously help tackle community issues in different spheres of life.





Empowering Education

- Helping young people of diverse backgrounds in Bosnia and Herzegovina to attain their educational goals and succeed to their fullest ability
- Improving access to education and strengthening active participation of young people/professionals in community development
- Addressing job market shortages systemically

Klika is trying to play an active role in education

by directly establishing strong ties to universities, the government and students themselves, organizing strategic initiatives and activities to empower individuals and the system to be the drivers of change from outside and within.



Donating equipment to the Faculty of Electrical Engineering in Sarajevo and Banja Luka

The BiH higher education system is still more inclined towards knowledge-based rather than competence-based education, which often leaves students without adopting crucial competency skills for the job market and which they have to learn subsequently on their first job. To prepare students better for the job market and enable them an environment to enhance and master

their skills, Klika has allocated significant funds and donated valuable equipment to the Faculties of Electrical Engineering in Sarajevo and Banja Luka. In Sarajevo, Klika completely equipped the lab for embedded systems development, which will enable generations of new students a better quality education based on modern technology.

Klika actively **advocates for curricula changes** at the Faculties of Electrical Engineering for practical skills development

As a company that is focused on developing software and sophisticated embedded systems for the international market and overseas clients, Klika is well-aware of what the job market is looking for in terms of technical skills and what the critical skills are that students nowadays need to qualify for highly coveted roles in the IT job market, and we are ready to help build the skillset and actively participate in creating curricula at the public universities in BiH and advocate for more-than-necessary changes in the education system which is the basis for building a knowledgeable and competitive skilled workforce.

Trying to improve and strengthen the IT sector, Klika recognized the importance of education as the first step towards a stronger IT job market and a brighter future. With that in mind, Kika is actively working with the Faculty of Electrical engineering at UNSA to adopt new courses into the curricula that are more training-oriented and equip students with practical skills for different roles in the IT sector.

Klika is also actively negotiating with the Faculty of Electrical Engineering at the University of Eastern Sarajevo to set up programs of guest lectures and mentorship for graduate students.



Klika mentors for bachelor thesis writing



Klika is becoming a part of the academic life at the **Electrical Engineering Faculty UNSA** by providing mentorship to undergraduate students when it comes to selecting and writing their Bachelor thesis, followed by career counselling by **KLIKA experts**.

In collaboration with ETF professors, Klika employees provide thesis topic suggestions in different areas of modern technologies, and once approved by professors, a Klika mentor gets assigned to each undergraduate student along with the mentor professor.

Currently, 15 topics were accepted that Klika proposed, and already 9 Klika mentors were assigned (6 in embedded systems development and 3 in software development), and we are currently working on assigning mentors for the remaining topics.

Klika mentors will take an active role and guide students in their research together with the mentor professors, and we will have the first generation of students graduating under Klika mentorship already in summer/fall of 2023.



The crown jewel of Klika Foundation

Klika scholarships for higher education
students pursuing all types of professions



In 2021, Klika started one of its biggest CSR initiatives under the CSR Program, the Klika Scholarship Program, aimed to help individual students who stand out as active contributors to the community and who show potential to push the community further with their activism, volunteering, devotion to their studies, and visionary ideas.

The Klika Scholarship Program is held once a year and is open to all students from the two largest public universities in BiH, the University of Sarajevo and the University of Banja Luka.

One of the things that we are particularly proud of is that the scholarship applications are not just aimed for STEM and IT students, but for students from all faculties and academies at UNSA and UNIBL, which shows the company's commitment and interest in the wider community and inspiring people to drive change in all parts of society:

the arts, philosophy, languages, law, economy, and others. We want to encourage progress and enable opportunities for students from all social backgrounds and all fields and motivate them to be the future leaders in our society and an inspiration to their peers, colleagues and the wider community.

The scholarships are one-time incentives, and each scholarship recipient receives BAM 1,000 during the winter semester.

The Klika Scholarship Committee selects one student from each faculty and academy at UNSA and UNIBL. So far, we have awarded 38 scholarships in 2021 (15 to UNIBL students and 23 to UNSA students) out of 217 applicants and 38 scholarships (15 UNIBL and 23 UNSA) in 2022 out of 303, which makes a total of 76 scholarships in two years, amounting to BAM 76, 000 for the initiative.

Klika scholarships in numbers

Total number of applicants

 **303**

Total number of scholarship recipients

 **38**

Total number of recipients from UNIBL

 **15**

Total number of recipients from UNSA

 **23**

Total amount awarded

 **BAM 38,000**





By awarding this year's scholarships, Klika supported quality, knowledge and education and offered a springboard to students to be even more successful but also more aware of the responsibility they have as educated members of the community.

Only with citizens' awareness, educated people whose degrees are backed by knowledge, not just the title, and the support of such foundations and companies can our country truly prosper and offer a safe and bright future to the youth

Selma Skripić

scholarship recipient 2021, at City Hall, Sarajevo, 2021



The Scholarship Recipient Alumni Network

From one generation to the next: we are creating strong bonds between scholarship recipients

As a company that builds lasting bonds, Klik created a network to connect all the university students who obtained the scholarships. In May 2022, we established the Klik Scholarship Alumni Network for all 2021/2022 scholarship recipients, and it serves as a platform to connect students to the Foundation and vice versa through community-based activities, education and events across BiH.

The Alumni community has defined clear guidelines and its mission that revolves around fostering mutual relationships and cooperation on an ongoing basis.

The activities of the alumni network contribute to different areas of our community life, and the most that stand out are:

- contribution to the prevention of corruption by creating a database that serves as a unique source of data on all court proceedings conducted before the courts in BiH
- providing professional medical help to hospitalized patients
- participation in mountain rescue service activities
- active promotion of culture and the arts
- promotion of architecture and its values
- writing and promotion of books
- short-film making
- learning about eco-friendly smart technologies for sustainable agricultural development
- innovation and development of tech solutions
- continuous cooperation with marginalized groups of society

Klika praksa – preparing younger generations for the job market

The first career step in IT for young graduates



KLIKA PRAKSA is an internal intensive 2-month paid internship program designed for IT and tech graduates to gain an advantage in the job market and experience their first real job in a software development team. The KLIKA PRAKSA has been introduced in 2016 in the form its known today and is held two times a year. Approximately 10-15 interns with no or little work experience and a tech background are selected in each cycle and are mentored, challenged and taught the basics of software development and teamwork. They get a dedicated Scrum Master/mentor and are assigned to work on a project, mostly developing an app from scratch.

With over 300 applications each cycle, KLIKA PRAKSA is one of the most coveted internship programs in the IT sector in our

country. Offering training for roles as frontend developer, backend developer, iOS, Android, DevOps, and QA, the internship applicants can choose which role they are most attracted to.

Every cycle of KLIKA PRAKSA has spawned new developers, and those who stand out with their tech and other skills are offered a fulltime job at Klika. 40 of our current employees are KLIKA PRAKSA alumni who have stayed with the company.

To further the quality of the program, Klika is working on introducing 360 feedbacks for interns as well, which will help them define goals more specifically, pinpoint the skills they want to acquire and give them an overall view of the importance of feedback.





Klika Praksa in numbers

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

Klika Praksa interns 2022



20

Klika Praksa cycles 2022



2

Klika Praksa overall

Klika Praksa
interns total



102

Klika Praksa interns that
stayed with the company



40

Klika Praksa
cycles total



14



Inclusive Community Development

- Fostering corporate philanthropy:
helping the vulnerable
- Promoting diversity and inclusion for an inclusive
workplace and community
- Social engagement and finding solutions to
community issues



Klika Solidarity Fund – Klika employees help people in need

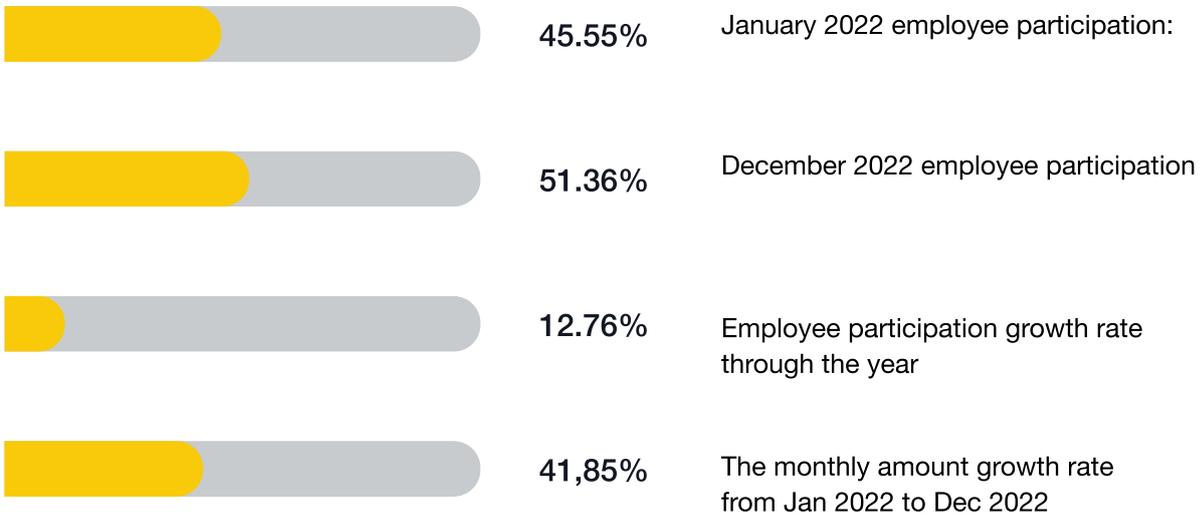
The Klika Solidarity Fund started in 2019 as an initiative of one of Klika employees and the idea was instantly embraced. Many of the Klika teammates joined as donors to the Fund. Each employee who joins the Solidarity Fund decides on the amount they are willing to donate, and the amount is redirected on a monthly basis, which is further redistributed for a variety of charity causes, like medical treatments, children’s organizations, cancer organizations, and others.

in the least privileged and most vulnerable groups in our society to be able to create a better life and better opportunities for marginalized groups.

In 2022, the Klika Solidarity Fund collected BAM 16,539 supporting directly 68 causes, with approximately 400 beneficiaries.

A total of 110 Klika employees are donors to the fund concluding with December 2022, which makes 51.36% of the total number of employees.

We believe that it is our homework to help those directly in need and keep an interest



Causes supported in total

68



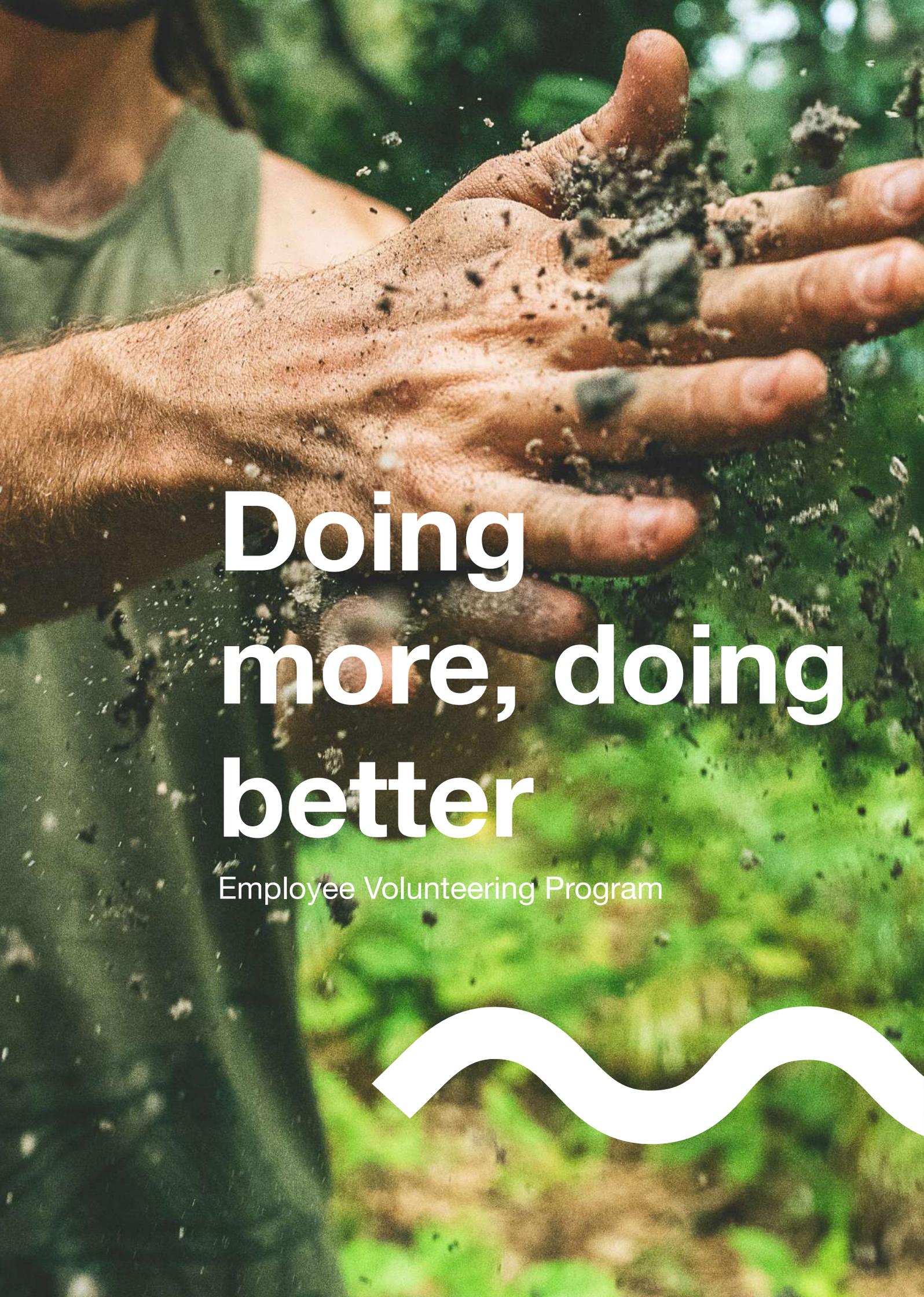
Direct beneficiaries

400



Total amount collected and donated throughout 2022:

BAM 16,539

A close-up photograph of a person's hands holding a handful of dark soil. The person is wearing a green sleeveless shirt. The background is a blurred green forest. The text "Doing more, doing better" is overlaid in white, bold, sans-serif font. Below the main text is a white wavy line graphic.

Doing more, doing better

Employee Volunteering Program

Since its beginnings, Klika cared about different causes and used its resources and position to assist individuals and organizations advocating for a stronger community whether it's through financial or awareness-raising initiatives. In 2022, we established a Volunteering Program for all Klika employees with the goal to contribute even more to the collective well-being of vulnerable groups and their communities through concrete steps and measures, as well as to promote volunteering as a form of showing social solidarity. The program will be set in motion in January in 2023 and every Klika employee that decides to volunteer will be granted paid time off to be

able to make time for the commitment. Klika employees will be able to opt for a cause of their choosing.

In that way, we want to encourage our people and teams to invest their time in community work in a systematic way and help raise awareness of the different vulnerable groups that live on the margins and help create more inclusive and more humane circumstances for these groups, enhance their position and inspire others to join.

We are built on inclusion and diversity

From social media campaigns to panel discussions and various inhouse and external events, we will always be committed to promoting, supporting and advocating for inclusion and diversity, women empowerment, gender equality, and minority rights. Here are some of our most notable campaigns we did in 2022 in regards to these matters.



Power to Empower: Empowering women

Our Power to Empower campaign, symbolically launched on International Women's Day, included several events that addressed topics like women in tech, gender equality, position of women and how to create an empowering and supporting environment for them.

For two days, we opened our doors to around 100 female high school and university students from different Sarajevo and Banja Luka schools and faculties in both our hubs, where we had Klika female employees tell their stories and talk about their career path to show the young female generations what it looks like to start and advance in a career in tech. We followed up with an interactive workshop the next day, conducted by Klika's CSR Aida Brdar, where the

young female students could learn more about self-development, leadership skills, and women in different roles and positions.

To wrap up the campaign, we held an open-to-the-public panel where we invited female leaders and female entrepreneurs from our local community, including Klika's CDO Maja Mameledžija, to discuss the topic whether everyone has the power to empower and how we can become the voices in our society and break the glass ceiling.

As an equal opportunity employer, we think it is important to raise these issues and open a dialogue to start tackling gender discrimination across the country.

International Roma Day: Klika supports marginalized Roma children

In the light of the International Roma Day, April 8, Klika decided to support the crowdfunding campaign called “Karta za obrazovanje” which was aimed at enabling Romani children in Tuzla to continue and finish school. The campaign was launched by the Tuzla Community Foundation, and with a desire to act jointly in the field of philanthropy, we signed a Memorandum of Cooperation, with the primary goal to implement projects and activities together that will strengthen the social standing and inclusion of Roma people.

We believe that every child should have a right to a safe and healthy environment, and we are happy to contribute to this cause.



Supporting the “Second Elementary School” in Bosanska Krupa

In September 2022, Klika helped the school with a donation to get new beds for the school’s extended care program. Since it is one of the very few schools offering such a program in the Una-Sana Canton, we were especially proud to take part in it and help the school staff enable a safe and comfortable environment for the pupils who are part of the program.



Halloween 2022: CTA for laptop donations under the slogan *Your past for their future*

To help underprivileged children who have no or poor access to digital devices, Klika encouraged employees to donate their old laptops they no longer use or laptops in need of repair which were further refurbished and distributed to school-age children in need. This was carried out as part of the campaign called “Probudi IT duh” organized by the humanitarian aid organization Ruku na srce.

We used this as an opportunity to also raise awareness about responsible recycling of electronic devices and reducing e-waste through donations.



Freedom and Life Campaign encompassing all what we stand for

From International Inclusion Day on October 10 to Human Rights Day on December 10, we launched our 2-month freedom and life campaign to underline all the things that matter to us, with a special focus on inclusion and diversity. Being devoted to inclusion and diversity and creating a favourable work environment where everyone feels safe, accepted, appreciated and included is and was the groundwork of how we work and operate.

We constantly work on improving our work policies, especially as we are growing at a high speed, and everything we do is based on the five things we care about (people, clients, life, freedom and tomorrow) which reflect on our daily lives at the office.

Open Port Session on inclusion and diversity

Held in both Klika hubs (Sarajevo and Banja Luka), the OPS was aimed to draw attention to the subject matter and learn about how stereotypical judgements impact society and what it truly means to be inclusive.



Freedom and Life panel discussion

Klika LLC CEO Edin Deljkić and employees shared their thoughts on how they perceive freedom in Klika and what they consider important. The panel was attended by 150 employees (in the office and online combined).



Human Rights Session

Klika invited Imane Bellaadem from Civil Rights Defenders to the Sarajevo hub to educate employees on human rights and discrimination in more detail and to further emphasize the importance of these matters in the workplace and in general.





Anti-discrimination and gender equality

Klika is a fair employer that has firm policies in place to counter discrimination. We believe that diversity is key to innovation, ideas and breaking down negative stereotypes.

We adopted a code of conduct and workplace policies that specifically address these issues and prohibit any form of discrimination on any basis, be it gender, race, nationality, social background, financial standing, political affiliation, or others. We offer equal opportunities to women, and almost 50% of all our employees are female, which is amazing, considering that IT and engineering is still a male-dominated industry.



Frist of all, I think it is important that diversity and inclusion are practiced in every aspect of our lives including the work environment. I believe that diversity and inclusion should be a significant part of the culture of any organization. Many studies have shown the benefits that D&I has when it comes to business. For example, teams made up of people of different backgrounds and characteristics show much more creativity and thus can achieve greater success. Also, diversity generates different approaches to the same issues and gives us a better understanding of business service users. Last but not least, employees working in diverse and inclusive environments show higher productivity and are more satisfied with their job.

Edin Deljkić

Chief Executive Officer. Klika



A hand in a dark sleeve reaches down from the top of the frame, while another hand reaches up from the bottom. The background is a blue sky with scattered white clouds. A white wavy graphic element is positioned at the bottom of the image.

Being part of solutions for community issues

With our activism, we aim to contribute to achieving social justice in BiH, whereby diversity and inclusion, as the core values we stand on, are reflected throughout the activities we are a part of.

Together with partner organizations, we stayed actively involved in societal solutions, and Klika allocated BAM 9,964 this year to further the position of marginalized groups and support programs and organizations of cultural and educational importance.

We supported inclusive projects and initiatives in 2022 that directly or indirectly had a positive impact on around 1000 children in the following categories:

- children without parental care
- children with developmental challenges
- children living in poor conditions
- children belonging to minority groups

In addition, Klika recognized and supported the implementation of several innovative, educational and cultural initiatives, such as:



KUBO Initiative- coding robots for children to develop skills and use technology for learning



Bajkologija - the first children's bookstore in BiH



Coding school in Travnik



International Summer School "Youth and Heritage"



Establishing a non-formal network with key partner organizations

We use every opportunity we can to connect and deepen our connections with key partners who contribute to a socially better Bosnia and Herzegovina and participate actively in all matters regarding social change, prosperity and progress.

To provide assistance systemically to the most vulnerable groups, Klika established a more formal collaboration with local organizations and public institutions in Sarajevo and Banja Luka.

We closely work with the Philanthropic Forum, companies awarded by UNDP, and improved our partnership with Pomozi.ba, BiH's biggest charity organization that supports vulnerable groups and established ongoing and continuous processes to help those groups long-term. From meals for the homeless to helping migrants and those in need of expensive medical treatment, elderlies and children, Klika has been a key partner to Pomozi.ba for more than 3 years.



In the upcoming period, Klika aims to partner up or deepen its ties with the following institutions and organizations as part of the Klika Volunteering Program for Employees:

Sarajevo

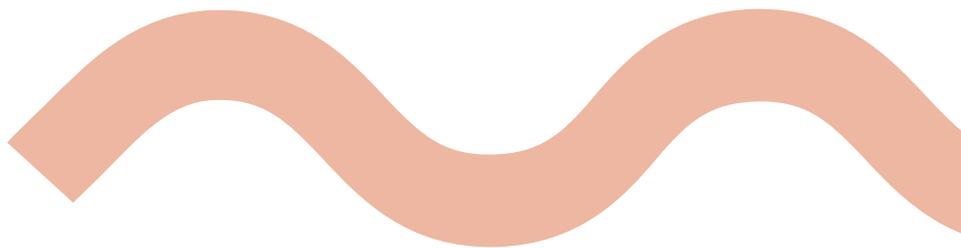
- Plus Ultra - organization for digital skills development
- The Youth Council of FBiH- open platform for advocating for social change and addressing issues the youth has
- Big Brother/Big Sister Foundation - supporting children without parental care through mentorship
- Non-profit “Srce za bližnje”- support for excluded groups- the elderly, sick and lonely people
- EDUS - education for children with developmental challenges
- “Srce za djecu oboljelu od raka” organization - assistance to children suffering from cancer
- BH Futures Foundation - supporting non-formal education of the youth
- Centar za zdravo starenje Novo Sarajevo - institution for social inclusion of senior citizens

Banja Luka

- Student Association of the Faculty of Electrical Engineering at UNIBL – tutoring and preparation for the job market
- Nova generacija Plavi telefon- assistance for children, youth and adults who are exposed to bullying, domestic violence, cyberbullying
- University Photo and Cinema Club in Banja Luka- supporting creative arts with a focus on photography
- Mozaik prijateljstva - charity organization preparing and distributing meals for people in need
- Rade Vranješević Center for children without parental care- healthcare, social inclusion and education for foster children

Contribution to Social Sustainability

- Raising environmental awareness
- Improving digital responsibility
- ISO Certification





Small steps towards a greener Earth

The one single thing we have all in common is Planet Earth and protecting it starts with each one of us. To raise awareness about the importance of recycling in honor of Earth Day, we launched a set of activities to educate our employees on zero waste living and how small efforts each day can lead to a greener life.



Open Port Session on zero-waste living

We invited Marijana Kandić from BeeEcco to give us a presentation on life without plastic bags and how to reuse and repurpose different materials.



Upcycling workshop at Klika

We reused remaining plastic bottles and jars to plant different plants for our office spaces. Many of our employees learned about planting for the first time and were thrilled to have their own little flowers and greenery on their desks. The plants are still safely taken care of and are a part of our office deco.



Thinking eco-friendly

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

Environmental and Social Policy

To establish clear guidelines on sustainable living and further contribute to an eco-friendly life in the office and outside the office, Klika adopted an Environmental and Social Policy at the company level that promotes recycling, upcycling, and environmentally safe disposal of electronic waste.

Setting the foundation for sustainable development

ISO certification for quality management and information security

Quality, transparency, and security have always been part of all our business operations inside the company and towards our clients, and we underwent the lengthy process of adoption and implementation of the internationally recognized ISO Standards for quality management system and information security, ISO 9001:2015 and ISO 27001:2013. Enhancing our processes and aligning them with international standards, we strive towards quality in everything we do and aim to provide safe, reliable, and secure processes for our clients and employees, which is directly tied to our sustainable development practices and goals.

Final thoughts

Despite the global challenges that 2022 brought, we are proud to have accomplished so many great things with our work in the community.

We were able to streamline all our initiatives and activities under an official CSR Program with a more strategic approach. Building on our previous CSR work, we deepened our collaboration with different actors in the areas we deem of critical interest, i.e., education, NGO and charity work, and sustainable development.

In 2022, we deepened our ties with the Faculties of Electrical Engineering by launching long-term plans to connect with students and professors but also to take an active role in advocating for curricula changes.

Through the Klika Scholarship Foundation, we were able to award 38 students for the second year in a row from all faculties and academies at the two biggest public universities in BiH.

KLIKA PRAKSA, our long-standing internship program, saw another 20 young interns in 2022 get their first experience in the IT industry, many of whom are now fulltime Klika employees.

This was also Klika's first year as an ISO-certified company, and we successfully implemented all required procedures for quality management system and information security under ISO standards, which will help us further foster sustainable practices and sustainable development.

Collecting over BAM 16,000 this year through the Klika Solidarity Fund, our employees directly supported 68 causes and 400 beneficiaries. In addition, the company donated close to BAM 10,000 to support marginalized groups and different organizations of cultural and educational importance.

We were acknowledged for our efforts in job creation and job retention and won the UNDP award for Business Leader of Sustainable Development 2022 in the category People for mid-sized companies.

Even though playing an active role in the community has always been a part of Klika, starting our official CSR journey is a new chapter, and we are looking forward to broadening our impact in the community and tackle new challenges under our CSR Strategy for 2023.

Thank you!



Klika d.o.o. - Sarajevo

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