Confidentiality level:

HPB - PUBLIC

HRVATSKA POŠTANSKA BANKA, p.l.c.
Division for Strategic Development and Business Transformation
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PRINCIPLES OF HUMAN AND CHILD RIGHTS PROTECTION

Hrvatska poštanska banka p.l.c. (hereinafter: the Bank) has established high ethical business standards that align with the regulations of the Republic of Croatia, the norms governing financial market operations, and the Bank's internal bylaws. These standards form the foundation of its responsible corporate governance framework.

The Bank conducts its operations in full compliance with the legislation of the Republic of Croatia and the European Union, including the Labour Act, the Convention for the Protection of Human Rights and Fundamental Freedoms, the conventions of the International Labour Organization (ILO), and the United Nations Convention on the Rights of the Child.

The Bank has pledged to adhere to and align its operations with the principles of the UN Global Compact initiative, committing to advocate for human rights protection, and respect the principles established by the fundamental conventions of the International Labour Organization, particularly the right to collective bargaining and the prohibition of forced and child labour.

Emphasising the importance of safeguarding human rights, the Bank adheres to the following principles in its operations:

PRINCIPLES OF HUMAN RIGHTS PROTECTION

1 **Respect for labour rights.** The Bank ensures full compliance with labour legislation, which encompasses legally valid employment contracts, collective bargaining on working conditions, access to probationary periods, training and professional development, compliance with working time regulations, adequate rest and leave entitlements, and fair and timely remuneration for work performed.

2 **Prohibition of harassment and discrimination.** The Bank is committed to fostering an inclusive work environment where all employees have equal opportunities to grow professionally and advance in their careers. Discrimination of any kind, whether explicit or implicit, against existing staff or prospective employees, is not tolerated. Likewise, any form of harassment, including sexual or other forms of physical, verbal, non-verbal, or emotional abuse that undermines dignity or creates a hostile or humiliating workplace, is strictly forbidden.

3 **Prohibition of forced labour, slavery, and human trafficking.** The Bank unequivocally opposes all forms of coercion, human trafficking, and modern slavery, both within its operations and throughout its stakeholder relationships. It applies stringent preventive measures to ensure that forced labour, trafficking, and related abuses are identified, addressed, and eradicated.

4 **Protection of employee health and safety.** Recognising its responsibility as a conscientious employer, the Bank is committed to reducing occupational risks and maintaining a safe and secure work environment. It continuously strengthens its health and

safety framework in accordance with applicable legislation and internationally recognised standards, with a clear focus on the prevention of injuries and workplace incidents.

5 **Work-life balance.** The Bank recognises work-life balance as a fundamental component of sustainable development, acknowledging its influence on employee well-being, motivation, and long-term engagement. To support this, the Bank encourages flexible working arrangements and provides targeted support for parents and caregivers, helping to cultivate an inclusive and supportive workplace culture.

The Bank is dedicated to enhancing its commitment to child care and children's rights by aligning its operations with UNICEF's Child Rights Principles. The Bank focuses its activities and business practices on areas where it can have the greatest impact, specifically: (3) Supporting young workers, parents, and guardians, (5) Ensuring safe products and services, and (10) Engaging with the community.

Emphasising the importance of safeguarding children's rights, the Bank adheres to the following principles in its operations:

PRINCIPLES OF CHILD RIGHTS PROTECTION

1 **Integration of child rights.** The Bank integrates child rights considerations into its policies and day-to-day operations, ensuring compliance with recognised frameworks. It routinely monitors the impact of its actions on children and undertakes targeted initiatives that contribute to advancing child rights.

2 **Eradication of child labour.** The Bank upholds the legal minimum age for employment and strictly prohibits the engagement of minors in any form of labour. It expects the same level of compliance from all stakeholders. The Bank does not sponsor, partner with, or provide financial support to entities suspected of violating the fundamental principles of the Convention on the Rights of the Child.

3 **Support for young employees, parents, and caregivers.** The Bank ensures dignified working conditions for young employees by offering structured internship programmes and targeted educational opportunities for trainees. It continuously enhances the work environment through flexible arrangements, professional development, financial assistance, emergency support, and strong health and safety measures, fostering work-life balance, especially for young employees, parents, and caregivers.

4 **Respect for child rights in marketing and advertising.** Respect for child rights is a core principle in the Bank’s approach to marketing and advertising. All content is carefully reviewed to ensure that it is respectful, truthful, and inclusive, never promoting discrimination, fear, or any form of harm.

5 **Development of safe products and services in line with child rights.** As part of its duty to safeguard children’s rights, the Bank conducts targeted impact assessments during the design of products and services. Acknowledging the potential of financial offerings to influence family stability, it prioritises safe, high-quality solutions, responsible lending practices, and the promotion of financial literacy.

6 **Collaborative engagement with communities and stakeholders for child rights.** The Bank actively promotes child rights through its business activities and supports community-based and partner-led initiatives that align with these principles and contribute to their realisation.

7 **Monitoring impact on children via community and environmental engagement.** By investing in sponsorships, donations, and financial literacy programmes, the Bank demonstrates its commitment to empowering children and youth. In parallel, it promotes environmental sustainability through initiatives like reforestation and public space clean-ups, contributing to long-term community well-being and a safer environment for children.

Division for Strategic Development and Business Transformation

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