



Sustainability policy



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1. Introduction

1.1. Address by the Director

Dear partners, colleagues and friends,

At our company, we are deeply committed to sustainable development and social responsibility. Our mission is to empower the world by increasing trust in digitalisation because we believe that technology can and must play a key role in shaping a better and more sustainable future. We recognise that our decisions and actions impact not only our organisation but also wider society and the environment. As a young company, we are also aware of the responsibilities we have towards the environment, our community, and our employees.

We are therefore committed to ensuring that all our business practices are based on sustainable principles, with a particular focus on ethical behaviour, environmental protection and the promotion of social justice. Our goal is to create a safe, secure and transparent digital environment that contributes to sustainable development and greater social well-being.

Thank you for your support and trust as together we create a future where digitalisation is synonymous with trust, security, and sustainability.

Yours sincerely,

Bojan Čekrlić

CEO CargoX

2. Sustainability policy

Our Sustainability policy is the fundamental document that defines our commitment to sustainable development and responsible business. At CargoX, we believe that we can contribute to a better world by making informed and responsible choices, and our mission is to increase digital trust. Our management, employees and external stakeholders are all part of this commitment, and we strive to make a difference in our community through our daily sustainability activities.

2.1. Sustainable vision

Our vision is to create a digital world where trust, security and sustainable business go hand in hand. We believe that technology can and must be a force for good, helping to solve environmental challenges, improve quality of life and promote social justice.

2.2. Purpose of Sustainability policy and the integration of the United Nations Sustainable Development Goals

The Sustainability policy is the cornerstone of sustainable management and reflects the key principles and aspirations we follow in our business. It forms the basis for business strategy by guiding the definition of management approaches in key sustainability areas and the formulation of associated sustainability targets and performance indicators (KPIs).

By pursuing a business strategy that embraces sustainable development, we aim to contribute to the United Nations 2030 Agenda and its Sustainable Development Goals. Through our sustainability activities, practices and projects, we not only contribute indirectly to these goals but also raise awareness among our stakeholders of the broader societal challenges facing our community.

At CargoX, we have put the UN Sustainable Development Goals at the heart of our work:



2.3 Sustainability commitments

1. Environmental responsibility:

- We are committed to reducing our environmental footprint by using energy-efficient technologies and processes and by reducing our negative impact on the environment through a high level of digitalisation.
- We promote recycling and responsible waste management.
- We work on a 'paperless' basis, where paper is only used when it is absolutely necessary for the work and a digital document is not possible.
- We choose local suppliers and work with eco-conscious partners to purchase office supplies, food, and other consumables for the office.
- When purchasing, or where possible, always strive to select the more environmentally friendly option and products.

- We are committed to responsible e-waste management. When purchasing electronics besides the primary utility we keep in mind that the device must also have a second life past the intended company use. We also consider the specifications of products whose batteries have a longer life and require less frequent recharging, and we take into account the energy efficiency of the devices, which contributes to reducing energy consumption and extending the life of the device.

2. Governance and ethical data management:

- We strictly follow the principles of personal data protection and ensure secure and safe data processing. We pay great attention to the protection of privacy, personal data and business secrets.
- Our service strive to uphold the highest standards of privacy and security.
- As ISO/IEC 27001:2022 certificate holders, we strive to ensure the highest level of information security and regularly improve our processes.
- Our Code of conduct commits us to honest and transparent business conduct, avoiding conflicts of interest, preventing corrupt practices, preventing money laundering and reporting dishonest behaviour. We regularly educate our employees on these issues.
- The Whistleblower management and Whistleblower protection policy regulates the procedure for handling reports of potential infringements and ensures that the identity of the whistleblower making the report is protected.

3. Social perspective and social responsibility:

- We promote diversity and inclusion within our organisation and in the communities in which we operate and equality in the workplace.
- We provide excellent working conditions and fair pay for our employees and encourage and support professional development and training.
- Developing the professional skills of our employees is one of our key priorities, as it brings long-term benefits and positive impact.
- We support activities that increase digital literacy and access to technology.
- In accordance with our Code of Conduct, we have zero tolerance for any form of mistreatment, harassment or discrimination based on gender, race, colour, age, medical condition, religious, political or other beliefs, national or social origin, property, sexual orientation or other personal circumstances.
- Occupational health and safety are managed in accordance with legal regulations. Through various measures, we encourage our employees to be aware of the importance of taking care of their health, both at work and in their private life.
- We are certified as a family-friendly enterprise, and we implement measures to reconcile family and professional life, with a focus on developing flexible working practices and flexible forms of work.
- We work to reduce our global CO₂ footprint through annual tree planting campaigns.
- Supporting local communities through donations and sponsorships that contribute to social development and humanitarian aid to affected

individuals. We support sports, cultural and educational activities with knowledge, funding and other resources.

4. Sustainable innovation:

- We invest in research and development of sustainable technologies that will contribute to greener and more efficient solutions.
- We encourage innovation that supports the Sustainable Development Goals.
- Continuous improvement of service quality and customer satisfaction through innovative approaches.

2.4. Employees' daily sustainability commitments

We promote sustainable solutions and raise awareness of sustainability among our employees. We strive and believe that each of us can contribute to achieving our shared sustainability commitments by making small changes every day.

Changes that have a positive impact on the environment and are encouraged both at work and outside the workplace include:

- Walk instead using lifts.
- Use environmentally friendly means of transport if we can, and get to work by means other than the car.
- When separating waste, think about what you throw away and where.
- We do not print unless it is strictly necessary for the job.
- When buying things, recycled, eco-friendly or remanufactured products are always preferred.
- Avoid buying and drinking water or other beverages from single use plastic bottles.
- Lights, climate control and other electronic devices are switched on as needed and switched off after use.
- If possible, unplug appliances when not in use.
- When we can contribute to the environment, we do so without hesitation.
- We prefer to use natural instead of artificial light when possible.
- Eat locally produced food whenever we can.
- Spread sustainable practices in our personal circles and directly influence positive change for our planet.

2.5. ESG team

The company has created an ESG team to guide, monitor and control the company's sustainability activities and to ensure that environmental, social and governance (ESG) objectives are met. Team plays a key role in integrating sustainability practices into the company's business processes and strategies.

Its main tasks include:

- Monitoring the implementation of the Sustainability policy and strategy,

- Review, monitor, guide and control key sustainability actions and targets, OKRs (Objectives and Key results) or KPIs (Key performance indicators) and other indicators.
- Suggest improvements and consider proposals for improving the Sustainability policy and possible changes to the OKRs or KPIs.
- Monitoring legislative requirements and international standards on sustainability.
- Identifying key sustainability activities and targets for future periods.
- Raising awareness of sustainability within the company.
- Active participation in creating ESG reports and communication with key stakeholders.

The ESG team meets regularly, at least once a quarter, to ensure that the sustainability aspects of the business are managed systematically and effectively.