



GDI MANAGEMENT POLICY

The quality of GDi products, services, systems, and solutions, as well as the quality of GDi internal processes, organization, knowledge and capabilities, business and work environment, and the quality of GDi interaction and cooperation with stakeholders in the business ecosystem and in the social communities where GDi operates, represent the fundamental values on which we build GDi's high relevance, attractiveness, and competitiveness in the market, internal efficiency and dynamism, as well as the satisfaction and trust of users, employees, owners, and other stakeholders, and the successful realization of GDi's visions, plans, and goals. Awareness of the importance of environmental protection and sustainable development is integrated into GDi's business philosophy.

To maintain and develop these qualities as the fundamental values of the GDi business system, we commit to:

- Advising, proposing, designing, licensing, implementing, training GDi clients for the use of, and leading, supporting, and maintaining optimal applied technological products, services, systems, and solutions that will meet their requirements in accordance with agreed expectations, improve their processes and enhance their key indicators in a way that possibly exceeds their expectations.
- Continuously improving GDi business processes and organization internally, as well as the entire integrated system of quality, environmental, IT services, and information security management based on the requirements of international standards ISO 9001:2015, ISO 14001:2015, ISO/IEC 20000-1:2018, and ISO/IEC 27001:2022.
- Permanently living a culture of quality and planning and implementing GDi programs for the expansion, deepening, improvement, and modernization of employees' knowledge and capabilities at all levels of the organization, as well as continuously raising awareness of individual and team responsibility for quality and sustainable development.
- Continuously improving the quality of GDi business infrastructure, means, tools, and work environment, as well as for interaction and cooperation with customers, partners, and other stakeholders.
- Continuously improving information security by modernizing IT equipment and training staff for its proper use.
- Continuously aligning operations with legal and other applicable regulations in all business segments.
- Nurturing, improving, and developing quality mutually beneficial relationships, both within GDi and externally with customers, partners, suppliers, and other stakeholders in the GDi business ecosystem and processes.
- Continuously planning and implementing GDi social responsibility activities to support education, work with youth, excellence, innovation, culture, art, nature protection, environment and heritage, and sports in the communities where GDi operates.
- Setting ambitious long-term GDi visions, systematically and qualitatively creating multi-year concrete, measurable, and achievable plans, and regularly monitoring and overseeing their realization with dynamic evolution alongside the development of technologies, markets, and society.

The duty and obligation of all GDi employees is to intellectually, purposefully, and ethically "live quality," to accept and act in accordance with this GDi management policy, both individually and as a team, as a permanent principle in the best interest of achieving and exceeding GDi's visions, plans, and goals.

For GDi GROUP d.o.o., on 15.01.2024.

Chairman of the Board
Boran Lončarić