

Labor & Human Rights Statement

POSITION PAPER





Dear All,

At Infobip, we are strongly committed to:

- providing a healthy, safe and secure workplace for all employees and contractors
 - prohibit discrimination at work
 - embracing diversity and inclusion
 - creating conditions that provide everyone with an equal opportunity to thrive
 - promoting the personal development and dignity of every individual employee
 - eradicate all forms of forced labor
 - prohibit all forms of slavery and exploitative child labor and to work with appropriate partners to address this problem responsibly
 - providing a fair salary and good conditions of employment
 - encouraging every employee to seek and accept new opportunities for growth and development
 - exercising high standards of integrity in dealing with and protecting the Personally Identifiable Information (PII) of employees
 - respecting privacy rights, exercising the highest standards of integrity in dealing with and protecting personal data, and making reasonable efforts to comply with applicable privacy laws
 - open and constructive dialogue with our employees
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Introduction

Infobip is strongly committed to the principles of diversity, equity, and inclusion as well as to providing a respectful and positive working environment for everyone. We encourage all our employees, to contribute to and uphold our efforts to create a working environment free of all forms of harassment; including but not limited to harassment, sexual harassment, discrimination, bullying, and any other type of misconduct.

Our primary goal is to create and maintain a safe work environment. We are committed to minimizing the risks to the health, safety and welfare of all employees, contractors, visitors, and anyone else who may be affected by our business operations. The aim is to ensure all work activities are conducted safely.

We as a company also strive to provide a work environment that welcomes, values, engages, hears, involves, and respects employees of all backgrounds and provides opportunities for all employees to make contributions, grow professionally, and reach their full potential.

Infobip aims to provide all employees with the opportunity to develop long-term careers appropriate to their abilities and ambitions. We wish to give all our employees the maximum opportunity to develop their careers and achieve their work potential.

We firmly believe that we can create value for both business and society. By uncompromisingly applying the highest and most stringent governance standards, we have earned the trust of our stakeholders. Our priorities include looking after our employees, protecting user data and privacy, energy efficiency, and caring for the environment.



Statement on Human Rights

We are committed to respecting and promoting human rights around the world, ensuring that technology and our business operations impact people's lives for the better. We are guided by the principles established under the UN Universal Declaration of Human Rights and International Labour Organisation Declaration on Fundamental Principles and Rights at Work as well as its corresponding core conventions, and we do not knowingly engage in activities that are contrary to the guiding principles.

Infobip is committed to robust recruitment processes in line with applicable laws and regulations of the respective countries in which we operate and employ, always in perspective of protecting fundamental human rights. Infobip prohibits forced labor, including child labor. Infobip does not use children in any economic activities and does not allow minors to engage in any work contrary to the child employment regulations, but does offer them consideration and support, including the opportunity to receive education.

Infobip seeks to operate respectfully, legally, fairly, ethically and with integrity in all business relationships. We maintain a commitment to respecting and promoting human rights and recognize the importance of eliminating slavery and human trafficking and are fully dedicated to a work environment that is free from modern slavery or human trafficking in our business operations. We endeavor to engage with companies that embrace similar values and respect for human rights.

We are committed to monitoring our practices to ensure that slavery and human trafficking are not taking place in our supply chain or any other part of our operations. This statement is our public commitment that no slavery or human trafficking will knowingly be permitted, supported, or endorsed through our operations.

Every employee is encouraged to be a human rights advocate and promote the fundamental values and principles of our society in everyday business relationships with clients, suppliers and partners.

Statement on Health and Safety

Infobip is committed to maintaining a safe work environment and ensuring the health of its employees. This commitment includes providing necessary information and supervision, promoting a culture of health and safety, following safe work practices, and actively reporting unsafe conditions.

Infobip invests in creating a safe and healthy environment to enable employees to perform at their best, with a focus on minimizing risks and preventing accidents. Our employees are responsible to always behave in a way that protects their own and other people's health, safety, and security, and to follow relevant health and safety procedures, as well as emergency procedures.



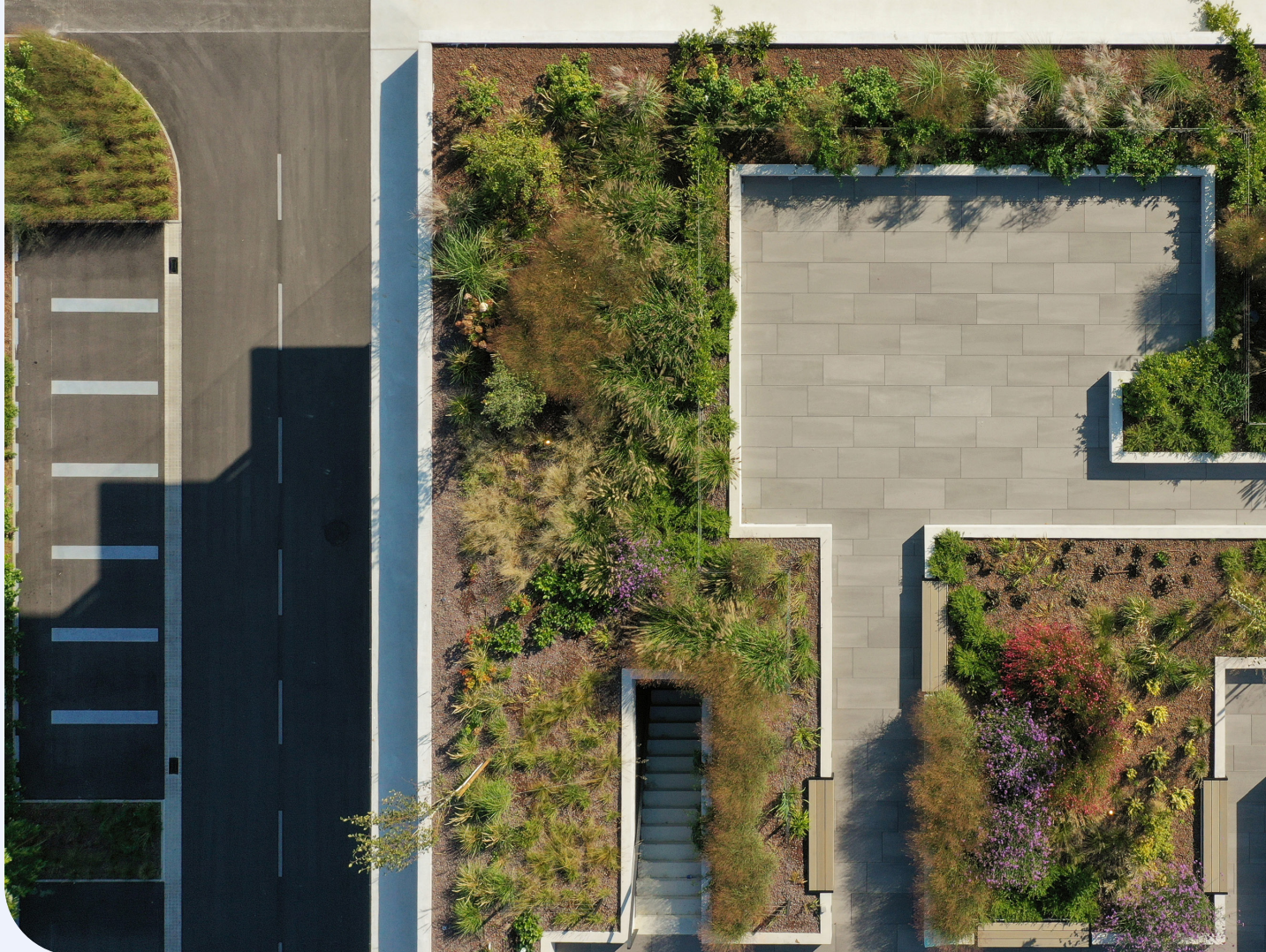


Statement on Diversity, Equity and Inclusion

Infobip recognizes that our current and future employees are individuals with different backgrounds, cultures, beliefs, and values. By establishing diversity, inclusion, and equity as pillars of Infobip's culture, we aim to support and provide everyone with fair and equal opportunities at Infobip.

Infobip is committed to fostering a discrimination-free workplace, where everyone is treated with dignity and respect. Based on our Diversity, Equity and Inclusion Policy, Company is committed to creating a workplace culture in which everyone has equal opportunities regardless of age, cultural background, ethnicity, faith, gender, gender expression, gender identity, ideology, national origin, race or sexual orientation has the opportunity to reach their full potential with dignity, in accordance with ILO Equal Remuneration Convention C100 and ILO Discrimination (Employment and Occupation) Convention C111.





Statement on Environmental and Social Governance

Although we are a tech company meaning that we operate and work in a digital world, to access that digital world we still need to be present in the real world. The computers we work on, offices we work in, data centers which keep our data safe and active, electricity we use, waste we produce and suppliers we work with all have an impact on the environment. We believe that it is our responsibility to minimize our impact and be at the frontier of improvement.

We are committed to minimizing our environmental footprint by making changes in our everyday business and by pursuing sustainable initiatives such as reducing waste, switching to renewable energy sources, conserving energy and water, promoting recycling and many more. Even our small acts can make a positive change in the communities where we work and contribute to upgrading the quality of life. More about our environmental commitments can be found in our [Environmental Impact Policy](#).

As Infobip's employee, each of us has a role to play in protecting our environment and is part of the solution to environmental challenges that our planet is facing. We also play an active role in our immediate communities. We conduct our business in an environmentally and socially responsible manner by making sure that our success and development does not exploit our own employees, the employees of our suppliers, our communities and our natural resources.





Statement on Ethical Standards and responsible business conduct

Infobip is committed to all applicable standards of ethical and responsible business conduct, including but not limited to all applicable customs, export control, anti-boycott laws and regulations, as well as all relevant economic and financial sanctions and trade embargoes. Therefore, Infobip does not conduct business with third parties that are subject to any type of trade embargoes, sanctions or other regulatory restrictions. We are committed to conducting business with reputable clients and partners whose funds come from legitimate sources.

Infobip's Code of Conduct is the cornerstone of our compliance program. It highlights the culture of our company to internal and external stakeholders. To ensure that we meet the high standards of those stakeholders and 'do the right thing', Infobip has Actionable Principles that are instrumental in everything we do. These form the basis of our Code of Conduct, which also sets out the Company's expectations of us and best practices that we can refer to, particularly when faced with challenging situations or dilemmas.

We ensure our business practices are continuously reviewed and we will apply a robust approach to the management of existing suppliers as well as the identification and selection processes for all new suppliers to mitigate and manage any potential risks.





Infobip's Privacy Commitment

Infobip is committed to respecting privacy rights, exercising the highest standards of integrity in dealing with and protecting personal data, and making reasonable efforts to comply with applicable privacy laws. As a global cloud communication platform, we process a significant amount of personal data. As such, it's our responsibility to integrate data protection and privacy into our business practices, products, and services.

We pride ourselves on being a reliable business partner and employer. Our privacy commitment is about more than compliance with privacy laws. We want to foster a data protection culture within our organization through the following privacy pillars:

1. Establish and maintain good data protection practices

We've set up an efficient privacy and security organization with policies and procedures to guarantee that customers' communications and data entrusted to Infobip are appropriately handled and protected.

2. Use consistent global standards

The General Data Protection Regulation (GDPR) provides the backbone of our privacy program since it requires high standards of practice when handling personal data. We work hard to offer the same high standards of data protection to all employees, customers, and partners, wherever they're based in the world.



3. Apply data protection principles Infobip is committed to upholding global privacy best practices.

To support this goal, Infobip bases the processing of personal data on a set of core principles: (i) Relying on appropriate legal grounds, (ii) Making sure that individuals are provided with transparent information about Infobip's activities affecting their personal data, (iii) Collecting and using personal data only for specified and legitimate purposes, (iv) Processing only the relevant amount of personal data, (v) Keeping personal data correct (vi) Not keeping personal data longer than necessary, (vii) Using appropriate administrative, technical and organizational measures that ensure an adequate level of data protection

The validity of our privacy controls was confirmed by obtaining the ISO/IEC 27018:2019 certificate related to processing personal data within the cloud.

Adherence to this international standard demonstrates our commitment to protecting customers' data by following the most comprehensive data controls and best industry practices.

4. Incorporate additional specific privacy requirements

We undertake the necessary work to ensure that the requirements needed to help our customers fulfill their privacy obligations, specific to a certain industry or region, are integrated into our overall privacy program. An example of that is our work around the Health Insurance Portability and Accountability Act (HIPAA), a US law related to health information.

5. Ensure Security, Integrity and Confidentiality

In order to protect personal data collected and processed by us, we have therefore invested in the development, implementation, and constant improvement of a wide range of technical and organisational security measures. These measures have been implemented in accordance with ISO 27001:2013 standard requirements, and you can read more about them here.

We take care to train all our staff in the field of privacy and security, starting from their first day in Infobip through the onboarding process and continuously throughout their stay at Infobip.

We shall at all times protect the confidential nature of individuals' personal data. Therefore, access to personal data can be permitted only to those Infobip staff members who have committed themselves to the confidentiality of personal data or are under an appropriate statutory obligation of confidentiality.

Before we engage a supplier, we check their security practices and alignment with the applicable privacy law. Once engaged, we continue to assess them on a regular basis.



Conclusion

Infobip considers its employees to be its most valuable asset and undertakes to protect them, as far as reasonably practicable, against any threat to their health and safety arising from any work associated with its business. Infobip recognizes the importance of occupational health and safety in successful operations and aims to provide a safe and healthy working environment as far as practicable for every employee.

Infobip strives to maintain a positive and supportive working environment for all its employees. We recognize that excessive or prolonged pressure in the workplace or personal lives can have a negative impact on the organization and individuals and that this can be prevented and alleviated through appropriate action on the part of individuals and their managers.

Infobip employees come from different backgrounds and cultures and enrich our company each day with their many valuable perspectives and ideas. It is of great importance to us that all our employees feel respected and included. Infobip is committed to preventing discrimination in the workplace and to ensuring equal treatment and equal opportunities for all our employees in all aspects of working practice, including recruitment and selection, employment terms and conditions, training, salary, work allocation and promotion.

We are committed to improving management practice through the provision of guidance, training and support as well as the promotion of harassment prevention policies. It also includes supporting positive initiatives such as personal development review and merit review schemes to recognize and enhance healthy individual contributions.

At Infobip, we believe in the importance of being connected with our surroundings – our environment and the communities we work in. We are dedicated to helping societies we work and live in thrive, to track and minimize our environmental impact and to continue implementing good governance principles. Everything we do, we do transparently, with integrity and respect.



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VP People



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