

COMPLIANCE QUESTIONNAIRE FOR ISSUERS OF SHARES

All questions contained in this questionnaire relate to the period of one calendar year.

The Corporate Governance Code is intended for companies with two-tier governance structure considering that such a governance structure is most common in companies whose shares are listed on the Zagreb Stock Exchange. If the issuer has a one-tier structure, the questionnaire on management practices is answered in accordance with Appendix B of the Code of Corporate Governance

Companies respond to questions from the compliance questionnaire with **YES, NO or Partially** by selecting answers from a drop-down menu for each question.

For questions where company has responded with **YES column Explanation is not filled**.

For questions where company has responded with **NO or PARTIALLY in the column Explanation it should explain why this is so**, that is:

- explain in which part it does not comply with the provisions of the Code and for what reason,
- describe the measures taken in the place of compliance with provisions of the Code in order to fulfill the objectives set out in the relevant principles of the Code
- if the company intends to comply with the provisions of the Code in the future, indicate when it will start to act accordingly.

Instructions for generating XML Schema from XLS files are published on Hanfa's website under Technical instructions and forms in section Transparency of the issuer.

Year	Institution code
2019	433

Instructions:

* Year is entered without period (eg. 2019)

* Enter the year for which data are entered in the questionnaire

CHAPTER	PROVISION	ARTICLE	QUESTION	ANSWER (Each question is answered by choosing the answer from the drop-down menu)	EXPLANATION (fulfill only for questions that were answered with "NO" or "PARTIALLY")
1	Cooperation	1	The articles of association and/or other internal acts clearly define the powers of the supervisory board and management board.	YES	
1	Cooperation	1	The articles of association and/or other internal acts are available free of charge on the website of the company.	NO	The company shall make the articles of associations available on its website during 2020.
1	Cooperation	2	The supervisory board has adopted a decision in which it stated categories of decisions and legal transactions that require prior approval by the supervisory board and those decisions about which management board must consult with the supervisory board before making a decision, and a summary thereof is available free of charge on the website of the company.	PARTIALLY	The provisions are contained in the company's articles of association. With the publication of articles of association on the company's website, they will be available free of charge during year 2020.
1	Cooperation	2	The articles of association and/or internal company acts provide for prior consent of the supervisory board for making important decisions that affect the strategy of the company, expenses, risk exposure and reputation.	YES	
1	Cooperation	3	The articles of association and/or internal company acts stipulate that the supervisory board and its committees have timely access to documents, premises and employees when necessary for the performance of their duties.	NO	The mentioned is not formally prescribed but such access is always possible and is in line with the company's business practices.
1	Cooperation	4	The articles of association and/or other internal company acts stipulate that the management board must report to the supervisory board at regular intervals on the operating results of the company, financial situation, substantial financial and non-financial risks and results of interaction with shareholders and other stakeholders.	PARTIALLY	Although the articles of association do not prescribe the mentioned, supervisory board meetings with the presence of the management board and top management are held, as a rule, once a month and the supervisory board is informed of all these facts. This obligation is stipulated in the employment contract of the management board member/president. The company plans to harmonize the internal acts with the code over the next two years.
1	Cooperation	5	Statutes and/or internal company documents stipulate that the president of the management board shall immediately notify the supervisory board if there is or is likely for an event to arise that has the potential to significantly affect the results, financial position or reputation of the company.	PARTIALLY	Although the articles of association do not prescribe the mentioned, supervisory board informed in a timely manner of all relevant events in the company. This obligation is stipulated in the employment contract of the management board member/president. The company plans to harmonize the internal acts with the code over the next two years.
1	Rules of conduct	6	The supervisory board approved the code of conduct (or other internal act), which establishes rules of conduct to be followed by members of the management and supervisory board members, employees and others acting on behalf of the company, which also contains rules and measures to be taken in case of its violators.	PARTIALLY	The rights and obligations of the members of the management board which include rules of conduct are set out in the employment contract of the management board member. Procedures are regulated by internal acts and the supervisory board is informed about them. The company will start adjusting to this provision of the code after the normalization of its operations and plans to complete it over the next two years.
1	Rules of conduct	6	Code of Conduct (or other internal act) is available free of charge on the website of the company.	NO	The company plans to start the adjustments after the normalization of its operations and to complete it over the next two years.
2	Conflict of interest	7	For members of the management board and the supervisory board the prohibition of participation in decision-making in relation to which there are conflicts of interest is stipulated.	PARTIALLY	This is set out in the employment contract of management board member/president. The company plans to start the adjustments after the normalization of its operations and to complete it over the next two years.
2	Conflict of interest	7	The supervisory board has given prior consent to the policy for managing conflicts of interest.	NO	This is set out in the employment contract of management board member/president. The company plans to start the adjustments after the normalization of its operations and to complete it over the next two years.
2	Conflict of interest	7	The policy for managing conflicts of interest is available free of charge on the website of the company.	NO	This is set out in the employment contract of management board member/president. The company plans to start the adjustments after the normalization of its operations and to complete it over the next two years.
2	Conflict of interest	8	Members of the supervisory board are obliged to inform the entire supervisory board that they are in an actual or potential conflict of interest.	NO	This is not prescribed for members of the supervisory board but is in line with business practices of the company. The company plans to start with the adjustments after the normalization of its operations and to complete it over the next two years.
2	Conflict of interest	8	Management board members have a duty to inform the president of the supervisory board and other members of the management board of an actual or potential conflict of interest.	NO	This obligation is not prescribed but is in line with business practices of the company. The company plans to start the adjustments after the normalization of its operations and to complete it over the next two years.
2	Conflict of interest	8	The supervisory board keeps records of all notices pertaining to conflict of interest.	NO	No records have been kept so far, as there have been no reported cases.
2	Conflict of interest	9	Member of the management board or the supervisory board has an obligation to inform the President and/or Vice-President of that board if it considers that another member of management or supervisory board is in an actual or potential conflict of interest.	NO	This obligation is not prescribed but is in line with business practices of the company. The company plans to start the adjustments after the normalization of its operations and to complete it over the next two years.
2	Competition ban	10	Members of the supervisory board and management do not perform activities that compete with the business of the company, are not members of the management or supervisory boards of the companies that carry out such activities nor hold more than 5% stake in such companies.	YES	
2	Competition ban	10	Members of the management board and the supervisory board who hold shares in the companies with which the company is in the competition, informed the secretary of the company of all the shares in such companies and the details of these shares are available free of charge on the website of the company.	NO	Members of the management board and of the supervisory board hold no such shares.
2	Related party transactions	11	No transactions between members of the management or supervisory board and the company (or a person affiliated with any party) can not be concluded without the prior consent of the supervisory board.	YES	
2	Related party transactions	11	The fair value of each material transaction must be confirmed by an independent expert prior to any such transaction, and his or her report has to be available free of charge on the website of the company.	NO	This obligation is not prescribed. The company plans to start the adjustments after the normalization of its operations and to complete it over the next two years.
2	Related party transactions	12	The company has adopted procedures for the approval and disclosure of transactions between members of the management or supervisory board and the company (or a person affiliated with any party).	NO	The company plans to start the adjustments after the normalization of its operations and to complete it over the next two years.
2	Related party transactions	12	The audit committee annually assesses the effectiveness of these procedures.	NO	Considering there are no procedures, the company plans to start the adjustments after the normalization of its operations and to complete it over the next two years.
3	The role of the supervisory board	13	The supervisory board is responsible for appointing and dismissing members of the management board and making recommendations for candidates for members of the supervisory board to the general meeting.	YES	
3	The role of the supervisory board	13	The supervisory board has approved formal and transparent procedure for the appointment to both management and supervisory boards.	NO	Members of the management board are elected by the supervisory board according to the criteria of expertise and quality as well as needs of the company, while members of the supervisory board are elected at the general meeting according to the prescribed procedure and the same criteria.
3	The role of the supervisory board	14	The supervisory board has set as a target percentage of female members of the supervisory board and the management board, which must be achieved in the next five years and adopted a plan for the implementation of this goal. Percentage on target and plan were published in the annual report.	NO	Women are represented in the management board by 33.3% and in the supervisory board by 14.29%. Members are elected according to their expertise and quality as well as needs of the company.
3	The role of the supervisory board	14	A report explaining progress on the plan has been published in the annual report.	NO	The company will consider the possibility of applying this provision, and consequently any adjustments.
3	The role of the nomination committee	15	The nomination committee has all the tasks listed in Article 15 of the Code.	NO	The company does not have the nomination committee, and the tasks are performed by the supervisory board directly.
3	Election of supervisory board members by the general meeting	16	When nominating candidates for the supervisory board to the general meeting for election the company provides information within the general meeting materials on the items requested by Article 16. of the Code.	NO	So far, the company has not acted in the manner prescribed by Art. 16 of the Code, but the mentioned information were available on request. The company plans to adjust its actions to the extent possible during the next appointments of the supervisory board members.
3	Election of supervisory board members by the general meeting	16	Informations provided by Article 16 of the Code are freely available on the company's website.	NO	So far, the company has not acted in the manner prescribed by Art. 16 of the Code, but the mentioned information were available on request. The company plans to adjust its actions to the extent possible during the next appointments of the supervisory board members.
3	Election of supervisory board members by the general meeting	17	Materials for the general meeting contain all the information listed in Article 17 of the Code.	NO	The company plans to adjust its actions to the extent possible during the next appointments of the supervisory board members.
3	Election of supervisory board members by the general meeting	18	The information referred to in Article 17 of the Code is available free of charge on the website of the company also in cases where workers' representative or another member of the supervisory board which is not elected by the shareholders at the general meeting is appointed.	NO	The company plans to adjust its actions to the extent possible during the next appointments of the supervisory board members.
4	Responsibilities of the supervisory board	19	The terms of reference of the supervisory board include all the responsibilities set in Article 19. of the Code.	YES	
4	Composition	20	The supervisory board has developed a supervisory board profile which specifies the minimum number of members and combination of skills, knowledge and education, as well as professional and practical experience that required in the supervisory board.	YES	
4	Composition	21	The supervisory board includes members of different gender, age, profile and experience to ensure a diversity perspective when making decisions.	YES	
4	Composition	22	Majority of the members of the supervisory board are independent in accordance with the definition set out in Appendix A of the Code.	NO	Members are elected at the general meeting on the proposal of the supervisory board
4	Composition	22	The President or deputy president of the supervisory board are independent.	NO	Members are elected at the general meeting, and the president and deputy president members among themselves.
4	President	23	The president of the supervisory board is responsible for the activities listed in Article 23. of the Code.	YES	
4	Board committees	24	Supervisory board established the nomination committee.	NO	The functions of the said committee are performed directly by the members of the supervisory board
4	Board committees	24	Supervisory board established the remuneration committee.	NO	The answer concerns year 2019. The remuneration committee was established in year 2020.
4	Board committees	24	Supervisory board established the audit committee.	YES	
4	Board committees	24	The supervisory board stipulated the mandate and activities of each committee.	YES	
4	Board committees	26	Each committee of the supervisory board consists of members who have the necessary skills, knowledge and education, as well as professional and practical experience to carry out the committee responsibilities effectively.	YES	
4	Board committees	27	Each committee of the supervisory board has at least three members.	YES	
4	Board committees	27	Majority of the members of each committee of the supervisory board are independent (as defined in Appendix A of the Code).	NO	Members of the committees are elected among members of the supervisory board and employees of the company.

4	Board committees	27	Board members are prohibited to be members of the committee of the supervisory board.	NO	One Board member is a member of the audit committee at the same time. The company plans to change the members upon the normalization of its operations.
4	Board committees	28	The terms of reference of each committee is made freely available on the company's website	NO	The company shall make the terms of reference available during year 2021.
4	Board committees	28	The Company's annual report includes a report on the work of each committee of the supervisory board as well as information on the number of meetings held and the members of the committee.	YES	
4	Time commitment	29	The minimum expected time commitment of each supervisory board member is specified on their appointment.	PARTIALLY	Members perform tasks as needed, it is known in advance that meetings of the supervisory board are held, as a rule, on a monthly basis while remaining engagements are agreed directly with the president of the supervisory board.
4	Time commitment	29	The annual report includes record of attendance at the meetings for each member of the supervisory board and its committees.	NO	Members of the supervisory board and its committees generally participate in all meetings while absences are exceptional and justified. The company will adjust its reporting during 2020.
4	Time commitment	30	The articles of association and/or internal company acts stipulate the obligation of the supervisory board member to inform the secretary of the company about their membership in the supervisory board or the management board of other companies.	NO	The company plans to start the adjustments upon the normalization of its operations and to complete it over the next two years.
4	Frequency and format of meetings	31	The supervisory board meets at least every three months.	YES	
4	Frequency and format of meetings	31	The supervisory board has adopted a workplan that includes time and agenda of future meetings.	YES	
4	Frequency and format of meetings	31	Committees of the supervisory board shall meet as often as necessary for the effective discharge of their duties, and regularly report to the supervisory board on its activities.	YES	
4	Frequency and format of meetings	32	The supervisory board can meet without the participation of the management board where it considers it appropriate.	YES	
4	Frequency and format of meetings	32	Non-Board committee members can participate in committee meeting only at the invitation of the committee.	YES	
4	Support	33	The company has designated an individual to carry out the duties of a company secretary.	NO	The company has not formally designated such a person, tasks are distributed between multiple business functions in the company
4	Support	33	According to the company's internal acts, the person carrying out the duties of a company secretary is responsible for ensuring that supervisory board procedures are complied with, advising the supervisory board on governance matters, supporting the president of the supervisory board and helping the supervisory board and committees to function efficiently.	NO	The company has not formally designated such a person, tasks are distributed between multiple business functions in the company
4	Quality and timeliness of information	34	The board terms of reference and/or internal acts require the materials for supervisory board meetings to be provided to all its members at least one week before the meeting.	NO	The material is provided in the week of the meeting usually.
4	Quality and timeliness of information	34	The board committee terms of reference and/or internal acts require the materials for board committee meetings to be provided to all its members at least one week before the meeting.	NO	The material is provided as necessary usually.
4	Quality and timeliness of information	35	The articles of association and/or internal company acts anticipate that the minutes of the meeting of the supervisory board must be available to all members of the supervisory board.	NO	Although the mentioned is not explicitly provided for in the internal acts, the minutes are kept at each meeting and then delivered to all members for adoption at the next meeting. This makes it available to each member.
4	Quality and timeliness of information	35	Supervisory Board meeting minutes provide data on voting results including details of how individual members voted.	YES	
4	Quality and timeliness of information	36	The supervisory board has the right to receive information and advice from people outside the company at the expense of the company if it considers it necessary to successfully carry out its duties, provided that the procedure for it is specified in the internal documents of the company issued by the management board with the consent of the supervisory board.	PARTIALLY	The procedure is not prescribed by the company's internal acts, consultants are engaged at the request of the supervisory board.
4	Training and development	37	All members of the supervisory board at the time of appointment received introduction training for their role.	YES	
4	Training and development	37	All supervisory board members receive ongoing training and education to improve their skills and knowledge.	YES	
4	Training and development	38	The supervisory board members receive regular updates and briefings from the management board and experts on matters relevant to the company and to their duties.	YES	
4	Supervisory board evaluation	39	The supervisory board evaluated its effectiveness in the past 12 months.	YES	
4	Supervisory board evaluation	39	The supervisory board assessed the individual results of its members in the last 12 months.	YES	
4	Supervisory board evaluation	39	The evaluation of the supervisory board was led by the president or deputy president.	YES	
4	Supervisory board evaluation	40	The evaluation of the supervisory board included an assessment of all the matters specified in Article 40 of the Code	YES	
4	Supervisory board evaluation	41	The annual report includes the assessment report of the supervisory board and its committees in which they assessed all the circumstances set out in Article 41 of the Code.	NO	The company will adjust its reporting to the extent it is possible during 2020.
5	Responsibilities of the management board	42	The duties of management board include all the activities listed in Article 42 of the Code.	YES	
5	Responsibilities of the management board	43	The supervisory board has approved internal rules of procedure adopted by the management board that define the matters specified in Article 43. of the Code.	NO	The activities are set out in the employment contract of the management board members and established by the decisions of the supervisory board.
5	Responsibilities of the management board	44	In the case of groups, the management board of the parent company is obliged to ensure effective oversight over the activities of other companies in the group.	YES	
5	Responsibilities of the management board	44	The articles of association and/or internal company acts contain rules governing responsibilities and reporting procedures at the level of the parent company and subsidiaries.	NO	This is not formalized but the practices in the company ensure the implementation of these activities.
5	Composition	45	The supervisory board ensures that management maintains a profile of the management board which determines the minimum number of members and a combination of members who possess the skills, knowledge and education, as well as professional and practical experience that are required for management board.	YES	
5	The president	46	The president of the management board is formally responsible for the activities listed in Article 46. of the Code.	YES	
5	Limits on other appointments	47	Internal company documents provide that the members of the management board must obtain the prior consent of the supervisory board before accepting appointment to the management board or supervisory board which is not part of the same group.	YES	
5	Limits on other appointments	47	Internal documents of the company provide that board members are prohibited from holding more than two positions in the management or supervisory board of other such companies.	NO	The ban is not formally prescribed, the same is regulated by the supervisory board through giving consent.
5	Board evaluation	48	The supervisory board in the last 12 months, evaluated the effectiveness of arrangements for cooperation between the supervisory board and the management board, as well as the adequacy of support and information received from the management board.	YES	
5	Board evaluation	48	Results of the evaluation of arrangements for cooperation between the supervisory board and management are included in the annual report.	YES	
5	Board evaluation	49	The management board has evaluated its own effectiveness and that of its individual members in the last 12 months.	YES	
5	Board evaluation	49	The management board has reported the conclusions of the evaluations of its members to the supervisory board.	YES	
6	Role of remuneration committee	50	The duties of the remuneration board include all the activities listed in Article 50 of the Code.	NO	The answer concerns year 2019. The remuneration committee was established in year 2020.
6	Remuneration of management board members	51	The supervisory board determines the annual remuneration of each member of the management board, based on recommendations of the remuneration committee and in accordance with the approved remuneration policy.	PARTIALLY	The supervisory board determined the annual remuneration of each member of the management board. With the establishment of the remuneration committee in 2020, the company will adjust its actions.
6	Remuneration of management board members	52	The level of receipts of members of the management board takes into account the agreed strategy, risk appetite, the economic environment in which the company operates as well as wages and conditions of workers within companies.	YES	
6	Remuneration of management board members	53	Remuneration policy provides that a management board member may not dispose of the shares assigned to it as part of the remuneration at least two years from the date on which the shares were assigned to him or her.	NO	The remuneration policy was not adopted in 2019. The same is submitted at the general meeting in 2020 which will allow the company to adjust its actions.
6	Remuneration of management board members	53	Remuneration policy provides that a management board member may not make use of stock options assigned to him or her as part of the remuneration for at least two years from the date on which stock options were assigned to him or her.	NO	The remuneration policy was not adopted in 2019. The same is submitted at the general meeting in 2020 which will allow the company to adjust its actions.
6	Remuneration of management board members	53	Remuneration policy includes provisions that closely define the circumstances in which a portion of the remuneration of management board member was put on hold or to be asked to be returned.	NO	The remuneration policy was not adopted in 2019. The same is submitted at the general meeting in 2020 which will allow the company to adjust its actions.
6	Remuneration of supervisory board members	54	Remuneration level for the president of the supervisory board and of other members of the supervisory board reflects the time commitment and responsibilities, including the time commitment and responsibilities in the committees of the supervisory board.	NO	The remuneration policy was not adopted in 2019. The same is submitted at the general meeting in 2020 which will allow the company to adjust its actions.
6	Remuneration of supervisory board members	55	Remuneration policy and/or internal company documents prohibit the inclusion of variable elements or other elements related to performance in the remuneration of the supervisory board.	YES	
6	Reporting on remuneration	56	Remuneration policy of the company was approved by shareholders at a general meeting.	NO	The remuneration policy was not adopted in 2019. The same is submitted at the general meeting in 2020 which will allow the company to adjust its actions.
6	Reporting on remuneration	56	The company has made freely available on its website its remuneration policy, as approved by the shareholders.	NO	The remuneration policy was not adopted in 2019. The same is submitted at the general meeting in 2020 which will allow the company to adjust its actions.

6	Reporting on remuneration	57	Annual report on remuneration includes data on remuneration of each individual member of the supervisory board as well as other information contained in Article 57 of the Code.	NO	The remuneration policy was not adopted in 2019. The same is submitted at the general meeting in 2020. In line with the policy, the company will prepare the annual report on remuneration. Audited financial statements disclose the total remuneration, fees and rewards for the management board, top management and supervisory board.
7	Roles of the supervisory and management boards	58	Management board, with the prior approval of the supervisory board, adopted a policy that determines the nature and extent of risk that company needs and that is willing to take in order to achieve all the long-term strategic objectives ("risk appetite").	NO	Before proposing development guidelines, the management board communicates with the supervisory board all identified risks, after which a decision is made.
7	Roles of the supervisory and management boards	59	The management board is formally responsible for the activities listed in Article 59 of the Code.	YES	
7	Role of the audit committee	60	Terms of reference of the audit committee includes all activities listed in Article 60 of the Code.	YES	
7	Role of the audit committee	61	The audit committee, the supervisory board or one of its committees, undertook the activities referred to in Article 61 of the Code.	YES	
7	Relations with the external auditor	62	The audit committee oversees the process of selection and appointment of external auditors in accordance with the legal requirements and makes recommendations to the supervisory board for the selection of the external auditor and conditions for their appointment.	YES	
7	Relations with the external auditor	63	The audit committee in the last 12 months approved the work plan of the external auditors, which includes the scope and content of the activities to be audited.	YES	
7	Relations with the external auditor	63	The audit committee shall meet as necessary with the external auditors to discuss the issues that have been identified during the audit and to oversee the quality of services provided.	YES	
7	Relations with the external auditor	64	The audit committee is responsible for monitoring the independence and objective of external auditor.	YES	
7	Relations with the external auditor	64	The audit committee approved a policy on permitted non-audit services provided by the external auditor.	NO	The company does not use the non-audit services from a selected external auditor.
7	Risk management and internal control	65	The audit committee evaluated the effectiveness of risk management and internal control system as a whole at least once a year.	YES	
7	Risk management and internal control	65	The audit committee, where appropriate, makes recommendations to the supervisory board and management board regarding the effectiveness of risk management and internal control systems.	YES	
7	Risk management and internal control	66	The company maintains an effective risk management system that provides reliable identification of risk measurement, answers, reporting and supervision.	YES	
7	Risk management and internal control	66	The company has determined clear internal responsibilities for the maintenance of the risk management system and a clear procedure for maintaining contact between persons responsible and the audit committee.	YES	
7	Risk management and internal control	67	The company has established an internal audit function responsible for monitoring the effectiveness of internal control systems, including risk management.	NO	Mentioned functions are distributed among multiple business functions.
7	Risk management and internal control	67	The audit committee approved the internal audit plan in the last 12 months.	NO	The internal audit function is provided within certain business functions. The company does not adopt a separate internal audit plan.
7	Risk management and internal control	67	The audit committee receives reports of internal auditors and monitors the implementation of its recommendations.	NO	The company does not have an internal audit department but control is provided within certain business functions.
7	Risk management and internal control	68	The audit committee shall recommend to the supervisory board the appointment or dismissal of the heads of the internal audit function.	NO	The company does not have an internal audit department but control is provided within certain business functions.
7	Risk management and internal control	68	If the company does not have internal audit function, the audit committee has once in the last 12 months evaluated the need for this function as part of its assessment of internal control systems.	NO	The company does not have an internal audit department but control is provided within certain business functions. The audit committee will consider the necessity to establish this function.
7	Whistle-blowing	68	Management board, with the prior approval of the supervisory board, adopted a procedure for reporting violations of laws or internal rules of the company, actual or in the case of suspected violation.	PARTIALLY	The procedure was adopted in accordance with a specific law. The supervisory board was not consulted.
7	Whistle-blowing	69	The procedure ensures that workers and external stakeholders do not suffer negative consequences if they report suspicious behavior.	YES	
7	Whistle-blowing	69	Details of the procedure for registration are available free of charge on the website of the company.	PARTIALLY	They are available on the internal website of the company and bulletin boards, considering that they contain certain personal data.
7	Whistle-blowing	70	Statute and/or internal company documents stipulate the duty of the management board to inform the supervisory board of any irregularities and to agree on measures that must be implemented.	YES	Stipulated by the employment contract of the management board member/president.
7	Whistle-blowing	70	The audit committee evaluated the effectiveness of the procedure and its application in the last 12 months.	NO	Procedure adopted only at the end of 2019.
8	Use of the company website	71	All information that the company is required to disclose in accordance with the law, rules on the listing, the Code and its own Articles of Association are available free of charge on the website of the company.	PARTIALLY	Data published in accordance with the mentioned regulations are available on the company's website while exceptions are stated in this questionnaire.
8	Use of the company website	72	The company makes freely available and easily accessible on the website all the information requested by Article 72 of the Code.	PARTIALLY	The company will try to include data that is not available in the shortest possible period after the normalization of its operations i.e. in accordance with the explanations from this questionnaire.
8	Use of the company website	73	The company ensures that the information on the website is kept up to date and published in accordance with time limits prescribed in law and regulations.	YES	
8	Use of the company website	73	All data on the website are freely available in both Croatian and English.	YES	
8	Annual report	74	The annual report contains all the information referred to in Article 74 of the Code.	PARTIALLY	The annual report contains almost all data from Art. 74 of the Code. All missing information will be included in the first following annual report.
9	Relations with shareholders	75	The Company ensured that all shareholders, regardless of the number or type of shares they hold, have equal access to information about the company and about the way they can carry and protect their rights.	YES	
9	Relations with shareholders	76	The Company has established an effective formal mechanisms to ensure minority shareholders the possibility of asking questions directly to president of the management board and president of the supervisory board, and the details of the functioning of these mechanisms are available free of charge on the website of the company.	PARTIALLY	All shareholders have the possibility to ask questions via dedicated e-mail. The data will be published on the website during 2020.
9	Relations with shareholders	77	The Company has selected a person that will for all shareholders be the person to contact in relations with investors, and contact of this person is available free of charge on the website of the company.	NO	The company did not formally select such a person, tasks are distributed among multiple business functions in the company.
9	General meeting	78	The articles of association and/or internal rules of the company do not in any way limit the ability of shareholders to call a general meeting, to participate in it or to add items to the agenda.	YES	
9	General meeting	79	The articles of association and/or internal company documents allow shareholders the opportunity to exercise their right to vote by proxy without restriction.	YES	
9	General meeting	79	The articles of association and/or internal company documents allow shareholders the opportunity to exercise their right to vote electronically without restrictions.	PARTIALLY	According to the management board's decision, which is published in the Call for the general meeting
9	General meeting	79	Explanation of other ways in which shareholders can exercise their right to vote are set out in the documents for the general meeting.	YES	
9	General meeting	80	Notice of the general meeting is published no later than 30 days before it is held.	YES	
9	General meeting	80	The agenda, decisions and all other materials required for the general meeting are available free of charge on the website of the company.	YES	
9	General meeting	80	All documents are available in English and Croatian language.	YES	
9	General meeting	81	All persons referred to in Article 81 of the Code were present at the general meeting in the past 12 months.	PARTIALLY	The company will adjust its actions for the future general meetings
9	General meeting	81	The external auditor was present at the general meeting where financial statements are presented.	NO	The company will adjust its actions for the future general meetings
9	General meeting	82	The company has made the decisions of a general meeting freely available on its website without delay.	YES	
9	General meeting	82	Within 30 days from the date of the general meeting the company has made available on its website free of charge answers to questions raised at the general meeting.	NO	There were no questions.
10	Corporate social responsibility	83	The supervisory and management boards have agreed and adopted policies listed in Article 83 of the Code.	PARTIALLY	Policies need to be revised and formalized, the same will be done over the next three years.
10	Corporate social responsibility	83	These policies are available free of charge on the company's website.	NO	Policies need to be revised and formalized, the same will be done over the next three years.
10	Corporate social responsibility	84	When the management board asks prior consent from the supervisory board for the decisions, accompanying documents explain how the recommended measure is in line with the policies associated with the impact assessment of company's activities on the environment and the community, with the policies associated with the preservation of human rights and workers' rights and the measures associated with prevention and sanctioning of corruption and bribery.	PARTIALLY	All necessary explanations are given at the supervisory board meeting at which the decision is made
10	Stakeholder engagement	85	The supervisory board and management board jointly identified which are considered key stakeholders in relation to company.	YES	
10	Stakeholder engagement	85	Management board has ensured the existence of effective mechanisms for regular interaction with key stakeholders, as well as to inform the supervisory board about the results of these communications.	YES	
10	Stakeholder engagement	86	The supervisory board is authorized, subject to prior notification to the president of the management board, to organize meetings with external stakeholders when it deems it necessary.	YES	
10	Stakeholder engagement	87	In the mandate of every committee of the supervisory board it is provided for what purpose president of the committee may communicate directly with stakeholders and what procedure to follow.	PARTIALLY	In accordance with the practices in the company, president of the audit committee communicates directly with the audit company.