

To our stakeholders:

I am very proud to confirm that Heineken Serbia strongly supports the Principles of United Nations' Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption.

In this annual communication on progress, we share more information about our activities aimed to continually improve integration of the Global Compact and its principles into our business strategy, culture and daily operations. Our focus areas are linked with specific SDGs and their targets, ensuring that we make a meaningful and transparent contribution to the global goals. We also commit to sharing this information with our stakeholders by using all channels of communication available.

Sincerely yours,  
Neda Djokic  
Managing Director  
Heineken Serbia

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## **HUMAN RIGHTS**

At HEINEKEN, we do business with respect for people's fundamental dignity and their human rights. Our Human Rights Policy guides us to understand, avoid and address our human rights-related risks. It has been in place since 2012 as part of our Code of Business Conduct and was reviewed in 2018 following work conducted with Shift, the leading centre of expertise on Business and Human Rights, which enabled us to identify our salient human rights risks.

Our policy is based on our commitment to respecting international standards including the Universal Declaration of Human Rights, the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO), the Guidelines for Multinational Enterprises of the Organisation for Economic Cooperation and Development (OECD) and the United Nations (UN) Guiding Principles on Business and Human Rights.

Our Human Rights Policy sets ten clear standards for human rights as a foundation to help us to understand, avoid and address human rights-related risks. We expect all our employees, management, individuals working for HEINEKEN (whether directly or through a third-party contract), suppliers and business partners to respect human rights in line with our policy.

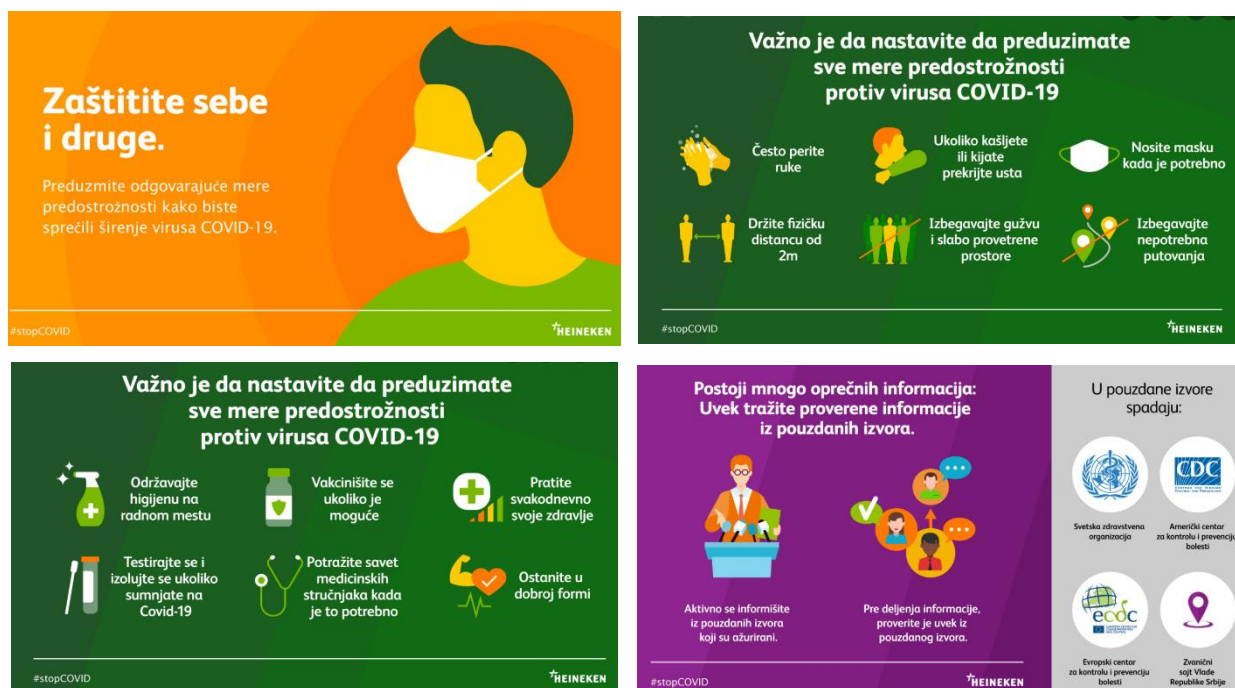
Safety remains on the top of our agenda. Our safety strategy is risk based and one of our highest priorities is safety leadership meaning that our functional leaders are conducting the risk reduction actions within their representative areas.

Our Life Saving Rules are addressing the most important safe behaviors through whole organization. The company undertakes all preventive measures to provide a safe and healthy working environment through protective equipment and training, safety rules and policies.

We are improving our safe driving with specific defense driving trainings and coaching session based on telematics report (records of safe driving). We have effective contractor management system in place in order to ensure third party's staff is working in accordance to the same safety standards as our employees. Our safety procedures and activities are fully in line with local legislation requirements and the highest safety standards.

In 2021, Covid 19 continued to impact our lives and working activity. We learned how to adapt according to different level of risk, by introducing internal Covid guidelines in order to always have adequate measures in place.

We increased communication with our employees through internal campaign #StopCovid to promote precaution measures, vaccination and reliable information from trusted sources.



We respect cultural and individual diversity and promote inclusiveness. We treat people equally and fairly based on the principle of non-discrimination, without distinction according but not limited to: race, color, gender, sexual orientation, religion, national or social origin, age and disability. We employ, reward, and promote based on the principles of equal opportunity. This means that we make employment decisions – including hiring, placement, promotion, development, training, and compensation, based on factors such as qualifications, experience, performance, skills and potential.

We work constantly on making our OpCo a more inclusive place to work, through activities that raise the general understanding of inclusion and diversity, a sense of belonging and mutual respect. We accelerate Inclusion & Diversity by starting with courageous leadership. Our people managers are trained to lead their teams inclusively, and to create a strategy where different points of view are taken into consideration when it comes to the decision-making process. We believe that diverse and inclusive teams ignite diversity of thought, greater innovation and better work performance. We value inclusive practices so much, we have even linked them to the HEINEKEN behaviors and leadership expectations.

We expect our employees, our management, individuals working for HEINEKEN through third-party contracts, our suppliers and business partners, all to respect human rights in line with this policy and to ensure that our work complies with our Company's commitments to human rights.

Our Human rights Policy is the foundation helping us understand, avoid and address human rights related risks.

## **LABOUR**

Our policies clearly state the following provisions that we all respect to the highest extent:

- No forced labor – we do not tolerate situations in which persons are forced to work through the use of violence or intimidation, or by more subtle means such as retention of identity papers. This means that none of our employees should pay for their job. Fees and costs associated with

recruitment and employment should be paid by HEINEKEN. All our employees should work freely and be aware of the terms and conditions of their work and be paid regularly and timely as agreed.

- Rest and leisure – We recognize the right to rest and leisure and will therefore always comply with local laws, regulations and local customs with regard to working hours, overtime and rest. We support a healthy balance between the working and private lives of our employees. We care about the wellbeing of our employees and provide support such as medical consultation, private health schemes, time and stress management training, massage chairs in our breweries, etc. We have meetings rules that promote time without meetings during lunchtime.
- Fair wages and income – All of our employees should be paid sufficiently for a decent standard of living, enough to satisfy basic needs for the employee and his/her family. Where the local statutory minimum wage is non-existent or not sufficient to ensure a decent standard of living, we will pay our employees enough to meet this standard. There is almost no difference in the amount of salary for the same positions in relation to gender.
- Child protection – We respect the rights of the child as stated in the United Nations (UN) Convention on the Rights of the Child, including the right to education, the right to rest and play and the right to have basic needs met. We will not engage in, or allow, child labor within our facilities or in those of our suppliers. We are also committed to supporting the elimination of child labor in our value chain. We follow the ILO definition of the minimum age for admission to employment or work.
- Freedom of association and the right to collective bargaining – We respect our employees' freedom of choice to be legally represented by a labor union without fear of retaliation. Where employees are represented by a legally recognized labor union, we will establish a constructive dialogue with this labor union. Where local laws and practices restrict the right to freedom of association and collective bargaining, we endeavor to develop other ways to have a meaningful dialogue with employee representatives, without breaking local law.

## **ANTI-CORRUPTION**

We work with our customers, suppliers and other business partners to grow together. Moreover, we are creating goodwill, fostering long-lasting business relationships and showing appreciations. In addition, hosting and participating in events that contribute to the enjoyment of life are central to our business. However, offering or receiving of gifts, entertainment and hospitality, including entertainment and hospitality at our Company's sponsored events, is never influencing the integrity of our business decisions or the loyalty of the persons involved. In other words: it may never be meant or be perceived as a bribe. Our Policy clearly explains what our do's and don'ts are when providing gifts, business meals, entertainment and hospitality to other parties, as well as when receiving these. It is intended to clarify matters and to avoid accusations of improper conduct, reputation or even laws being violated.

- WE RESPECT PEOPLE AND THE PLANET through the strict policies on:
  1. Health and safety
  2. Human rights
  3. Discrimination and harassment
  4. Environment
- WE CONDUCT BUSINESS WITH INTEGRITY AND FAIRNESS through the strict policies on:
  1. Competition
  2. Anti – Bribery
  3. Gifts, entertainment, hospitality and donations
  4. Money laundering and sanctions

5. Conflicts of interest
  6. Business partners
- WE SAFEGUARD OUR COMPANY'S ASSETS through the strict policies on:
    1. Use of company resources
    2. Fraud
    3. Privacy and data protection
    4. Intellectual property and confidential information
    5. Insider dealing
    6. Responsible communications
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## **ENVIRONMENT**

Over the past decade, Brew a Better World has had a profound impact on our business. It has driven us to innovate and collaborate to protect the environment, support local communities and make a positive contribution to society – all with a focus on delivering the UN Sustainable Development Goals (SDGs).

Our 2030 ambitions raise the bar across three pillars, nine ambition areas and 22 commitments. We believe in accelerated actions and working in partnerships to achieve shared goals, scale our positive contribution and limit our negative impacts.



We built Brew a Better World on the understanding that we can only thrive when the environment around us is healthy too. But nature has reached a critical turning point. Evidence of the climate crisis is all around us and the science is clear – we must act now to dramatically reduce long-term devastating impacts on our planet's climate, biodiversity, water and natural resources.

Zero Waste to Landfill is a philosophy of reducing the amount of waste that ends up in landfill. Although 'Zero' is used, not all waste types can be otherwise processed and may end up in landfill. The main point is that companies aim towards reducing their landfill usage significantly, with at least 99% of waste

diverted from landfill. Our company is proud of having Zero Waste to Landfill within both breweries we operate in.

During 2021 we have built a Waste Water Treatment Plant in our brewery in Zajecar. Construction works and the installation of process equipment were successfully completed.



Our Zaječar Brewery is the first brewery in Serbia to be granted an integrated license for prevention and control of pollution (IPPC) and thus, it is once again confirmed that we go a step further in our ambition to improve positive impact in the field of environmental protection.



Our employees, together with the citizens of Serbia, have planted 1.000 trees during the *Plant Your Shade* campaign thus enabling savings of 24 tons of CO<sub>2</sub> per year, i.e. savings of 720 tons of CO<sub>2</sub> for a period of 30 years/



At main music festivals in Serbia, in cooperation with our partners, we organized a recycling action for festival visitors in order to raise environmental awareness and importance of recycling, among young people.



GO GREEN &  
ENJOY BBF  
RESPONSIBLY

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ENJOY EXIT 2.0  
RESPONSIBLY

