

## **RISK AND OPPORTUNITY MANAGEMENT POLICY**

The purpose of this Policy is for BH Telecom Joint Stock Company Sarajevo (hereinafter: the Company) to demonstrate the commitment of the management and all employees to implementation of risk and opportunity management process as the tool for strategic and operational decision-making meant for enhancement of business processes, adequate reaction on market changes and achievement of business objectives.

Establishment, constant development and enhancement of the Company's system for risk and opportunity management is intended for providing protection of the Company's resources and for achieving business objectives, so that the risks are reduced or avoided and the opportunities are seized. The main principles of the Company's Risk and Opportunity Management Policy include as follows:

- support to the Company's development strategy through implementation of processes, tools and techniques for risk and opportunity management;
- integration of risk management in strategic and operational decision-making processes;
- protection of interests and maintenance of the concerned BH Telecom parties' confidence presenting competence of managing bodies in the field of risk and opportunity management;
- management of key risks and opportunities on the Company's level;
- contribution to preservation of BH Telecom resources, including human and financial resources, property and investments, as well as reputation and brand;
- establishment of clear risk responsibility and ownership starting from the senior management to each employee;
- making the grounds for competitive advantage through adoption of the leading risk and opportunity management practice.

The Company's Management and all employees give their full support to the Risk and Opportunity Management Policy and its development is the on-going assignment of all BH Telecom employees.

The Company will measure and report about the risk management effects and it will reconsider the risk management policy and framework based on the achieved results.

a.i. General Manager

Sedin Kahrیمان, MS.Tr.&Comm.

Sarajevo, 13 Nov., 2019