



ZAGREBAČKA
BURZA

Zagreb Stock Exchange

QUALITY POLICY OF ZAGREB STOCK EXCHANGE, INC.

1. Vision

To be the leading exchange in the region in terms of transparency, innovation, and liquidity.

2. Mission

Our mission is to provide investors and issuers with a transparent, secure, efficient, and liquid market for financial instruments.

We are dedicated to delivering top-quality services in trading organization, exchange operations, and information distribution, in order to meet the needs of all market participants and to ensure a reliable mechanism for financing the development of the Croatian economy. We continuously work on enhancing our effectiveness through the development of our people and the optimization of internal processes, with a particular focus on maintaining integrity, fostering growth, and improving the efficiency of the capital market.

3. Quality Policy Objectives

We strive to enhance all aspects of our operations through the implementation of quality management processes, setting high standards, and fostering a supportive working environment based on trust, teamwork, clearly defined responsibilities, and open communication with employees, suppliers, investors, and issuers.

To achieve high standards of service quality and reliability in trading, exchange operations, services and information distribution, the Management Board of the Zagreb Stock Exchange defines quality system objectives on an annual basis, appoints a responsible person for their implementation, and sets the timeframe and measurement criteria for each objective.

The evaluation and review of these objectives are carried out in line with the Business Plan and Budget, and the organization's strategic goals, while their fulfillment remains a continuous responsibility of all employees.