



Kolid S Corporate Social Responsibility Policy

Purpose

At Kolid S, our people are at the heart of who we are and what we achieve. As a leading FMCG distributor in Macedonia, we are committed to promoting a safe, inclusive, and supportive workplace where every employee can grow professionally, feel valued, and contribute to the company's long-term success.

As a long-term member of the Business Social Compliance Initiative (BSCI), we uphold internationally recognized principles of ethical labor practices, responsible supply chain management, and worker protection, supported by regular independent audits. This policy outlines our commitment to employee well-being, professional development, community engagement, and responsible labor practices.

Scope

This policy applies to all employees, contractors, and operations across Kolid S offices, warehouses, logistics activities, and the Sunday sweets factory.

Our Commitments

1. Employee Health, Safety & Well-being

- Provide safe and healthy working conditions across all sites.
- Conduct regular safety training tailored to warehouse, logistics, office, and factory operations.
- Ensure compliance with national labor laws and occupational safety regulations.
- Promote a work environment that supports mental and physical well-being.

2. Fair Labor Practices & Equal Opportunities

- Uphold equal treatment and non-discrimination regardless of gender, age, ethnicity, religion, disability, or background.
- Ensure fair wages, transparent contracts, and respectful treatment for all employees.
- Promote a culture of inclusion and zero tolerance for harassment or misconduct.
- Maintain compliance with BSCI principles and ensure continuous improvement in social performance.

3. Professional Development & Growth

- Provide continuous learning opportunities including role-specific training, workshops, and development programs.
- Support career growth through internal mobility, skill-building, and performance-based development.
- Encourage open communication and constructive feedback between employees and management.

4. Employee Engagement & Workplace Culture

- Promote teamwork through team-building activities and cross-department collaboration.
- Maintain open and transparent communication channels at all levels.
- Encourage employee participation in decision-making through suggestions, feedback, and improvement initiatives.

Responsibilities

Head of ESG

- Develops social responsibility objectives and ensures their integration across all departments.
- Monitors implementation, gathers relevant data, and reports progress to management.
- Ensures alignment with ESG priorities, BSCI expectations, and international standards.

Human Resources Department

- Implements HR practices aligned with this policy, including training, recruitment, and employee engagement.
- Ensures fair and compliant labor practices.
- Coordinates internal communication and employee support programs.

Site Management (Offices, Warehouses, Factory)

- Maintains safe working conditions and ensures staff have the resources and tools necessary to meet policy commitments.
- Promotes a respectful and inclusive environment at their respective sites.
- Supports supervisors in ensuring compliance with procedures.

Supervisors / Designated Responsible Persons

- Oversee daily adherence to safety rules, labor standards, and communication practices.
- Provide guidance, support, and training to team members.
- Identify and escalate risks or concerns as needed.

Employees

- Follow workplace safety and ethical conduct guidelines.
- Treat colleagues with respect and participate in company development initiatives.
- Report any unsafe conditions, misconduct, or improvement opportunities.

Monitoring and Review

Kolid S monitors the implementation of this policy through regular internal reviews, management oversight, and relevant monitoring mechanisms across its operations. Progress is periodically evaluated and reported to management to support continuous improvement and ensure alignment with legal requirements, BSCI principles, and ESG priorities.


This policy is reviewed annually by the Head of ESG and the Management Team to ensure its continued relevance, effectiveness, and alignment with organizational objectives and applicable standards.

Approved by:


Dushko Stojkov
Founder & CEO

Reviewed by:


Aleksandra Jadrovska
Head of HR


Carolina Caraza
Head of ESG