



2014.

Izveštaj o društvenoj odgovornosti
Corporate social responsibility report

m:tel *imate prijatelje!*



*Prijatelj je neko ko ti daje potpunu
slobodu da budeš ono što jesi.*

Jim Morrison

*A friend is someone who gives you total freedom to be yourself.
Jim Morrison*

Uvod Intro

m:tel je kompanija koja daruje od srca

ulaže u znanje
ističe humanost kao naročitu vrijednost
inicira projekte za djecu
razvija svijest o očuvanju okoline
unapređuje interakciju sa zajednicom
podržava umjetnost
gradi povjerenje
podstiče talente
razumije tuđe potrebe
njeguje tradiciju
obezbjeđuje pomoć za ugrožene
dobar primjer drugima
motiviše na pozitivne promjene
investira u budućnost ulažući u mlade
pomaže dobrotvornim organizacijama
donira medicinske aparate
ulaže u zdravlje
poštuje različitosti
promoviše pozitivne vrijednosti
brine o zaposlenima
primjenjuje standarde
učestvuje u promociji sporta
transparentno izvještava
poštuje prava i jednak tretman akcionara

M:tel is the company which gives with heart

invests in knowledge
emphasizes humanity as a special value
initiates children's projects
develops awareness on environmental protection
improves interaction with community
supports art
builds confidence
supports talents
understands other people's needs
cares about tradition
provides help for endangered
good example to others
motivates for positive changes
invests in future through investment in youth
helps charity organizations
donates medical appliances
invests in health
respects differences
advertises positive values
takes care of employees
applies standards
takes part in sports advertisements
transparency reporting
respects rights and equal treatment of shareholders

Nagrade i priznanja

Awards and recognitions

U 2014. godini, kompanija m:tel je zahvaljujući pažnji koju posvećuje segmentu društveno odgovornog poslovanja i uticaju na razvoj pravih društvenih vrijednosti, dobitnik priznanja Privredne komore Republike Srpske za doprinos razvoju korporativne društvene odgovornosti u prethodnoj godini.

Nagrade kompaniji m:tel za društveno odgovorno poslovanje:

- Priznanje Američke privredne komore BiH - zlatni donator za pomoć malim preduzećima pogođenim poplavama 2014.
- Počasna knjiga odgovornog poslovanja - USAID 2014.
- Priznanje za doprinos razvoju korporativne društvene odgovornosti u 2013. godini
- Najpoželjniji poslodavac u okviru javnih kompanija u BiH u 2013. - Development studio i portal Posao.ba
- Nagrada za najveći doprinos razvoju korporativne društvene odgovornosti u 2011. - Privredna komora RS
- Poslodavac godine za lica sa invaliditetom u RS 2011.
- Nagrađeni za najbolju PR kampanju u BiH u 2009. godini za društvenu odgovornost na festivalu NO LIMIT
- Nagrada za društvenu odgovornost 2008.

In 2014, thanks to care for segment of corporate social responsibility and effect on development of the right social values, M:tel Company won a recognition of the Chamber of Commerce of Republic of Srpska for its contribution to development of corporate social responsibility in the past year.

Awards to M:tel Company for the corporate social responsibility:

- Recognition by American Chamber of Commerce in BiH - golden donor recognition for aid to flood-affected small companies 2014.
- Book of Honored for corporate social responsibility - USAID 2014
- Recognition for contribution to development of corporate social responsibility in 2013
- The most desirable employer within public companies in BiH in 2013 - Development studio and portal Posao.ba
- Award for highest contribution to development of corporate social responsibility in 2011 - RS Chamber of Commerce
- Employer of the year for disabled persons in RS 2011
- Award for the best PR campaign in BiH in 2009 for social responsibility at the Festival NO LIMIT
- Award for social responsibility for 2008



Daleko najbolja nagrada koju život pruža jeste šansa da se naporno obavlja posao koji vrijedi obavljati.

Theodore Roosevelt

Far and away the best prize that life has to offer is the chance to work hard at work worth doing.

Theodore Roosevelt



Dnevnik prijateljstava 2014.

Nama je važno da činimo dobra djela,
da druge podstičemo na isto, te da
svi zajedno ostavimo pozitivan trag u
sredini u kojoj živimo i poslujemo.

Friendship Diary 2014

It is important for us to do good deeds,
to make others do the same, so that we
all together leave a positive track in
the environment we live and work.

Dobra djela Good deeds

U kompaniji m:tel riječi prijateljstvo i humanost se pišu velikim slovima, a svi zaposleni čine veliku porodicu koja se uvijek vodi pozitivnim vrijednostima, kako u životu, tako i u poslovanju.

Isticanjem humanosti kao vrijednosti u koju treba ulagati, m:tel već dugi niz godina potvrđuje svoje opredjeljenje da posluje društveno odgovorno, vodeći brigu o društvu i zajednici u kojoj egzistira.

Posljednje poplave, koje su obilježile 2014. godinu, upravo su dokaz da su prijateljstva najveće bogatstvo. Kompanija m:tel je od prvog dana nepogode, sve svoje snage usmjerila na održavanje funkcionalnosti svojih kapaciteta, kako komunikacija ne bi bila ugrožena, a samim tim ni ljudski životi u područjima zahvaćenim poplavama. Zaposleni u m:tel-u su bili posvećeni cilju da komunikacija, koja je u tim danima značila spas za ugrožene, funkcionira i pored toga što su kapaciteti bili oštećeni i poplavljeni. Istovremeno, kompanija je od početka postala važna karika u humanitarnim akcijama širom zemlje.

Od dana proglašenja vanrednog stanja u više gradova i naseljenih mjesta u BiH, m:tel je aktivirao kratki humanitarni broj 1458, putem kojeg su m:tel korisnici mobilne i fiksne mreže mogli donirati sredstva za ugrožene od poplava, a broj je bio aktivan do novembra mjeseca. Sav prihod prikupljen putem ovog broja usmjeren je za pomoć poplavljenima.

Zaposleni u Call centru m:tel-a su danima primali pozive iz poplavljenih područja, pomažući ljudima u nevolji, ne samo obavještavajući Civilnu zaštitu o tome gdje je potrebno spasiti čovjeka u bujici koja prijeti, nego i spajajući porodice, kao i pružajući sve informacije za koje je postojala potreba u tom trenutku. Operateri su u tim teškim trenucima na djelu pokazali kako izgleda biti human i požrtvovan. Na brojeve te-

In M:tel Company, words friendship and humanity are written in capital letters, and all the employees are a big family, always lead by positive values both in life and work.

For many years, m:tel has confirmed its commitment to work in social responsibility, taking care of society and community it exists in by emphasizing humanity as a value to invest in.

Recent floods, which marked 2014, are the evidence that friendship is the biggest wealth. Ever since the first day of the disaster, M:tel Company directed all its strength to maintaining its capacities functional, so that communication is not endangered as well as human lives in the flood-affected regions. M:tel employees were committed to the aim that communication, which meant the survival for those endangered, functions even the facilities had been damaged and flooded. At the same time, company has been an important link for humanitarian activities throughout the country from the beginning.

From the day of announcing emergency in several cities and settlements in BiH, m:tel activated short humanitarian number 1458, which was used by m:tel customers of mobile and landline networks to donate their finances for flood-affected people, and the number was active by November 2014. All the income collected through this number was sent for aid to flood-affected people.

Employees of the m:tel Call Centre received calls from flood-affected regions for days, helped people in trouble, not only by informing the Civil Protection Agency on where to go and save a man in flood, but also by connecting families as well as living all pieces of information, which were necessary at the moment. Operators showed how to be humane and make sacrifice in those difficult moments. In only

Ljubav i suosjećanje su neophodnosti,
a ne luksuz. Bez njih čovječanstvo ne
može da preživi.

Dalai Lama

leфона ovog centra, samo za tri dana stiglo je preko 114.000 poziva.

Budući da su društvene mreže tokom elementarnih nepogoda bile najbrži način komunikacije i širenja vijesti, m:tel je svojim korisnicima obezbijedio besplatno korišćenje ovih mreža putem mobilnog interneta i to na teritoriji cijele BiH, s ciljem spajanja ljudi u ugroženim područjima i širenja informacija o pomoći. Takođe, m:tel je svjesno zaboravio na konkurenciju jer je najvažnije bilo da svom stanovništvu, bez obzira da li su korisnici kompanije, omogući korištenje neke od raspoloživih mreža. Na našu inicijativu, uspostavljen je bilateralni nacionalni roming, što je značilo da m:tel korisnici u ugroženim područjima, u najkritičnijim danima, nisu imali ograničenja pri korištenju mreže BH telekoma i obratno.

Prvom u nizu humanih akcija, hitnom donacijom u vidu novčane pomoći od 100.000 KM za ugrožene od poplava, te kupovinom dušeka, jastuka, ćebadi i posteljina za ugrožene porodice u vrijednosti od 50.000 KM, m:tel se aktivno uključio u pomoć najugroženijima.

three days, phones of this Centre received over 114,000 calls.

Since social networks were the fastest way of communication and news spread in days of disaster, m:tel provided their users with free of charge use of these networks through mobile internet in the area of entire BiH, in the aim of connecting people in endangered regions and spreading news on aid. Likewise, m:tel forgot about competition intentionally, since the most important thing was to provide its population with use of any of available network, regardless the fact they were our customers or not. It was our initiative to establish bilateral national roaming, which meant that m:tel customers in endangered regions in the most critical days had no restrictions in using BH Telekom network and vice versa.

M:tel actively joined the first aid to the most flood-affected people in a series of charity actions by urgent financial donation amounting to BAM 100,000, as well as by purchasing mattresses, pillows, blankets and linen for endangered families amounting to BAM 50,000.

Takođe, m:tel je omogućio besplatne pozive na brojeve telefona Instituta za javno zdravstvo RS u Banjaluci, putem kojih su građani poplavljenih područja mogli da saznaju sve o postupku dezinfekcije, dezinfekcije i deratizacije, dobiti stručne savjete i epidemiološku pomoć. Svim korisnicima omogućeni su besplatni pozivi ka svim hitnim službama, kao i prema brojevima za traženje nestalih i informacijama o poplavama. Pored toga, aktiviran je i besplatan SOS telefon za sve stanovnike ugrožene poplavama u Republici Srpskoj kojima je potrebna psihosocijalna pomoć i podrška.

Kako bi i u najtežim trenucima bili uz svoje korisnike, kompanija m:tel je odlučila da danajugroženijim privrednicima i njihovim poslovnim grupama obezbijedi dovoljan broj mobilnih telefona po cijeni od 1 KM, kako bi održali komunikaciju i u ovim teškim uslovima.

Pored toga, m:tel je za svoje poslovne korisnike obezbijedio niz pogodnosti. Za sva područja u kojima je fiksna mreža bila u prekidu, m:tel je omogućio ove usluge putem mobilne mreže, a svu neophodnu opremu ustupio je na korišćenje bez nadoknade i bez ugovornog vezivanja.

Korisnicima m:tel fiksne telefonije, OPEN paketa ili interneta na području Doboja, Bijeljine, Brčko Distrikta, Šamca, Zvornika, Banjaluke, Prijedora, Tuzlanskog i Zeničkog kantona, mogli su da podnesu zahtjev za privremeni prekid pružanja usluge, koje im je bilo odobreno u trajanju od tri mjeseca, bez naknade, odnosno bez plaćanja pretplate.

Mnogi od zaposlenih u m:tel-u su odmah nakon nepogode pomagali u čišćenju poplavljenih kuća, donirali najpotrebnije namirnice za poplavljene, a Aktiv dobrovoljnih davalaca krvi kompanije m:tel je napravio plan davanja ove dragocjene tečnosti za potrebe bolnica. Pored navedenog, u kompaniji se vodila i velika interna akcija „Budimo humani - pomozimo kolegama“, jer je i veliki broj zaposlenih u m:tel-u bio pogođen ovom nezapamćenom elementarnom nepogodom.

U cilju da obezbijedi **kvalitetnu komunikaciju i pristupačnost svojih usluga licima sa oštećenim sluhom**, m:tel je na prodajnim mje-

Likewise, m:tel provided free calls towards numbers of the RS Institute for Public Health in Banja Luka, which provided the citizens of the flood-affected regions with all information on disinfection, desinsection and deratization procedures, professional advice and help in epidemiology. All the users were provided with free calls towards all emergency services, as well as towards numbers for search for missing and information on floods. Besides, SOS telephone number was activated and was free to all those flood-affected people in the Republic of Srpska, who needed psychosocial help and support.

In order to be with its customers in the most difficult moments, M:tel Company decided to provide the most endangered entrepreneurs and their business groups with enough number of mobile telephones cost BAM 1 in order to maintain communication in these severe circumstances.

Besides, as for its business customers, m:tel provided a series of benefits. In all the regions where landline service was out of order, m:tel enabled these services through mobile network, and gave all the necessary equipment free of charge and with no contract commitment.

Users of m:tel landline network, OPEN tariff or Internet in the areas of Doboj, Bijeljina, Brčko District, Šamac, Zvornik, Banja Luka, Prijedor, Tuzla and Zenica Cantons, were able to submit a request for temporary cancellation of service provision, which was approved for the period of three months, free of charge, i.e. subscription fee free.

Many m:tel employees, right after the disaster, helped in cleaning flooded homes, donated the most necessary groceries to the flood-affected people, and a Group of Blood Donors of the M:tel Company made a plan for donation of this precious fluid for hospital needs. Additionally, the company organized a big internal activity called "Let's be humane - help colleagues", since a significant number of m:tel employees was affected by this unprecedented disaster.

In the aim to ensure quality information and availability of all its services for persons with damaged hearing, **m:tel provided persons with**

stima u deset gradova BiH omogućio da osobe sa oštećenim sluhom, bez pomoći trećih lica, mogu dobiti sve informacije koje su im potrebne o uslugama, komunicirajući na znakovnom jeziku. Tako je u saradnji sa Savezom gluvih i nagluvih RS, za m:tel-ovo prodajno osoblje organizovana obuka osnovne komunikacije na znakovnom jeziku, uz posebnu obuku za korišćenje gestova potrebnih u uslovima pružanja usluga iz oblasti telekomunikacija.

Pomogavši obilježavanje **Međunarodnog dana osoba sa Daunovim sindromom**, kompanija m:tel je pružila ruku prijateljstva Dječijem edukativnom centru „Svjetlice“ Banja Luka. U Muzičkom paviljonu u parku „Petar Kočić“ u Banjaluci, otvaranjem izložbe „Pruži mi ruku“, autorke Lenke Kaleman, simbolično je ukazano na cilj centra „Svjetlice“, a to je promjena svijesti ljudi o osobama sa ovim sindromom. Dan osoba sa Daunovim sindromom, između ostalog, ima za cilj i da ljudima približi činjenice o ovom sindromu i ukaže na potrebu da takvim osobama pruže ruku i pomognu im da istraže svoje mogućnosti i budu srećne, jer osobe sa ovim sindromom uz podršku i rad mogu postići mnogo.

Potvrđujući svoje strateško opredjeljenje da posluje društveno odgovorno, te dajući svoj doprinos unapređenju uslova liječenja pacijenata u RS i BiH, m:tel je krajem godine dodijelio donaciju **Univerzitetskoj bolnici Klinički centar Banjaluka** za sanaciju prostorija zgrade hirurģije, sa akcentom na bolesničke sobe, intenzivne njege i hodnike, kao i kupovinu novog agregata. Kompanija m:tel jedan je od najvećih prijatelja i donatora ove univerzitetske bolnice već dugi niz godina, te je ova donacija nastavak saradnje i rezultat prepoznavanja potreba za poboljšanje uslova liječenja i rada u najvećoj zdravstvenoj ustanovi u Republici Srpskoj. Ovaj praznični poklon za banjalučku hirurģiju human je gest kojim m:tel potvrđuje svoju iskrenu želju da društveno odgovornim poslovanjem utiče na kvalitet života na ovim prostorima. Iz istog razloga, u junu 2014. godine donirana su i sredstva **Domu zdravlja Srbac** za nabavku biohemijskog analizatora za hormonske pretrage, čime su građani Srpcu dobili mogućnost da sve potrebne preglede obave u svom domu zdravlja, što u prethodnom periodu nije bilo moguće.

damaged hearing with getting all the necessary information on services, without help from third persons, by communicating through sign language, at sales points in ten BiH towns. Cooperating with the RS Deaf Society, m:tel's sales staff was educated in basics of sign language communication, with a special training for using gestures necessary in circumstances of providing services in telecommunications.

Helping celebration of the **World Down Syndrome Day** of the people suffering from Down syndrome, M:tel Company offered its hand of friendship to the Children Educational Center "Svjetlice" Banja Luka., Exhibition titled "Give me a hand" by Lenka Kaleman at the Music Pavilion in the park "Petar Kočić" in Banja Luka was a symbolic indication of the aim of "Svjetlice" Center, i.e. changing peoples' awareness of persons suffering from this syndrome. Down Syndrome Day, among others, has the aim to introduce people to this syndrome and to identify the need to give a hand to such a people and help them explore their capacities and to be happy, since people suffering from this syndrome are able to achieve a lot with support and work.

Confirming its strategic commitment to work, be socially responsible and contribute improvement of conditions for treating patients in RS and BiH, at the end of the last year, m:tel donated financial means for rehabilitation of Surgery Clinic facilities of the **University Hospital Clinical Centre Banja Luka**, especially patients' rooms, intensive care and hallways, as well as purchase of new generator. M:tel Company has been one of the greatest friends and donors of this University Hospital for many years, so this donation represents continuance of cooperation and result of recognizing the needs for improvement of treating and working conditions within one of the largest health institutions in the Republic of Srpska. This holiday present for Banja Luka Surgery Clinic is a humane act from m:tel to confirm its honest wish to use socially responsible work and affect quality of life in this region. For the same reason, in June 2014, m:tel donated financial means to the **Clinic in Srbac** for the purpose of acquiring biochemical analyzer for hormone analyses. This provided

Love and compassion
are necessities,
not luxuries.
Without them
humanity
cannot
survive.
Dalai Lama



Budući da je darivanje radost kako za one koji poklone dobiju, tako i za one koji daruju, tradicionalno darovanje **nikoljdanskih paketića** mališanima koji borave u Zavodu za fizikalnu medicinu i rehabilitaciju „Dr Miroslav Zotović“, štićenicima Doma za djecu i omladinu bez roditeljskog staranja „Rada Vranješević“ u Banjaluci, kao i djeci u predškolskoj ustanovi “Sveta Evgenija, carica Milica“ u Trebinju, nastavljeno je i ove godine.

U mjesecu darivanja, kada se čine dobra djela za druge, kompanija m:tel je pokrenula još jednu veliku društveno odgovornu akciju **Dobro djelo**, kojom se na originalan način nastoji nagraditi sve dobro što se čini za druge. Ideja ovog projekta je da počevši od decembra, mjeseca u znaku darivanja, čitava iduća godina bude u znaku upravo dobrih djela. Ovaj projekat omogućava pojedincima da malim stvarima i dobrim djelima učine nešto za svoje najbliže, ali i za mališane iz svoje opštine, jer će opštini sa najviše prijavljenih dobrih djela m:tel na kraju akcije pokloniti dječije igralište. Na sajtu www.dobrodjelo.com, nalazi se interaktivna mapa dobrih djela, koja će se dobrim djelima i pozitivnim pričama ispunjavati sljedećih 365 dana.

Kompanija m:tel od 2004. godine, u okviru svog društveno odgovornog poslovanja, pruža i uslugu **Humanitarni telefon**. Do sada je posredstvom ove usluge realizovan veliki broj humanitarnih akcija, te su prikupljena znatna sredstava za pomoć onima kojima je ona neophodna. U 2014. godini, kompanija m:tel je putem dodjeljivanja ovih kratkih brojeva, pružila podršku za 135 humanitarne akcije, a prikupljena su i isplaćena sredstva u visini preko 1.200.000 KM. Tokom 2014. godine organizovane su i tri donatorske večeri, od kojih su se dvije odnosile na prikupljanje sredstava putem poziva na humanitarni telefon za pomoć poplavljenim područjima u RS i BiH, a jedna donatorska večer se odnosila na pozive za Humanitarnu akciju za izgradnju roditeljske kuće za djecu oboljelu od malignih bolesti, pod pokroviteljstvom Kabineta predsjednika RS.

Srbac inhabitants with possibilities to perform all the necessary examinations in their Clinic, which was not possible in the previous period.

Since giving presents is joy both for those getting the presents and those giving the presents, traditional giving of **St. Nicolas presents** to the little ones treated at the Institution for Physical Medicine and Rehabilitation “Dr Miroslav Zotović”, children at the Home for Children and Youths “Rada Vranješević” in Banja Luka, as well as children in pre-school institution “Sveta Evgenija, carica Milica” in Trebinje, has been continued this year, too.

In the month of giving, when we do good deeds for others, M:tel Company started another big social responsible activity **Good deed**, which represent an original way to award everything being done for others. The idea of this project is that entire next year, starting from December, month of giving, should be in the sign of good deeds. This project provides individuals with possibility to do something for their closest ones, and also for the little ones from their municipality through small things and good deeds. At the end of this activity, m:tel shall give a playground as a present to the municipality with the most registered good deeds. There is an interactive map of good deeds at the web site www.dobrodjelo.com, which will be filled with positive stories and good deeds for the next 365 days.

M:tel Company also provides a service called **humanitarian telephone** since 2004 within its corporate social responsibility. Up to now, numerous humanitarian activities have been realized through this phone number, and significant financial means have been collected to help those who really need this help. In 2014, M:tel Company supported 135 humanitarian activities through assigning these short numbers, and more than BAM 1,200,000 were collected and paid. There were three donator's evenings organized during 2014, two of which were related to collection of finances through humanitarian telephone for aid to flood-affected regions in RS and BiH. One donator's evening referred to calls for Humanitarian activity for construction of parent's house for children suffering from malignant diseases, sponsored

Imate prijatelje You have friends

Prijateljstva su za nas ogledalo istinskih vrijednosti koje godinama negujemo.

Budući da je moto kompanije „m:tel - imate prijatelje“, u 2014. godini je prijateljstvu posvećen cijeli jedan mjesec, te je tako avgust postao „Mjesec prijateljstva“, u kome su pozvani svi korisnici da prijave najveću želju svog prijatelja koju ne mogu sami da ispune, a znaju da bi mu uljepšala život. „Mjesec prijateljstva“ putovao je u 10 gradova i opština širom BiH, donoseći u te gradove zabavne trenutke kroz druženje sa prijateljima, kvizove prijateljstva, nagrade za najbolje prijatelje i mnogo pozitivnih emocija. U avgustu je m:tel nastojao obradovati što veći broj prijatelja u BiH, te je na kraju mjeseca ispunjeno 13 najljepših prijateljskih želja.

To us, friendships are reflexion of true values nurtured for years.

Since motto of the company is “M:tel - you have friends”, in 2014, a whole month was dedicated to friendship, so August became a “Month of friendship”, when all the customers were invited to report the biggest wish of their friends which they were not able to fulfill themselves, and they knew it would make their life. “Month of friendship” travelled in 10 cities and municipalities throughout BiH, bringing funny moments to these places through spending time with friends, friendship quizzes, and awards for the best friends and many positive emotions. In August, m:tel tried to make happy as many friends in BiH as possible. At the end of the month, 13 the most beautiful friends' wishes were fulfilled.

*Gdje god da smo, prijatelji
su ono što čini naš svijet.*

Henry Drummond

*Wherever we are, it is our friends that make our world.
Henry Drummond.*





Svaki čovjek po prirodi teži znanju.

Aristotel

Znanje je budućnost Knowledge is future

Podrškom mladim talentovanim ljudima, ulažemo u bolju budućnost za sve.

Kao i prethodnih godina, na temelje promocije pozitivnih životnih vrijednosti, m:tel konstantno nadograđuje postojeća prijateljstva sa obrazovnim institucijama i ustanovama kulture, ali stvara i nova prijateljstva kako bi bio podrška znanju kao neprocjenjivom bogatstvu jedne zajednice.

U svjetskim okvirima, poznata je praksa da velike kompanije njeguju dobru saradnju sa ustanovama koje obrazuju mlade stručnjake od interesa za oblast kojom se kompanija bavi, ali i opšteg interesa društva, te stipendiraju studente. Kompanija m:tel održava tradicionalno dobre odnose sa univerzitetima u BiH kroz mnogobrojne društveno odgovorne projekte, uključujući i stipendije.

U školskoj 2014/2015. godini otvoren je konkurs za dodjelu **novih 25 stipendija**, i to petoj generaciji najboljih studenata sa šest elektrotehničkih fakulteta i fakulteta informacionih tehnologija u Bosni i Hercegovini. Zajedno sa ovom, petom generacijom stipendista, m:tel je do sada m:stipendije uručio za 126 studenata sa navedenih fakulteta u Banjaluci, Sarajevu, Istočnom Sarajevu, Tuzli i Mostaru. Konkurs za m:stipendiste je jedinstven i po tome što za njihov izbor nije samo u obzir uzet njihov prosjek ocjena, nego i ono što ove mlade talentovane ljude izdvaja od drugih, a što kompanija m:tel želi da nagradi i podrži, a to je učešće u humanitarnim akcijama, promovisanje i negovanje pozitivnih vrednosti poput umjetnosti, kulture i sporta. Kompanija m:tel svojim stipendistima obezbeđuje mjesečni iznos od 300 KM sve do kraja prvog ciklusa studija, ali im pored toga pruža i mogućnost obavljanja prakse u kompaniji u trajanju od mjesec dana, što predstavlja izvanrednu priliku za njihovo profesionalno i

Supporting young talented people, we invest in better future for everyone.

Just like in previous years, m:tel constantly upgrades the existing friendships with educational institutions and cultural facilities to the foundations of advertising positive life values, but also creates new friendships in order to support knowledge being priceless wealth of a community.

In the world, it is well-known practice that big companies nurture good cooperation with institutions educating young experts of interest for the field of company's activity, but also of general interest for the society, and provide scholarships for the students. M:tel Company keeps traditionally good relationships with universities in BiH through numerous socially responsible projects, including scholarships.

In school year 2014/2015, there was a competition announced for awarding **new 25 scholarships** for the fifth generation of the best students from six electrical engineering faculties and IT faculties in Bosnia and Herzegovina. Together with this fifth generation of scholars, so far, m:tel awarded m:scholarships to 126 students from aforementioned faculties in Banja Luka, Sarajevo, East Sarajevo, Tuzla and Mostar. Competition for the m:scholars is a unique one due to the fact that not only average value of the marks is of importance, but also the fact which sets these young talented people from the others, and M:tel Company wants to give a reward for and support this. This is participation in humanitarian activities, advertising and nurturing positive values such as arts, culture and sport. M:tel Company provides its scholars with BAM 300 a month up to the end of the first study cycle, but besides this, it provides them with possibility to perform practical part of studies in the company for a month, which

praktično obrazovanje i napredovanje u oblasti koju izučavaju, budući da je m:tel kompanija koja tehnološki prati svjetske trendove.

Saradnja sa IAESTE-om - Međunarodnim udruženjem za razmjenu studenata radi stručne prakse, predstavlja još jedan od aspekata društveno odgovornog poslovanja m:tel-a, naročito kada je riječ o studentima, a započela je još 2002. godine. Kako bi obezbijedio i studentima iz BiH priliku da odu na stručnu praksu u inostranstvo, po sistemu reciprociteta, m:tel je od tada ugostio oko 40 stranih studenata, pruživši im mogućnost da tokom obavljanja stručne prakse u kompaniji steknu nova praktična znanja iz oblasti za koju su zainteresovani i kojim se bave tokom studija. Aktivnim učešćem u razvoju internacionalne porodice IAESTE, m:tel podržava i podstiče razmjenu iskustava u oblasti elektrotehnike/telekomunikacija, ali i pružanje mogućnosti da se mladi ljudi upoznaju sa drugim zemljama, narodima i kulturama. Tokom jula i avgusta ove godine, zahvaljujući ovom programu, u m:tel-u je na stručnoj praksi boravio student fakulteta School of Telecommunications Engineering, iz Valensije u Španiji. Otvaranje još više mogućnosti za naše studente, za m:tel predstavlja motivaciju za dalje učestvovanje u razvijanju i promociji ovakve prakse u BiH.

Kompanija **m:tel je na praksi ugostila i 60 učenika** Elektrotehničke škole „Nikola Tesla“ za zanimanje - tehničar telekomunikacije. Takođe, na praksi u m:tel-u, šansu za usvajanje novih znanja i iskustva imalo je i pet učenika obrazovnog profila tehničar računarstva, tehničar elektronike, JU Saobraćajne i elektro škole u Doboju.

m:tel je uvijek prisutan ondje gdje treba podržati znanje, te je poklanjajući **vrijednu opremu za računarski centar** nastavio tradicionalnu saradnju sa Elektrotehničkim fakultetom u Banjaluci. Ovom vrijednom donacijom, fakultetu je isporučena najsavremenija računarska oprema vrijednosti od oko 50.000 KM.

Takođe, uspješno je realizovan projekat **Appbuilder liga**, takmičenje u izradi aplikacija za mobilne uređaje, koje je za cilj imalo da afirmiše i nagradi jedinstvene i nove ideje, kao i da proširi bazu korisnih aplikacija za sve korisnike telefona nove generacije u BiH. m:tel je, u okvi-

represents an extraordinary chance for their professional and practical education and development in the area of their study, since m:tel is a company that follows up all the world's technological trends.

Cooperation with IAESTE - International Association for the Exchange of Students for Technical Experience, represents yet another aspect of corporate social responsibility of m:tel, especially when we talk about students, and it started back in 2002. In order to provide students from BiH with a chance to go for practical education abroad, per reciprocity system, m:tel has welcomed 40 foreign students since then, providing them with possibility to acquire new practical knowledge in the field of their interest and in the area of their study during practical professional work in the company. By active participation in development of the international IAESTE family, m:tel supports and induces exchange of experiences in the field of electrical engineering/telecommunications, but also provides young people with a possibility to meet other countries, people and cultures. Thanks to this program, a student from the School of Telecommunications Engineering, from Valencia, Spain, was at the technical practical education in m:tel during July and August this year. Opening more possibilities for our students is a motivation for m:tel to participate further development and advertising this practice in BiH.

M:tel Company also welcomed 60 students for practical education from the secondary School of Electrical Engineering “Nikola Tesla” for vocation of telecommunications technician. Likewise, five students of vocation IT technician, electronics technician, from the Public Institution School of Traffic and Electrical Engineering in Doboj got a chance to acquire new knowledge and experience through practical education at the m:tel Executive Unit Doboj.

M:tel has always been present at the events where knowledge should have been supported, so, **through donation of valuable equipment for the IT center**, continued traditional cooperation with the Faculty of Electrical Engineering in Banja Luka. In this valuable donation, the Faculty was provided with the most modern IT equipment amounting to BAM 50,000.

ru ovog projekta, svim kreativcima ponudio i jednostavne alate AppBuilder platforme, koji su bili potpuno besplatni za učesnike takmičenja, s ciljem da svima koji su zainteresovani omoguću učestvovanje, bez obzira na njihovo prethodno programersko znanje. Kako bi i na ovom projektu podstakla isticanje pravih vrijednosti, kompanija m:tel je u okviru ponuđenih kategorija za aplikacije uvrstila i na prvo mjesto stavila kategoriju „Edukacija i društvena odgovornost“, podstičući tako i druge da svoje znanje i umijeće stave u službu humanosti, obrazovanja, kulture i umjetnosti.

Projekat **Škole 2.0**, kompanija m:tel je pokrenula kako bi osnovnim školama u BiH dala priliku da unaprijede nastavu i modernizuju sistem obrazovanja. Budući da se informacione tehnologije sve brže razvijaju, a kako bi uspješno realizovao tu misiju, potrebno je da se u taj proces uključe svi, pa i najmlađi. Informatička pismenost imperativ je 21. vijeka, pa je glavni motiv ovog projekta sa sloganom “Svakoj školi treba njeno parče web-a”, da ubrza modernizaciju obrazovanja, čineći je dostupnom učenicima i kada se ne nalaze u školskim klupama, a njihovim roditeljima omogućuje lakši pristup informacijama. Pošavši od činjenice da samo oko 40 odsto osnovnih škola u BiH posjeduje svoj zvanični web sajt, ovaj projekat ima za cilj ne samo krajnji rezultat u vidu web sajta, nego i uključivanje učenika u njegovu izradu.

Projekat je podijeljen u faze, te nakon prijavljivanja škola za učešće u ovom projektu, slijedi faza izrade školskog sajta, u kojoj upravo učestvuju školarci, zajedno sa svojim nastavnicima i m:tel timom, koji je zadužen za podršku cijelog procesa izrade sajta. Želja m:tel-a je upravo da se elan i kreativnost mladih spoje sa iskustvom i znanjem kompanije, i zajedničkim naporima kreira dugoročna društvena vrijednost koja će služiti učenicima, ali i njihovim nastavnicima i roditeljima, kao i cjelokupnoj zajednici.

Učenici će, kroz ovaj projekat, na kreativan i inspirativan način usvajati neophodna informatička znanja, a takmičarski karakter „Škola 2.0“

Likewise, a project titled **Appbuilder liga** was successfully realized, i.e. competition in making applications for mobile devices, whose aim was to affirm and reward unique and new ideas as well as to extend the base of useful applications for all the users of new generation telephones in BiH. Within this project, m:tel also offered all the creative people simple AppBuilder platform tools, which were completely free of charge for competitors, with the aim to provide all interested people with participation, regardless their previous knowledge in programming. In order to emphasize the right values in this project, within offered categories for applications, M:tel Company included “Education and social responsibility” category and put it in the first place, inducing the others to put their knowledge and skills on disposal to humane activities, education, culture and arts.

M:tel Company started the project **Schools 2.0** in order to give primary schools in BiH a chance to improve and modernize education process and system. Considering the fact that IT technologies develop even faster now and that their role in modern world of education is a greater one, m:tel decided to help schools in BiH to create and start their official school web site. One of m:tel's missions is to follow in standards and modern flows of communications and technology, and in order to accomplish this mission, it is necessary to include all, even the youngest, in it. IT literacy is an imperative for 21st century, so the main motive of this project having motto “Every school needs its piece of web” is to speed up modernization of education, making it available to students even when they are not in school, and it provides their parents with easier access to information. Starting with the fact that only 40 % of primary schools in BiH have their official web site, this project's aim is not only the final result, being the web site, but also engaging the students in its creation.

Project is divided into two phases. After the school is registered for participation in this project, phase of creating school web site follows, which actually is engaging school children together with their teachers and m:tel team, which is in charge of support throughout the process of making a web site. M:tel wants to connect young people's eagerness and creativity with company's experience and knowledge

All men by nature desire knowledge.

Aristotel

motivisaće učenike da za svoje škole obezbijede vrijedne nagrade, a m:tel svim prijavljenim školama daruje i dvije godine besplatnog domena i hostinga.

Kompanija m:tel je pružila podršku i manifestaciji **Dani matematike**, koju je prepoznala kao ulaganje u budućnost. Ovi Dani su u potpunosti bili posvećeni jednoj od najstarijih prirodnih nauka, te njenom odnosu sa raznim srodnim naukama, ali i odnosu sa sportom i modom, što su veoma vjerno predstavili studenti i učenici raznim radionicama i prezentacijama. Na radionicama je više desetina srednjoškolaca pokazalo da matematiku ne čine samo suvoparne teoreme, cifre i jednačine, već i njena primjena i prisustvo u svakodnevnom životu, uključujući rješavanje praktičnih problema, simetrije i proporcija zastupljenih u prirodi, logičkih igrica i slično. Među igrama i prezentacijama u okviru ove manifestacije našle su se i "Potraga za blagom", "Legende o šahu", "Cezarov disk", "Binarni brojevi", potvrđujući tako istinitost slogana - "Matematika nije bauk", pod kojim je manifestacije održana. "Potraga za blagom" se odvijala u centru grada, a studenti su uz pomoć rješavanja matematičkih zadataka trebalo da nađu blago sakriveno na tajnoj lokaciji. Najboljim tragačima pripala su priznanja i vrijedne nagrade kompanije m:tel, koja je i na ovaj način ukazala na značaj bavljenja naukom.

as well as to create long-term social value to serve students, as well as their teachers, parents and entire community.

Through this project, students will adopt necessary IT knowledge in a creative and inspiring way and competition character of "School 2.0" will motivate students to provide their schools with valuable rewards: m:tel also gives two years of free domain and hosting to all registered schools.

M:tel Company also supported event **Mathematics Day**, which we recognized as investment in future. These Days were completely devoted to one of the oldest natural sciences, its relation with affiliated sciences, as well as relation to sports and fashion, which was very truly presented by students and pupils through many workshops and presentations. In workshops, many tens of secondary school students showed that mathematics does not consist of arid theorems, figures and equations, but also its application and presence in everyday life, including solving practical issues, symmetry and proportions found in nature, logical games and similar. "Treasure hunt", "Chess legend", "Ceaser's disk" and "Binary numbers" also were among games and presentations of this event, hence confirming the true meaning of motto "Mathematics is no bogy", which also was a motto of the event. "Treasure hunt" took

Sarajevo je bilo grad domaćin **godišnjeg takmičenja u preduzetničkim vještinama srednjoškolaca** iz četiri zemlje regiona. Ideja okupljanja srednjoškolaca ima za cilj da poveže mlade ljude da kroz učenje i zabavu u njima probudi svijest o neophodnosti zajedničkih aktivnosti na regionalnom nivou, te da ih motiviše da razmišljaju proaktivno i da svoje ideje sprovedu u djelo, a ove godine prijatelji ovog edukativnog druženja mladih bile su i kompanije „Telekom Srbija“ i m:tel.

U 2014. godini dodijeljene su i **novinarske nagrade „Srđan Aleksić“**, a m:tel je i ove godine podržao dodjelu ove nagrade, koja se dodjeljuje novinarima iz BiH čiji rad afirmiše i promovira profesionalno medijsko izvještavanje o marginalizovanim grupama i za razvoj društveno odgovornog novinarstva.

place downtown, and students were to find the treasure hidden at a secret location by solving mathematics tasks. The best hunters got acknowledgements and valuable rewards of M:tel Company, which stressed importance of science work in this way again.

Sarajevo was the host town for **annual competition in scholars' entrepreneurship skills** for scholars coming from four regional countries. Idea of joining secondary school students has the aim to connect young people and to raise their awareness on necessity of joint activities at the regional level, as well as to motivate them to think more proactively and to implement their ideas through learning and entertainment. This year's friends of educational event of young people were companies "Telekom Serbia" and m:tel.

In 2014, **journalist awards "Srđan Aleksić"** were also awarded and m:tel supported the event this year. The award is given to journalists from BiH, whose works is affirming and advertising professional media reporting on marginalized groups and for development of socially responsible journalism.

Podrška pravim vrijednostima

Support to true values

Promovišući umjetnosti kulturu, nastojimo istaći prave životne vrijednosti kao krunu svakog društva.

Već godinama, tradicionalno, m:tel njeguje prijateljstvo sa **Narodnim pozorištem RS** u Banjaluci. U 2014. godini, nastavio je sa pružanjem podrške održavanju tradicionalne manifestacije - Teatar fest „Petar Kočić“, kao i pozorišne sezone, ovoga puta 2014/2015. Teatar fest je ove godine bio u znaku proslave 150 godina od rođenja najvećeg srpskog komediografa Branislava Nušića, a kompanija m:tel je bila domaćin predstave „Zvezdara teatar“ iz Beograda.

Ruku prijateljstva m:tel je pružio i Muzeju pozorišnih lutaka, **Dječijeg pozorišta Republike Srpske u Banjaluci**, gdje su najmlađi imali priliku da povodom novogodišnjih praznika posjete „Snješkovo“, kulturno-zabavnu i edukativnu manifestaciju za djecu i odrasle. Za vrijeme trajanja ove manifestacije najmlađi su imali priliku uživati u čarobnom svijetu ove zimske čarolije, a s obzirom na to da prijateljstvo između kompanije m:tel i Dječijeg pozorišta Republike Srpske traje već dugi niz godina, kompanija m:tel je prepoznala značaj ove manifestacije, te je sa zadovoljstvom bila dio ove zimske bajke. Imajući u vidu da je decembar vrijeme praznika i darivanja, i kompanija m:tel je pripremila slatke poklone za posjetioce Snješkova.

Jedna od najstarijih institucija i jedna od glavnih turističkih destinacija Banjaluke - **Muzej RS**, u 2014. godini dobio je prijateljsku podršku kompanije m:tel, a pod sloganom „Muzeji su u modi“. Novo prijateljstvo pomoglo je još bolju pozicioniranost ove institucije na kulturnoj sceni grada, te jačanju promocije kulturnih sadržaja u ovoj ustanovi. Osim stalnih postavki, Muzej organizuje i druge sadržaje kao npr. edukativne radionice za djecu i omladinu, izložbe... U svojim zbirkama Muzej čuva oko 35.000 eksponata, a

We try to emphasize true life values, being the crown of each society, through advertising arts and culture.

For years now, traditionally, m:tel nurtures friendship with the **RS National Theatre** in Banja Luka. In 2014, m:tel continued to support traditional events - Theater Fest “Petar Kočić”, as well as theater seasons, this time it is 2014/2015. This year, Theater Fest, marked the 150th anniversary of Branislav Nušić’s birthday, one of the greatest Serbian comedigrapher, and M:tel Company was the host of the play by “Zvezdara teatar”, a theater from Belgrade.

M:tel also offered his hand of friendship to the Museum of Theater Puppets, the **Children Theater of the Republic of Srpska** in Banja Luka, where the youngest got their chance to visit “Snješkovo”, cultural, entertaining and educational event for children and grown-ups, during New Year’s holidays. During this event, the youngest had a chance to enjoy in magical world of this winter magic, and considering fact that friendship between M:tel Company and the Children Theater of the Republic of Srpska has lasted for many years, M:tel Company recognized the importance of this event and was pleased to be a part of this winter fairytale. Bearing in mind that December is a month of holidays and gifts, M:tel Company also prepared sweet presents for Snješkovo visitors.

One of the oldest institutions and one of the main touristic destinations in Banja Luka - **RS Museum**, in 2014 got a friendly support from M:tel Company under motto “Museums are in”. New friendship improved even netter position of this institution in the cultural picture of the city, and supported strengthening contents of this institution. Besides permanent exhibitions, Museum also organizes other events, such as educational workshops for children and youth,



*Umjetnost
ne oponaša
vidljivi svijet.
Ona omogućava
njegovo
postojanje.*

Paul Klee

Paul Rice
Art does not reproduce the visible; rather, it makes visible.

specijalizovana muzejska biblioteka raspolaže sa 14.000 knjiga. Tu su i čuvanje, proučavanje, zaštita, izlaganje i publikovanje muzejske građe kao zajedničkog blaga koje je decenijama prikupljano. U okviru ove prijateljske podrške, m:tel je svim zainteresovanim za posjetu Muzeju RS, omogućio besplatan ulaz, i to počevši od maja mjeseca pa sve do kraja decembra.

U **Muzeju Kozare u Prijedoru**, u organizaciji Društva urbanih umjetnika „Manifest“ iz Prijedora, otvorena je izložba u okviru regionalnog projekta “Rudnici kulture – od industrijske do umjetničke revolucije”, čiji prijatelj je bila i kompanija m:tel. Cilj izložbe je da kod građana razvija i jača svijest o viševjekovnoj rudarsko-industrijskoj tradiciji i svijest o značaju rudarske baštine kao kulturnog dobra. Ovim projektom, ali i izložbom, promoviše se ideja revitalizacije, odnosno pretvaranja napuštenih industrijskih postrojenja, rudarskih okana i kopova u centre kulture, mjesta za izložbe, koncerte, biblioteke, te turističke, sportske i zabavne aktivnosti.

m:tel podržava i održavanje tradicionalne kulturne manifestacije **Dani Vlade S. Miloševića** u Banjaluci, kao i izvođenje operete “Orfej iz podzemlja”, koja je projekat banjalučke Akademije umjetnosti, dajući tako svoj doprinos podsticaju mladih u razvoju umjetnosti i kulture.

Kao prijatelj **Durdevdanskog festivala**, na kome učestvuju mališani iz BiH, Srbije, Hrvatske, Mađarske, Bugarske, Rusije i Italije, kompanija m:tel je pozvala najkreativnije posjetioce Facebook stranice festivala da postave kratki video u kojem mališani pjevaju ili plešu, a najinteresantniji video je nagradila telefonom.

U 2014. godini, kao i prethodnih, m:tel je podržao niz **muzičkih događaja**, dva sjajna osmo-martovska koncerta: Sarajlije su zahvaljujući m:tel-u imale priliku uživati u muzici Massima Savića, a Banjalučani u muzičkim ostvarenjima „Galije“ i priči o istoriji grupe ispričanoj baladama.

exhibitions... In its Collections, Museum has about 35,000 displays, and specialized museum library contains 14,000 books. Museum deals with storage, research, protection, exhibition and publishing of museum materials as common wealth collected for decades. Within this friendly support, m:tel provided all the interested people with free visits to RS Museum from May to the end of December.

There was an exhibition opened in the frame of regional project titled “Cultural mines - from industrial to artistic revolution”, whose friend was M:tel Company, at the **Museum of Kozara in Prijedor**, in the organization of the Association of Urban Artists “Manifest” from Prijedor. The aim of the exhibition is to develop and strengthen civil awareness on mine-industry tradition lasting for many centuries as well as awareness on importance of mine heritage as culture wealth. This project and exhibition are used to advertise revitalization idea, i.e. turning abandoned industrial plants, mine shafts and excavations into cultural centers, exhibition and concerts sites, libraries, as well as to sites for touristic, sports and entertaining activities.

M:tel also supports cherishing traditional culture event **Vlado S. Milošević's Days** in Banja Luka, as well as performance of operetta “Orpheus in the Underworld”, which is a project by Academy of the Arts from Banja Luka, giving its contribution to supporting youth in artistic and cultural development.

Being a friend of **St. George's Festival**, attended by little ones from BiH, Serbia, Croatia, Hungary, Bulgaria, Russia and Italy, M:tel Company invited the most creative visitors of the Festival Facebook page to post a short video in which little ones sing or dance, and the most interesting video was rewarded by telephone.


Kompanija je podržala i humanitarni koncert grupe „Miligram“, održan u Banjaluci povodom prikupljanja pomoći za ugrožene poplavama.

I 2014. godine, m:tel se potpisao kao prijatelj demo bendova, podržavši organizaciju ovogodišnjeg **Demofesta**, koji je održan sedmi put zaredom. Demofest je jedinstveni regionalni muzički festival, a pruža šansu neafirmisanim, demo muzičarima sa ex-Yu prostora da živim nastupom pokažu svoj talenat i umijeće. Posljednje izdanje festivala je imalo i humanitarni karakter, te su prikupljane knjige, školski pribor i igračke za najmlađe, donirani ugroženima u poplavama. Tokom tri festivalska dana publika je pored nastupa demo sastava i bogatog pratećeg programa mogla čuti brojne regionalne i strane muzičke zvijezde.

In 2014, as well as in previous years, m:tel supported a series of **music events**, two great concerts on 8th March: thanks to m:tel, people in Sarajevo had a chance to enjoy music by Massimo Savić, and people in Banja Luka enjoyed musical works of the band “Galija” and a story on the bend’s history told through ballades.

Company also supported humanitarian concert of the band “Miligram”, held in Banja Luka, whose purpose was to collect aid for flood-affected people.

Again in 2014, m:tel signed as a friend to demo bands by supporting organization of this year’s **Demofest**, held for seventh time. Demofest is a unique regional music festival, and it gives a chance to non-affirmed, demo musicians from ex-Yu region to show their talent and skill through live show. The last edition of the festival had a humanitarian character, so the books, school stationary and toys for the youngest ones were collected and donated to the flood-affected people. During three festival days, besides shows of demo bends and rich additional program, the audience was able to listen to numerous regional and foreign music stars.



Mogu prihvatiti neuspjeh. Svakome
se dogodi da ne uspije u nečemu.
Ali, ne mogu prihvatiti odustajanje.
Michael Jordan

Sport Sport

Afirmacijom sporta nastojimo promovirati zdrav način života i razvoj sportskog duha kod mladih.

Ispunjavajući misiju etičkog i dobrotvornog odnosa prema različitim segmentima društveno odgovornog djelovanja, nastojali smo graditi atmosferu afirmiranja pozitivnih vrijednosti njegujući brojna prijateljstva sa mnogim sportskim klubovima i savezima, koji bi se, bez naše podrške i razumijevanja koje smo im pružili u radu, suočili sa velikim poteškoćama i ne bi bili u prilici realizovati sve planirane aktivnosti.

Tako smo, već tradicionalno, pružili sponzorsku podršku banjalučkim sportskim velikanima: **Fudbalskom klubu „Borac”, Rukometnom klubu „Borac”, te Odbojkaškom klubu „Borac”,** koji predstavljaju zaštitni znak grada na Vrbasu, kao i najtrofejnije sportske kolektive u Republici Srpskoj i BiH. Nije izostala ni podrška **Košarkaškom klubu „Igokea”,** jednom od najboljih sportskih klubova u BiH, koji godinama unazad ostvaruje zavidne sportske rezultate poput osvajanja Kupa RS, kao i Kupa BiH, ali i zauzimanja prvog mjesta na Prvenstvu BiH za 2013/2014. godinu.

U 2014. godini podržali smo i **Odbojkaški klub „Mladost”** iz Brčkog, kao i sarajevski **Rukometni klub „Bosna”, te Vaterpolo klub „Banjaluka”,** koji uprkos teškoj ekonomskoj situaciji postižu dobre sportske rezultate i nižu uspjehe.

Između ostalog, kako bismo podržali i promovisali razvoj sportskog duha kod mladih, pomogli smo i održavanje brojnih sportskih događaja u BiH, na kojima su se naši najmlađi sportisti mogli upoznati sa sportistima koji su postigli zapažene rezultate i družiti se sa zvučnim svjetskim sportskim imenima u svom gradu. Zato

We try to advertise a healthy lifestyle and development of sport spirit among the youth by sport affirmation.

By fulfilling the mission of ethical and charitable attitude towards different segments of socially responsible actions, we have tried to build an atmosphere of affirmation of positive values by nurturing numerous friendships with many sports clubs and federations, which would, without the support and understanding we provided for their work, face great difficulties and would not be in a position to implement all planned activities.

So we have traditionally provided sponsorship support to Banja Luka sport giants: **the Football Club “Borac”, Handball Club “Borac”, and Volleyball Club “Borac”,** which are the trademarks of the city on the Vrbas, and the most awarded sport teams in the Republic of Srpska and BiH. The support for **Basketball Club “Igokea”** was not forgotten, one of the best sports clubs in BiH, which for years has achieved remarkable sport results like winning the RS Cup and BiH Cup, but also taking first place in the Championship of Bosnia and Herzegovina for 2013/2014.

In 2014, we gave support to **Volleyball Club “Mladost”** from Brčko, as well as to Sarajevo's **Handball Club “Bosna”, and Water polo Club “Banjaluka”,** that despite the difficult economic situation achieve good sports results and repeat success.

Inter alia, in order to support and advertise the development of sport spirit among the youth, we have helped with organization of numerous sports events in BiH, where our youngest athletes could meet with athletes who have achieved outstanding results and socialize with

smo bili prijatelji **Evropskog kupa u raftingu i Evropskog prvenstva za juniore u kajaku i kanuu na divljim vodama "Banjaluka-Vrbas 2014"**, šampionatu koji je najvažniji u regiji, zahvaljujući rijeci Vrbas, zbog koje se ovo takmičenje i održava upravo u Banjaluci. U 2014. godini ova sportska manifestacija okupila je 18 ekipa iz cijelog svijeta.

Kompanija m:tel je već tradicionalno prijatelj održavanja **Međunarodnog plivačkog mitinga „Banjaluka Open“**, a prijateljstvo se nastavilo i u 2014. godini, manifestacijom u kojoj je učestvovalo preko 350 takmičara iz 36 klubova iz devet evropskih zemalja. Podrškom ovom mitingu u organizaciji Plivačkog kluba „Olimp“, godinama unazad mladi plivači iz zemlje i svijeta imali su priliku da upoznaju zvučna imena u ovom sportu, poput Milorada Čavića i Nađe Higl.

I ove godine bili smo podrška **Košarkaškog kampa „Dejan Bodiroga“**, koji se u Trebinju održavao po deveti put, a koji okuplja mlade košarkaške talente iz svih krajeva svijeta. Kompanija m:tel tradicionalno podržava održavanje ovog kampa, shvatajući važnost promocije i podrške sporta i sportskog duha među mladim ljudima, kao i neprocjenljivo iskustvo druženja i sklapanja međusobnih prijateljstava vršnjaka iz cijelog svijeta. Kamp okuplja mlade talente uzrasta od 10 do 18 godina, a ovo vrijedno iskustvo ove godine je podijelilo 350 djece iz 21 zemlje svijeta. Svake godine, u okviru kampa, mladi su imali priliku da se druže i sa poznatim prijateljima i gostima iz svijeta sporta, koji su im prenosili iskustva iz svog igračkog i trenerskog života koje su sticali na svim svjetskim meridijanima, osvajajući svjetske i kontinentalne titule, kako u klupskim tako i u reprezentativnim takmičenjima. Ove godine, prvu smjenu kampa su posjetili Dejan Bodiroga, Dragan Tarlać, bivši evropski i svjetski šampion i NBA igrač, i Predrag Drobniak, takođe bivši evropski i svjetski prvak.

Kompanija m:tel je i tradicionalno prijatelj **Teniskog saveza RS**, a podrškom i teniskoj akademiji u organizaciji ovog saveza, promoviramo ovaj sport među mladima. Takođe, bili smo i podrška teniserima na **Teniskom turniru ATP Čelendžer „Banjaluka 2014“**, koji je ujedno i jedini turnir iz ATP serije u RS. I ove godine m:tel je bio sponzor najvećeg teniskog takmiče-

the famous world athletes in their city. That is why we were a friend to **European Rafting Cup and European Championship for juniors in kayaking and canoeing on the wild waters "Banjaluka Vrbas 2014"**, championship which is the most important in the region, because of the Vrbas River which is the reason this competition is held right here in Banja Luka. In 2014, this sports event brought together 18 teams from all around the world.

M:tel Company is traditionally a friend to organizers of **International Swimming Meeting "Banjaluka Open"**, and the friendship has continued in 2014, with an event which was attended by over 350 athletes from 36 teams from nine European countries. By supporting this rally, organized by Swimming Club "Olimp", for years the young swimmers in the country and the world had the opportunity to meet famous names from this sport, like Milorad Cavic and Nadja Higl.

Again this year we supported **Basketball camp "Dejan Bodiroga"**, which was held in Trebinje for the ninth time, and which gathers young basketball talents from all over the world. M:tel Company traditionally supports the maintenance of the camp, realizing the importance of promoting and supporting sport and sporting spirit among young people, as well as the invaluable experience of socializing and creating of friendships among peers from around the world. Camp brings together young talents aged 10-18 years, and this year, this valuable experience was shared by 350 children from 21 countries of the world. Each year, as part of the camp, the young had the opportunity to socialize with famous friends and guests from the world of sports, who have passed onto them their experiences from playing and coaching life that were gained across the globe, winning world and continental titles, both in club and national competitions. This year, the first shift of the camp was visited by Dejan Bodiroga, Dragan Tarlać, former European and world champion and NBA player, and Predrag Drobniak, also a former European and world champion.

M:tel Company is also a traditional friend to **Tennis Federation RS**, and by supporting a tennis academy organized by this association, we advertise this sport among young people. In addition, we were a support to tennis players at

nja u Banjaluci, a za sve koji nisu bili u prilici da prate mečeve uživo, obezbijedio je, zahvaljujući kvalitetnim tehničkim rješenjima, živi prenos putem interneta. Ovim putem finale su pratili zaljubljenici u tenis iz više od 100 zemalja svijeta. Između ostalog, mladi teniseri su ove godine imali priliku družiti se i sa Viktorom Troickim, teniskom zvijezdom iz Srbije.

Prijateljstvo sa mladim teniserima m:tel je potvrdio i sponzorstvom teniskog turnira **„Prijedor Open 12U“** za mlade tenisere iz kalendara Evrope, koji je organizovao Teniski klub „Dr Mladen Stojanović“ iz Prijedora. Ovo prijateljstvo predstavlja podršku mladim sportistima i turnirima za najmlađe kategorije iz evropskog kalendara takmičenja.

Podržali smo i turnir u uličnom fudbalu, koji je održan pod nazivom **“Street football powered by M:tel“**, na Trgu krajine u Banjaluci. Osnovni cilj turnira jeste okupljanje ljubitelja sporta i rekreacija građana i omladine, a sav prihod od ovogodišnjeg održavanja turnira išao je u humanitarne svrhe, za pomoć ugroženima od poplava. Kotizacija za učešće pionira i kadeta bila je poziv na m:tel-ov humanitarni broj 1458, kojom se donirala 1 KM za poplavljene.

Prihvatajući učešće u organizaciji **Sarajevo M:tel Bigscreen-a**, m:tel je na originalan i posredan način bio prisutan i na svjetskom prvenstvu u fudbalu, omogućavajući ljubiteljima ovog sporta dapod otvorenim nebom prate najveću svjetsku fudbalsku smotru u Brazilu. Posjetioci ove manifestacije u Sarajevu su mogli da dožive jedinstven doživljaj praćenja Svjetskog prvenstva pod zvijezdama.

I ove godine, m:tel je bio prisutan na značajnim manifestacijama izbora najboljih sportista 2014. godine u organizaciji „Glasa Srpske“ i „Nezavisnih novina“.

Tennis tournament ATP Challenger "Banjaluka 2014", which is the only tournament from ATP series in RS. This year too, M:tel has sponsored the biggest tennis competition in Banja Luka, and for all those who were not able to watch the matches live, m:tel provided, thanks to high-quality technical solutions, live broadcast over the Internet. This way, the finals were watched by tennis enthusiasts from more than 100 countries worldwide. Among other things, this year, young tennis players had a chance to socialize with Viktor Troicki, tennis star from Serbia.

M:tel has confirmed a friendship with young tennis players by sponsoring tennis tournament **“Prijedor Open 12U“** for young tennis players from the calendar of Europe, organized by the Tennis Club “Dr Mladen Stojanović” from Prijedor. This friendship represents a support to young athletes and tournaments for the youngest categories of European competition calendar.

We have also supported a street football tournament, which was held under the title **“Street football powered by M:tel“**, at the Krajina Square in Banja Luka. The main goal of the tournament is a gathering of sports enthusiasts and recreation of citizens and youth, and all proceeds from this year’s tournament went to charity, to help flood-affected people. Participation fee for pioneers and cadets was a phone call to m:tel’s humanitarian number 1458, which donated BAM 1 to flood-affected people.

By taking part in the organization of **Sarajevo M:tel Bigscreen-a**, m:tel was present at the world championships in football in an original and indirect way, enabling lovers of this sport to follow the world’s biggest football festival in Brazil out in the open. Visitors to this event in Sarajevo were able to go through the unique experience of monitoring the World Cup under the stars.

This year too, M:tel was present at important events for selection of the best athletes in 2014 organized by the “Glas Srpske” and “Nezavisne novine”.

*I can accept failure everyone fails at something. But I can't accept not trying.
Michael Jordan*

Ekologija

Ecology

Poštujemo norme i promoviramo očuvanje životne sredine.

Na planu zaštite životne sredine i ljudi u 2014. godini najviše pažnje posvećivano je radu baznih stanica i elektromagnetnom zračenju, te registraciji kompanije u Fondu za zaštitu okoliša FBiH. Kontinuiranom saradnjom u 2014. godini sa Ministarstvom zdravlja i socijalne zaštite RS, Ministarstvom za prostorno uređenje, građevinarstvo i ekologiju RS, Regulatornom agencijom za komunikacije, Institutom za javno zdravstvo RS, Institutom za zaštitu i ekologiju, Republičkom zdravstveno-sanitarnom inspekcijom, te opštinskim komunalnim inspekcijama, obezbijeđeno je dosljedno izvršavanje obaveza na planu zaštite životne sredine i ljudi.

U 2014. godini kompanija je registrovana u Fondu za zaštitu okoliša FBiH. U skladu sa obavezama kompanije prema Fondu, potpisan je ugovor o prenosu obaveza upravljanja i zbrinjavanja otpadnom električnom i elektronskom opremom sa firmom „Zeoseko-sistem“, koja otpad od električnih i elektronskih proizvoda koji se plasira na tržište Federacije BiH putem naših prodajnih mjesta ili na drugi način, prikuplja i reciklira. Na ovaj način direktno utičemo na zaštitu životne sredine na području FBiH.

U toku godine organizovane su i javne rasprave na kojima su građanima prezentovani podaci i zakonski propisi o zračenju baznih stanica, odnosno da je građenje ovih objekata u skladu sa normama propisanim Zakonom o zaštiti od nejonizujućih zračenja.

U cilju zaštite životne sredine, m:tel takođe kontinuirano sprovodi internu i eksternu kampanju za uštedu papira, odnosno korišćenje elektronskih računa umjesto papirnih.

We respect the norms and advertise environmental protection

In the field of environmental and people protection in 2014, the most consideration was given to the work of base stations and electromagnetic radiation, as well as registration of the company in the Environmental Protection Fund of FBiH. Consistent performance of duties in the field of protecting the environment and people was achieved in 2014 through ongoing cooperation with the RS Ministry of Health and Social Welfare, RS Ministry of Spatial Planning, Civil Engineering and Ecology, the Regulatory Agency for Communications, the Institute of Public Health of the Republic of Srpska, Institute for the Protection and Ecology, the Republican health-sanitary inspection, and municipal utility inspections.

In 2014, the company was registered in the FBiH Environmental Protection Fund. In accordance with the obligations of the company to the Fund, contract was signed regarding the transfer of responsibility for management and disposal of waste electrical and electronic equipment with company “Zeoseko-sistem”, that collects and recycles waste from electrical and electronic products placed on the market of the Federation of Bosnia and Herzegovina through our sales points or in some other manner. In this way we directly influence the protection of the environment in region of Federation of Bosnia and Herzegovina.

During the year public discussions were organized where citizens were presented with information and legal provision on radiation of base stations, and that the construction of these facilities is in accordance with standards prescribed by the Law regarding the protection of non-ionizing radiation.

In order to protect the environment, Mtel also continuously conducts internal and external campaign to save paper and use of electronic bills instead of paper ones.

*Zemlja je ono što nam je
svima zajedničko.
Wendell Berry*



*The Earth is what we all have in common.
Wendell Berry*

Zaposleni

Employees

Kompaniju čine ljudi, i oni su najveći kapital.

Sa aspekta internog društveno odgovornog poslovanja koje se odnosi na oblasti investiranja u ljudski kapital, zdravlje i sigurnost te upravljanje promjenama, m:tel se prema zaposlenima, kao osnovnom stubu društveno odgovornog poslovanja, odnosi na društveno prihvatljiv način, etički i odgovorno.

S punim razumijevanjem prema konceptu doživotnog učenja, m:tel je prepoznao potrebu za edukacijom svojih radnika kroz partnerstva s trening organizacijama i primjenu edukativnih programa; osiguravanje povoljnog radnog okruženja i ohrabivanje cijeloživotnog učenja zaposlenih, povećanja motivacije putem godišnje novčane nagrade generalnog direktora, ali se jasno opredijelio i za podršku novim, mladim stručnjacima u njihovom profesionalnom razvoju na putu iz škole na posao, putem dodjele stipendija, osiguravanjem pripravničkih mjesta i uvođenjem dana za volontiranje u kompaniji.

Njegujući stalnu posvećenost poslovnom sektoru u ovoj kompaniji istovremeno se radi na poboljšanju uslova rada i života zaposlenih i njihovih porodica, te zajednice u cjelini. Tako je u 2014. godini nastavljena praksa ulaganja u zaštitu zdravlja zaposlenih putem godišnjih sistematskih pregleda, kao i programi materijalne i socijalne zaštite zaposlenih. U kompaniji djeluje i Aktiv dobrovoljnih davalaca krvi, čiji je motiv promocija humanosti putem ličnog primjera, koji kompanija m:tel podržava i nastoji da pomogne ovom aktivu u njegovom radu.

Pored stipendija koje se dodjeljuju studentima elektrotehnike u BiH, m:tel stipendira i djecu kategorija RVI i preminulih radnika kompanije.

People make the company, and they are the greatest asset.

From the standpoint of internal socially responsible business operations relating to the area of investment in human capital, health and safety and the management of change, m:tel treats its employees, who are a basic pillar of socially responsible business operations, in a socially acceptable way, ethically and responsibly.

Fully understanding the concept of lifelong learning, m:tel has recognized the need for training of its employees through partnerships with training organizations, and implementation of educational programs; ensuring favorable working environment and encouraging lifelong learning of employees, increasing motivation through annual cash prizes from director general, but clearly has chosen to support the new, young professionals in their professional development on the way from school to work, through the award of scholarships, by providing apprenticeship places and introducing days for volunteering in the company.

Nurturing ongoing commitment to the business sector in this company, we are, at the same time working on improving the working and living conditions of employees and their families, and the community as a whole. So in 2014, we continued the practice of investing in the health of employees through annual check-ups, as well as programs of material and social protection of employees. The group of blood donors also operates in the company, whose motive is to promote humanity through personal example, and m:tel supports this and seeks to help this group in their work.

In addition to the scholarships awarded to students of electrical engineering in BiH, m:tel offers scholarships to children from disabled war veterans' categories and children of company's deceased employees.



Ljudi koji su zadovoljni
sobom prave dobre rezultate.
Ken Blanchard

Obuke za zaposlene

U 2014. godini organizovane su 22 in-house obuke za zaposlene, i to za 1.316 polaznika. Takođe, organizovana su i dva team building-a, kao i interne obuke za 1.099 polaznika. Putem platforme za elektronsko učenje, Moodle, organizovano je pet obuka za 887 polaznika.

Kao i prethodnih godina, m:tel je svojim zaposlenim obezbijedio i pohađanje škole engleskog jezika, kao i individualne časove engleskog jezika koji polaznicima omogućavaju da jezičkim vježbama, dosljedno unapređuju znanje iz gramatike, vokabulara i funkcija engleskog jezika, a sa ciljem razvijanja pismenih sposobnosti i vještine komunikacije, unapređenja tačnosti i fluentnosti u izražavanju.

I u 2014. godini, zaposleni su imali priliku pohađati kurs engleskog jezika u Velikoj Britaniji. Odlaskom u zemlju engleskog govornog područja, zaposleni su dobili priliku da koriste engleski jezik, te da tokom nastave i boravka u toj sredini razvijaju izgovor, vještinu slušanja, obojačuju vokabular.

Ove godine u kompaniji je bilo i 70 polaznika šeste generacije obuke za dostizanje evropskog standarda informatičke pismenosti - ECDL.

Training for employees

In 2014, 22 in-house trainings for employees were organized for 1,316 participants. Furthermore, two Team buildings were organized, as well as internal trainings for 1,099 participants. Through e-learning platform, Moodle, five trainings for 887 participants were organized.

As in previous years, m:tel has provided its employees with attending English language school, as well as the individual English language classes that allow students to consistently improve the knowledge of grammar, vocabulary and functions of the English language via linguistic exercises, aiming to develop written skills and communication skills, improve accuracy and fluency in speaking.

And in 2014, the employees had the opportunity to attend an English language course in the UK. By going to an English speaking country, employees were given the opportunity to use the English language, and to improve pronunciation, listening skills, enrich the vocabulary during the classes and during their stay there.

This year, the company had 70 participants of the sixth generation of training for achieving the European standard of computer literacy - ECDL.



People who feel good about
themselves produce good results.
Ken Blanchard

Uvođenje novog sistema zarada

Kroz dublju analizu rezultata Istraživanja motivacije i zadovoljstva zaposlenih je utvrđeno da postoji potreba da se transparentnije prepoznaju postignuća i sposobnosti pojedinaca. Ovu potrebu su prepoznali i zaposleni, ali je ona i odraz potrebe kompanije za usklađivanjem realizacije strateških ciljeva sa postignućem zaposlenih i njegovim prepoznavanjem, što predstavlja osnov za izgradnju visoke, dugoročne motivacije za rad. U skladu s ovim je i pokrenut projekat unapređenja strategije kompenzacija i uspostavljanja adekvatnog i transparentnog sistema kompenzacija za sve radne pozicije u kompaniji. Novim sistemom zarada, kompanija ima za cilj da sistemom nagrađivanja poveća ukupnu posvećenost zaposlenih i njihovu motivaciju.

Psihološko savjetovanje

Kompanija m:tel je organizovala i tim koji radi u psihološkom savjetovaštu na usluzi zaposlenima, a koji odgovara na njihova pitanja adresirana na ovo savjetovašte. U okviru savjetovašta se na internom portalu kompanije objavljuju i članci na teme iz oblasti od interesa za zaposlene.

Projekat iniciranja ideja

Novost u m:tel-u je program Sistem razmjene ideja - „Podijeli ideju“, čiji je cilj da pruži priliku svakom zaposlenom u kompaniji ne samo da svoju poslovnu ideju kaže, već da i za nju bude nagrađen. Program je logičan nastavak strateške inicijative za unapređenje angažovanosti i motivisanosti zaposlenih i dio konkretnih aktivnosti iz strateškog plana. Namijenjen je svim zaposlenima u kompaniji m:tel koji imaju ideje koje na bilo koji način mogu unaprijediti posao i poslovanje: uštede vremena, papira, radnih sati, kreativniji pristup rješavanju problema, tehnička rješenja.

Introduction of a new salary system

Through in-depth analysis of the Survey of motivation and satisfaction of employees it was determined that there was a need to recognize the achievements and abilities of individuals in a more transparent way. This need was recognized by the employees too, but it is also a reflection of the need of companies to harmonize implementation of strategic goals with achievement of employees and its recognition, which is the basis for building a high, long-term motivation for work. In line with this, a program for improving compensation strategy and establishing a sound and transparent system of compensation for all job positions within the company was launched. By means of the new payroll system, the company aims to increase the overall commitment of employees and their motivation by system of rewarding.

Psychological counseling

M:tel company has also organized the team that works in our psychological counseling offering services to employees, and which responds to their questions addressed to this counseling. Within the counseling, the internal portal of the company publishes articles on topics in the field of interest to employees.

Brainstorming project

A novelty in m:tel is a program called System of ideas' exchange - "Share an Idea", which aims to provide an opportunity to every employee in the company not only to utter their business idea, but to be awarded for it. The program is a logical continuation of strategic initiatives for improving engagement and motivation of employees and a part of specific activities from strategic plan. It is intended for all the employees in m:tel company with ideas that can improve the job and business operations in any way: saving time, paper, working hours, more creative approach to problem solving, technical solutions.

Akcionari

Shareholders

m:tel potvrđuje svoju orijentaciju ka društveno odgovornoj kompaniji poštujući u potpunosti prava i ravnopravnost akcionara sa kojima je uspostavljen kvalitetan i kontinuiran odnos.

Transparentno poslovanje, jasno razrađene procedure za rad organa koji donose važne odluke, izbjegavanje sukoba interesa, efikasna unutrašnja kontrola i efikasan sistem odgovornosti, sve su to međunarodni standardi odnosa prema akcionarima, koji se striktno poštuju u kompaniji m:tel.

Kvalitetna komunikacija je jedan od osnovnih zahtjeva na kojima se gradi dobar odnos sa akcionarima. Kompanija m:tel akcionare redovno i pravovremeno informiše o poslovanju, finansijskim izvještajima i drugim značajnim događajima u vezi sa poslovanjem kompanije putem internet stranice Banjalučke berze. Sve informacije bitne za akcionare kompanija objavljuje i na svojoj internet stranici www.mtel.ba u sekciji „Investitori“, a putem konferencija za štampu se akcionari, investitori i svi drugi zainteresovani, informišu o budućim planovima razvoja i poslovanja kompanije. Komunikacija između kompanije i akcionara odvija se i putem e-mail adrese akcionar@mtel.ba.

Skupštine akcionara se redovno održavaju, a akcionari se blagovremeno i redovno pozivaju da prisustvuju skupštinama, da ostvaruju svoje pravo na glasanje, da biraju i budu birani za članove Upravnog odbora i Odbora za reviziju, da se kroz godišnje izvještaje o radu upoznaju sa radom organa kompanije, da učestvuju u raspodjeli dobiti, odnosno da ostvaruju pravo na dividendu po principu da svakoj akciji pripada isti nominalni iznos.

U 2014. godini, m:tel je isplaćivao i dividendu i privremenu dividendu svojim akcionarima, što ovu kompaniju čini posebnom, kako prema redovnosti isplate tako i prema iznosima isplaće-

M:tel confirms its commitment to a socially responsible company fully respecting the rights and equality of shareholders with whom a quality and continuous relationship has been established.

Transparent operations, clearly defined procedures for the operation of bodies that make important decisions, avoiding conflicts of interest, efficient internal control and efficient system of accountability, are all international standards of relations toward shareholders, which are strictly observed in m:tel company.

Quality communication is one of the basic requirement on which a good relationship with shareholders is built. M:tel company regularly and timely informs shareholders about the business operations, financial statements and other significant events related to the business operations of the company through the website Banja Luka Stock Exchange. All information relevant to shareholders is published by the company on its website www.mtel.ba in the “Investors” section, and through press conferences to the shareholders, investors and all other interested parties are informed about future development plans and business operations of the company. The communication between the company and shareholders is done through e-mail addresses akcionar@mtel.ba.

General Assembly of Shareholders are held regularly, and shareholders are, timely and regularly, invited to attend the General Assembly, to exercise their right to vote, to elect and be elected as members of the Board of Directors and Audit Committee, to get acquainted with the work of the company's bodies through the annual reports, to participate in the distribution of profits, or to exercise the right to a dividend on the principle that the same nominal amount belongs to every share.

*Sve što se mjeri
i posmatra
poboljšava se.*
Bob Parsons



*Anything that is measured and
watched, improves*
Bob Parsons

ne dividende i privremene dividende, u odnosu na akcionarska društva čije su akcije uvrštene na službeno berzansko tržište liste B za području Republike Srpske.

Svi statutarne organi kompanije su u 2014. godini obavljali poslove iz svoje nadležnosti u skladu sa Zakonom i statutarne odredbama i poslovnica o radu statutarne organa.

Kompanija m:tel u potpunosti primjenjuje sopstveni Kodeks ponašanja i korporativnog upravljanja, kojim su detaljnije utvrđeni mehanizmi funkcionisanja organa kompanije i zaštite interesa u međusobnim odnosima različite nosilaca interesa u kompaniji.

m:tel poštuje i u praksi stalno unapređuje principe i standarde korporativnog upravljanja, primjenjujući, pored zakonskih propisa i internih akata kompanije, međunarodno prihvaćena načela i iskustva najboljih praksi korporativnog upravljanja, a što će ova kompanija činiti i u narednom periodu.

Korporativno upravljanje će i dalje predstavljati važan segment tržišnog poslovanja u kompaniji, nosioci funkcija upravljanja i odlučivanja će još više unaprijediti dobru praksu korporativnog upravljanja, a m:tel poslovati društveno odgovorno uz puno uvažavanje interesa i položaja drugih nosilaca interesa prema kompaniji.

In 2014, m:tel has paid the dividend and interim dividend to its shareholders, which makes this company special, both for the regularity of payments and the amounts of paid dividends and interim dividends, in relation to the joint-stock companies whose shares are listed on the official market list B for the Republic of Srpska area.

All governing bodies of the company in 2014 have performed the activities within their authority in accordance with the law and statutory provisions and rules of procedure on statutory bodies.

M:tel company fully implements its own Code of conduct and corporate governance, which determine in more detail the mechanisms of functioning of the company's bodies and protection of interests in mutual relationships of various stakeholders in the company.

M:tel respects and, in practice, constantly improves principles and standards of corporate governance, by applying, in addition to legal regulations and internal rules company, internationally accepted principles and experience of best practices of corporate governance, moreover that will be done by this company in future.

Corporate governance will continue to be an important segment of the market operations of the company, holders of management functions and decision-making process will further enhance good corporate governance practices, and m:tel will run socially responsible operations with full consideration of the interests and positions of other stakeholders towards the company.

