

Godišnji izvještaj

Annual report

2023

ATOS BANK a.d. Banja Luka

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Sadržaj/Content

Obraćanje predsjednika Uprave	5
Organi upravljanja	7
Makroekonomsko okruženje	8
Analiza poslovanja	10
Poslovanje sa stanovništvom	12
Poslovanje sa malim i srednjim preduzećima	14
Poslovanje sa velikim komitentima	15
Finansijska tržišta	17
Upravljanje rizicima	18
Okvir za upravljanje rizicima	18
Vrste rizika kojima je Banka izložena	21
Kreditni rizik	22
Rizik likvidnosti	24
Tržišni rizik	26
Operativni rizik	29
Ostali značajni rizici	30
Marketing i komunikacije	31
Interna komunikacija	32
Društveno odgovorno poslovanje	34
Finansijski izvještaji	37
Foreword by the Chairman of the Management	40
Governing bodies	42
Macroeconomic environment	43
Business analysis	45
Retail Banking	47
Business with small and medium enterprises	49
Business with large clients	50
Financial markets	52
Risks management	53
Framework for risk management	53
Types of risks to which the Bank is exposed	56
Credit risk	57
Liquidity risk	59
Market risk	61
Operational risk	64
Other significant risks	65
Marketing and communications	66
Internal communication	67
Socially responsible business operations	69
Financial statements	72

ATOS BANK a.d. Banja Luka

Banka postoji na tržištu Republike Srpske od 1. marta 1999. godine, kada smo počeli da poslujemo pod imenom Zepter komerc banka a.d. Banja Luka, kao jedna od prvih privatnih banaka na teritoriji Republike Srpske.

Volksbank International AG Beč je, 12. jula 2007. godine, kupila akcije Zepter bank a.d. Banja Luka, a od 1. oktobra 2007. godine banka je i zvanično promijenila ime u Volksbank a.d. Banja Luka.

U februaru 2012. godine potpisan je ugovor između Sberbank Rusija i Österreichische Volksbanken AG (ÖVAG) o kupoprodaji Volksbank International AG, Beč, te je 31. decembra 2012. godine Volksbank a.d. Banja Luka zvanično postala Sberbank a.d. Banja Luka.

U martu 2022. godine, Agencija za bankarstvo Republike Srpske donijela je rješenje o primjeni prodaje akcija Banke kao instrumenta restrukturiranja, kao i prodaji akcija u vlasništvu Sberbank Europe AG, Beč, Austrija, Novoj Banci a.d. Banja Luka.

Od 16. maja 2022. godine Banka posluje pod imenom ATOS BANK a.d. Banja Luka, te nastavlja da pruža proizvode i usluge svojim klijentima u 27 poslovnica.

Nastavljamo graditi dugoročne i harmonične odnose sa našim klijentima, koji su nam na prvom mjestu.

Naše poslovne aktivnosti usmjerene su na konstantan razvoj i digitalizaciju bankarskih usluga, kako bismo klijentima bili na raspolaganju 24/7.



Obraćanje predsjednika Uprave



Dragi akcionari, klijenti i zaposleni,

Koristim ovu priliku da vam predstavim Godišnji izvještaj ATOS BANK a.d. Banja Luka za 2023. godinu.

Veliko mi je zadovoljstvo da vas obavijestim da je 2023. bila godina velikog uspjeha i rekordnih rezultata za ATOS BANK. Banka je ostvarila imponzantan poslovni rezultat sa ostvarenih 24,6 miliona KM dobiti

zasnovanih na snažnom rastu operativnih prihoda iz redovnih operativnih aktivnosti i visokom kvalitetu poslovne aktive, čime smo ostvarili naše ciljeve. Snažna kapitalna pozicija je očuvana zadržavanjem ostvarene dobiti iz prethodne godine u kapitalu Banke. Stanje likvidnosti i izvora finansiranja su dodatno osnaženi putem depozitnih kampanja i akvizicijom novih klijenata.

Ekonomsko okruženje obilježio je ubrzani rast

referentnih tržišnih kamatnih stopa, kao rezultat restriktivne monetarne politike centralnih banaka vodećih svjetskih ekonomija, a sve u cilju usporavanja rasta cijena, odnosno smanjenja stope inflacije. U okviru evrozone ovo se odrazilo na rast EURIBOR stopa, a što je uticalo i na nivo kamatnih stopa u bankarskom sektoru Republike Srpske i Bosne i Hercegovine, kako na aktivnoj tako i na pasivnoj strani. Rast kamatnih stopa na štednju i stabilizacija bankarskog sektora nakon turbulencija u 2022. godini, izazvanih geopolitičkom situacijom, doveli su do vraćanja povjerenja u bankarski sistem, a što se reflektovalo rastom depozita stanovništva. Bruto društveni proizvod u Republici Srpskoj zabilježio je pozitivno godišnje kretanje u svim kvartalima 2023. godine, godišnja stopa inflacije zadržana je na nivou od 3,3%, prosječna neto plata veća je za 7,1%. Tržište rada obilježio je rast broja zaposlenih, ali je i dalje prisutan trend odlazaka radno sposobnog stanovništva prema razvijenim zemljama Evropske unije.

Banka je u maju 2023. godine obilježila prvi rođendan pod imenom ATOS BANK, kao članica MG Mind korporativne grupacije i bankarske grupacije na čelu sa Novom bankom. U svojoj prvoj godini poslovanja pod novim brendom urađeni su značajni naponi na promociji novog korporativnog imidža, a što je, uz kvalitet usluge po kojem je Banka prepoznatljiva, doprinijelo ostvarenju rekordnih poslovnih rezultata. Banka je, pored aktivnosti na eksternoj promociji, radila i na jačanju svojih unutrašnjih snaga. Ovo se posebno odnosi na našu posvećenost prema zaposlenima u Banci, gdje smo kontinuirano radili na poboljšanju uslova rada, a rast prosječne neto plate u protekloj godini iznosio je preko 12%. Ovom prilikom želimo da se zahvalimo svim zaposlenim na uloženom trudu i zalaganju, te iskazanoj posvećenosti i doprinosu na postizanju naših zajedničkih ciljeva.

U pogledu finansijskih pokazatelja poslovanja, ostvarena neto dobit rezultat je snažnog rasta operativnih prihoda koji iznose 68,7 miliona KM i veći su za 33% u odnosu na prethodnu godinu. S druge strane, operativni rashodi iznosili su 34,6 miliona KM i rasli su za samo 3%. Kreditni plasmani iznose 774 miliona KM, što predstavlja rast od 120 miliona KM, pri čemu stopa nekvalitetnih plasmana iznosi svega 2,2% i jedna je od najnižih na tržištu. Depoziti iznose

921 milion KM i veći su za 111 miliona KM u odnosu na kraj 2022. godine. Ukupna imovina Banke iznosi 1,21 milijardu KM, od čega se 268 miliona KM odnosi na novčana sredstva, a 116 miliona KM na ulaganja u obveznice.

U 2024. godinu ušli smo sa planovima za nastavak digitalne transformacije poslovanja sa naglaskom na jačanje unutrašnjih kapaciteta za povećanje fleksibilnosti prilagođavanju izmjenama u načinu pružanja bankarskih usluga. U planu nam je uvođenje novijih i savremenijih tehnologija usluga digitalnog bankarstva sa unapređenjem korisničkog iskustva, uvođenje novih servisa za plaćanje i prenos novca, te unapređenje funkcionalnosti postojećih samouslužnih servisa. Ono na čemu u kontinuitetu radimo je podizanje nivoa prepoznatljivosti brenda, održavanje profitabilnosti i jake kapitalne pozicije, optimizacija troškova poslovanja, izgradnja čvrstih veza sa klijentima, razvoj zaposlenih i podrška razvoju održivog poslovanja i brige o životnoj sredini. Posvećenost i predanost usmjerena je na naše klijente kojima pružamo vrhunsku uslugu i kvalitet, ali i podršku baš u trenutku kad im je potrebna. Nadamo se da uspješan poslovni rezultat neće izostati ni u godinama koje su pred nama, te da ćemo sa našim klijentima nastaviti graditi odnose sa poštovanjem i uvažavanjem, te da ćemo odgovoriti na sve njihove potrebe, ali i na sve izazove na tržištu.

S poštovanjem,



Igor Jovičić
predsjednik Uprave

Organi upravljanja

Nadzorni odbor

Sanjin Kosić	Predsjednik Nadzornog odbora
Branko Krsmanović	Zamjenik predsjednika Nadzornog odbora
Bojan Baškot	Nezavisni član Nadzornog odbora
Jovo Sudić	Nezavisni član Nadzornog odbora
Andreja Popović	Nezavisni član Nadzornog odbora

Uprava Banke

Igor Jovičić	Predsjednik Uprave
Predrag Kovačević	Član Uprave
Sandro Mihajlović	Član Uprave
Mirko Antić	Član Uprave
Milan Kudra	Član Uprave

Makroekonomsko okruženje

U prvom kvartalu 2023. godine nastavljen je trend usporavanja ekonomskih aktivnosti u evrozoni koji je započeo u prethodnoj godini. Geopolitička situacija dovela je do poremećaja ključnih makroekonomskih pokazatelja. Zbog pada realnog dohotka i visokih stopa rasta cijena hrane i energenata na međunarodnom tržištu, došlo je do smanjenja ukupne potrošnje. S ciljem da se inflacija stavi pod kontrolu, još u prethodnoj godini vodeće centralne banke započele su sa restriktivnom monetarnom politikom. U 2023. godini nastavljena je dinamika pooštavanja uslova finansiranja, došlo je do rasta kamatnih stopa, čime je usporena kreditna aktivnost. Osim podizanja ključnih kamatnih stopa, koristili su se i drugi mehanizmi restriktivne monetarne politike kroz smanjenje aktive vodećih centralnih banaka, odnosno smanjenja portfolija vrijednosnih papira. Konačan efekat ovakve monetarne politike je pad stope inflacije koja je u evrozoni u decembru iznosila 2,9%. Sve navedeno uticalo je na privrednu aktivnost mjerenu stopom rasta bruto društvenog proizvoda, koja je u četvrtom kvartalu 2023. godine porasla za 0,1% u odnosu na prethodni kvartal.

Stopa rasta realnog bruto društvenog proizvoda u Republici Srpskoj u trećem kvartalu 2023. godine iznosila je 2,1%. Značajan realni rast zabilježen je u područjima finansijskih djelatnosti i djelatnosti osiguranja (9,8%), te informacija i komunikacija (8,9%), a značajan pad u prerađivačkoj industriji (6,6%).

Ukupna kalendarski prilagođena industrijska proizvodnja u Republici Srpskoj u decembru 2023. godine manja je za 6,2% u odnosu na decembar 2022. godine. Proizvodnja energije je veća za 2,0%, dok je proizvodnja kapitalnih proizvoda manja za 2,3%, intermedijarnih proizvoda za 4,9%, netrajnih proizvoda za široku potrošnju 15,1% i trajnih proizvoda za široku potrošnju 41,2%.

Trend rasta prosječnih zarada je zadržan, čime je u velikoj mjeri očuvana i realna kupovna moć stanovništva. Nastavljen je trend odlaska radne snage u zemlje Evropske unije, što stvara probleme u pronalasku kvalitetnog i stručnog kadra. Prosječna mjesečna neto plata u Republici Srpskoj isplaćena u



decembru 2023. godine iznosila je 1.304 KM i bila je, u odnosu na isti mjesec prethodne godine, nominalno veća za 7,1%, odnosno realno veća za 3,7%. Najviša prosječna neto plata isplaćena je u području finansijske i djelatnosti osiguranja i iznosila je 1.766 KM, a najniža prosječna neto plata isplaćena je u građevinarstvu, samo 993 KM.

Prosječna neto plata u 2023. godini u RS-u iznosila je 1.274 KM, dok je prosječna bruto plata iznosila 1.937 KM. U odnosu na 2022. godinu, prosječna neto plata isplaćena u 2023. godini nominalno je veća za 11,4%, a realno za 4,1%.

U 2023. godini spoljnotrgovinska razmjena iznosila je 12,2 milijarde KM i smanjena je za 3,1% u odnosu na prethodnu godinu, izvoz je smanjen za 4,6%, a uvoz 1,9%. Najveće učešće u ukupnom izvozu odnosi se na električnu energiju (10,4%), dok u ukupnom uvozu najveće učešće ima nafta sa 7,6%. Kao najznačajniji spoljnotrgovinski partneri javljaju se na strani izvoza Srbija (17,1% učešća) i Hrvatska (15,4% učešća), te na strani uvoza Srbija (16,1%) i Italija (15,9%). Pokrivenost uvoza izvozom iznosi 73,6%.

Država Bosna i Hercegovina ima potvrđen poboljšan kreditni rejting „B+ sa stabilnim izgledima“ agencije Standard & Poor's i kreditni rejting „B3 sa stabilnim izgledima“ agencije Moody's Investors Service.

Ukupan promet na Banjalučkoj berzi u prošloj godini iznosio je 1,05 milijardi KM, što je za 153% više nego godinu dana ranije. Povećanje prometa je u najvećoj mjeri posljedica povećanja obima prometa obveznicama i trezorskim zapisima Ministarstva finansija Republike Srpske putem primarnih emisija. Trgovina državnim hartijama od vrijednosti činila je veći dio ukupnog prometa berze. Ukupna tržišna kapitalizacija hartija od vrijednosti koje su izlistane na Banjalučkoj berzi je na dan 31. decembar 2023. godine iznosila 5,2 milijarde KM i veća je za 10,2% u odnosu na početak godine.

Vlada Republike Srpske je nastavila da, putem razvojnog programa i fondova Investiciono-razvojne banke Republike Srpske, pomaže stanovništvu, privredi i nerazvijenim krajevima da dođu do povoljnijih sredstava finansiranja. U toku 2023. godine Investiciono-razvojna banka Republike Srpske plasirala

je 138 miliona KM kredita privredi i stanovništvu, a od svog osnivanja do kraja prethodne godine ukupno je plasirala 2,3 milijarde KM kredita.

Finansijski sektor u Republici Srpskoj sastoji se od banaka, investicionih fondova, osiguravajućih kompanija, mikrokreditnih organizacija, lizing kompanija, teštedno-kreditnih organizacija. Na teritoriji Republike Srpske je u 2023. godini poslovalo petnaest banaka, osam sa sjedištem u Republici Srpskoj i sedam sa sjedištem u Federaciji BiH. Bankarski sektor je u protekloj godini zadržao stabilnost poslovanja što se ogleda kroz profitabilno poslovanje, te stabilnu likvidnu i kapitalnu poziciju.

Glavne karakteristike poslovanja bankarskog sektora u Republici Srpskoj, prema preliminarnim podacima Agencije za bankarstvo Republike Srpske, u 2023. godini bile su sljedeće:

- Ukupna imovina – Ukupna imovina bankarskog sektora iznosi 10,0 milijardi KM i uvećana je za 3% ili 280 miliona KM u odnosu na kraj 2022. godine, prije svega kroz rast depozita za 145 miliona KM koji se u strukturi aktive odrazio rastom kreditnih plasmana i ulaganja u hartije od vrijednosti.
- Bruto krediti – Bruto krediti iznose 6,1 milijardi KM i povećani su za 4,6% ili 264 miliona KM u odnosu na kraj prethodne godine, sa povećanjem u sektorima stanovništva i privrede i smanjenjem plasmana Vladi i njenim institucijama.
- Depoziti – Depoziti iznose 7,7 milijardi KM i zabilježili su rast od 2,0% ili 145 miliona KM u toku 2023. godine. Najznačajnije učešće u depozitima imaju depoziti stanovništva sa 59%.
- Rezultat poslovanja – Neto dobit bankarskog sektora je 189 miliona KM, što je za 50 miliona ili 36% više nego u 2022. godini. Rast dobiti je posljedica rasta ekonomskih aktivnosti i povećanja kamatnih stopa vođenih rastom referentnih tržišnih kamatnih stopa.
- Kapital i adekvatnost kapitala – Regulatorni kapital iznosi 1,1 milijardu KM i veći je za 3,3% ili 36 miliona KM u odnosu na 2022. godinu. Stopa adekvatnosti kapitala iznosi 19,8%.

Analiza poslovanja

Bankarski sektor Republike Srpske, nakon izazova u 2022. godini, tokom tekuće godine zabilježio je pozitivan razvojni trend. Pored rasta ukupne aktive, plasiranih kredita i depozita, te dobre kapitalizovanosti, bankarski sektor je imao i dobru profitabilnost. Takođe, pozitivan efekat na kompletan sektor imala je presuda drugostepenog suda u korist UniCredit banke u kripto sporu, čime je ova banka oslobođena isplate naknade štete.

U 2023. godinu, Banka je nakon uspješno sprovedenog postupka restrukturiranja, promjene vlasništva i poslovnog imena, ušla u potpunosti oporavljena i sa zavidnim tržišnim rejtingom potvrđenim kroz uspješno provedenu depozitnu kampanju. Rentna štednja sa

isplatom kamate unaprijed omogućila je klijentima isplatu kamate unaprijed za cijeli period oročenja, a Banka je u toj kampanji prikupila 30 miliona KM.

Depoziti su iznosili 921 milion KM i zabilježili su rast od 111 miliona KM u odnosu na prethodnu godinu.

Na kraju 2023. godine bruto krediti su iznosili 773,5 miliona KM, što predstavlja rast od 120 miliona u odnosu na prethodnu godinu. Najveći rast zabilježen je na pravnim licima, u iznosu od 90 miliona KM.

Banka je i u tekućoj godini nastavila sa unapređenjem aplikacija za mobilno i elektronsko bankarstvo. Ukupan broj korisnika mobilnog bankarstva iznosi preko 24



hiljade klijenata, što je, u odnosu na prethodnu godinu, više za 2 hiljade, a zabilježeno je i povećanje aktivnosti korisnika u odnosu na prošlu godinu za 3,8 hiljada. U cilju dodatnog poboljšanja i jednostavnijeg korištenja aplikacija, kao i veće dostupnosti bankarskih usluga klijentima, implementirana je nova digitalna platforma „ATOS BANK Onlajn“. Nova digitalna platforma u potpunosti mijenja postojeće platforme mobilnog bankarstva, elektronskog bankarstva za fizička lica i elektronskog bankarstva za pravna lica.

Banka je u 2023. godini implementirala novu digitalnu platformu, koja u potpunosti mijenja postojeće platforme mobilnog i elektronskog bankarstva, čime je klijentima omogućeno jednostavnije korištenje aplikacije. Završena je i migracija u dijelu kartičnog poslovanja, odnosno migracija platnih kartica, POS terminala, bankomata i ostalih sistema vezanih za kartične transakcije tako da se procesuiranje na nivou Bankarske grupe vrši putem zajedničke platforme.

Banka je posebno ponosna na mrežu samouslužnih zona, putem koje je klijentima omogućen pristup svakodnevnim uslugama tokom 24 časa dnevno.

Jedna smo od rijetkih banaka koja klijentima potpuno automatizovano omogućava izdavanje različitih vrsta potvrda i izvoda, plaćanje računa skeniranjem ili ispunjavanjem uplatnice na ekranu, uplata i isplata gotovine, itd.

Zabilježen je i rast korištenja eCommerce usluge klijentima pravnim licima, putem koje je omogućen prihvataj Mastercard i VISA platnih kartica i naplata novčanih sredstava sa istih, prilikom kupovine proizvoda ili plaćanja usluga na internet prodavnici. Klijentima su omogućene i ostale pogodnosti, kao što je ugovaranje VIP paketa proizvoda potpuno besplatno za period od 12 mjeseci, MasterCard Gold kartica bez naknade za članarinu takođe za period od 12 mjeseci.

Osnovni prioritet Banke će i dalje biti unapređenje kvaliteta poslovanja i ponude proizvoda i usluga klijentima. Kvalitetom i brzinom pruženih usluga planiramo ojačati svoju poziciju na bankarskom tržištu.

Banka je ostvarila rekordnu dobit u 2023. godini, koja iznosi 24,6 miliona KM, što je za 14,7 miliona KM više nego prethodne godine. Najznačajniji rast zasnovan je na rastu operativnih prihoda iz redovnog poslovanja.

Dobit banke	2021	2022	2023
UKUPNO	18.169	9.918	24.616

Poslovanje sa stanovništvom

Na kraju 2023. godine, bruto krediti stanovništvu iznosili su 456,5 miliona KM, što predstavlja rast od 29,5 miliona ili 7% u odnosu na prethodnu godinu. Osnovni kreditni proizvod predstavljaju nenamjenski krediti sa učešćem u ukupnom portfoliju kredita stanovništva od 57%, dok stambeni krediti čine 37% ukupnog portfolija kredita stanovništva. Ostalih 4% čine plasmani putem kreditnih kartica i prekoračenja po tekućim računima.

Depoziti stanovništva iznosili su 453,1 milion KM, što je rast od 74,9 miliona KM ili 20% u odnosu na prethodnu godinu. Depoziti stanovništva i dalje čine najznačajniji izvor finansiranja Banke, učestvujući sa 49% u ukupnim depozitima.

U 2023. godini nastavljen je trend rasta broja aktivnih računa fizičkih lica. Banka na kraju 2023. godine ima oko 66 hiljada aktivnih računa, a što je za nekih 1,4 hiljade računa više nego krajem 2022. godine. Banka je u 2023. godini ostvarila rast emitovanih kartica čiji ukupan broj iznosi preko 107 hiljada.



Banka je aktivno radila na povećanju broja korisnika online kanala uz unapređenje aplikacija za mobilno i elektronsko bankarstvo. Posebna pažnja usmjerena je kako na povećanje broja korisnika, tako i na povećanje aktivnosti korisnika. Banka je u 2023. godini održala rast broja korisnika online kanala, prije svega mobilnog bankarstva. Ovakav pristup uticao je na rast ukupnog broja korisnika mobilnog bankarstva za 9%, te on sad

iznosi preko 23,5 hiljade klijenata, kao i rast aktivnih klijenata elektronskog bankarstva za 55%. Brojne funkcionalnosti, kao što su kupoprodaja valuta između sopstvenih transakcionih i štednih deviznih računa, podizanje novca na bankomatu bez kartice, brza aktivacija korisnika i jednostavno korišćenje aplikacija online servisa, naše su komparativne prednosti u odnosu na konkurenciju.

U 2023. godini, zajedno sa Novom bankom a.d. Banja Luka, omogućeno je besplatno podizanje gotovine debitnim karticama na zajedničkoj mreži bankomata. Klijenti obje banke mogu bez naknade podizati novac na preko 150 bankomata, čime je obezbijeđena dostupnost većeg broja bankomata na različitim lokacijama, te smanjenje troškova klijenata.

Klijentima su omogućene i ostale pogodnosti, kao što je ugovaranje VIP paketa proizvoda potpuno besplatno za period od 12 mjeseci, te MasterCard Gold kartica bez naknade za članarinu takođe za period od 12 mjeseci.

Sa ciljem ublažavanja negativnih posljedica uzrokovanih rastom kamatnih stopa, Banka klijentima nudi refinansiranje postojećih kredita sa promjenljivom kamatnom stopom sa kreditom sa fiksnom kamatnom stopom.

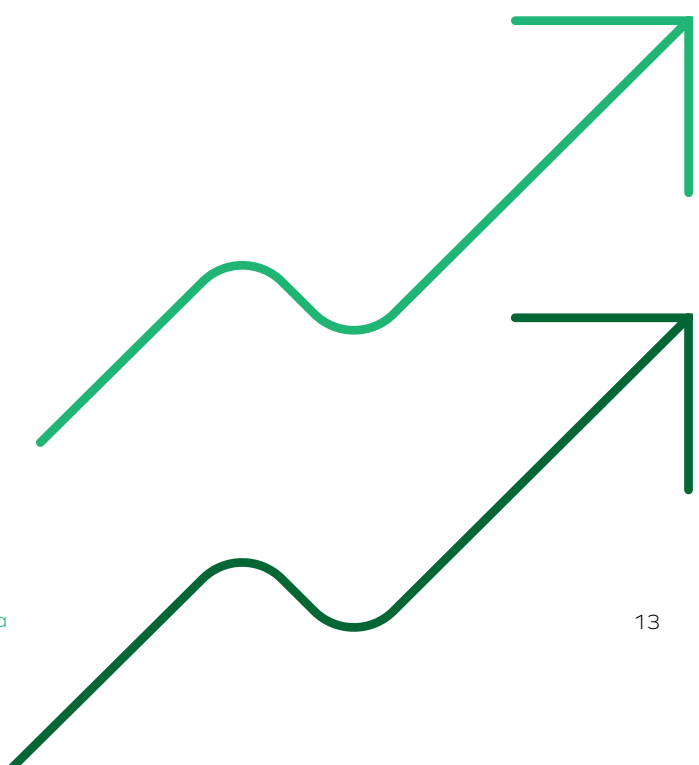
Unapređenje kvaliteta postojećih proizvoda i optimizacija procesa planirana je i u narednom periodu. Na taj način planiramo ojačati svoju tržišnu poziciju, te efikasnije usluživati postojeće i nove klijente.

Banka je nastavila sa unapređenjem kvaliteta proizvoda i usluga namijenjenih fizičkim licima. Pored postojećih kreditnih linija, Banka je proširila svoju ponudu na kreditnu liniju za poljoprivrednike, uvela hipotekarni kredit sa kombinovanom kamatnom stopom (prvih 5 godina fiksna, potom promjenljiva), te izvršila usklađivanje pojednostavljenog kreditnog dosjea u skladu sa odlukom ABRS.

Tokom cijele godine provedene su intenzivne aktivnosti u pogledu očuvanja depozitnog portfolija, a u avgustu je pokrenuta i velika kampanja Rentna štednja 5 zvjezdica, kroz koju je ostvaren rast oročenih depozita za Cca 30 mio BAM.

I u narednom periodu planirano je unapređenje kvaliteta postojećih proizvoda i optimizacija procesa. Na taj način planiramo ojačati svoju tržišnu poziciju, te efikasnije usluživati postojeće i nove klijente.

Od 30.09.2023. godine Banka klijentima nije povećavala varijabilni dio kamatne stope, te je na taj način pokazala da vodi računa o interesima klijenata.



Poslovanje sa malim i srednjim preduzećima

U toku 2023. godine došlo je do povećanja kreditnog portfolija za 17,3 miliona KM u odnosu na 2022. godinu, što predstavlja rast od 35% u odnosu

na prethodnu godinu. Osnovni kreditni proizvod predstavljaju krediti za obrtna sredstva sa učešćem u ukupnom portfoliju kredita malih i srednjih preduzeća od 43%, dok investicioni krediti čine 37% ukupnog portfolija.



Depoziti su iznosili 104,8 miliona KM, što je rast od 18,5 miliona KM ili 21,4% u odnosu na prethodnu godinu.

Zabilježen je rast pologa gotovine putem samouslužnih uređaja u iznosu od 55 miliona KM ili 18% u odnosu na prethodnu godinu. Učešće broja pologa gotovine putem navedenih uređaja u odnosu na ukupan broj pologa gotovine iznosi 83%.

Broj aktivnih korisnika usluga elektronskog bankarstva rastao je za 13%, te je sada preko 4.000 aktivnih korisnika elektronskog bankarstva, što je 68% od ukupnog broja aktivnih računa. Učešće broja transakcija obavljenih putem digitalnih kanala iznosi 74%.

Cilj Banke je da se klijentima obezbijedi kvalitetna usluga, te da se uspostavi saradnja sa što većim brojem novih klijenata. U odnosu na prethodnu godinu, broj aktivnih klijenata porastao je za 460.

Banka je nastavila sa unapređenjem kvaliteta proizvoda i usluga namijenjenih pravnim licima. Pored postojećih kreditnih linija, Banka je proširila svoju ponudu na kreditnu liniju za finansiranje solarnih

elektrana i kreditnu liniju za poljoprivrednike, te izvršila usklađivanje pojednostavljenog kreditnog dosijea u skladu sa odlukom ABRS.

Banka je, takođe, kroz stručne obuke za prodajno osoblje, uticala da se klijentima pruži razumijevanje i upoznavanje prednosti kreditne linije koja se realizuje u okviru projekta Svjetske banke (WB) „Projekat oporavka i podrške firmama“. Kroz ovu kreditnu liniju Banka nudi povoljnije kamatne stope privredi za ublažavanje posljedica pandemije bolesti COVID 19, preduzećima inkluzivnim za žene, preduzećima koja posluju u nerazvijenim opštinama i mladim preduzećima. Između ostalog, 21. septembra 2023. godine održan je sastanak sa predstavnicima Svjetske banke, na kojem je razgovarano o rezultatima iz prethodnog perioda, kao i o unapređenju ove kreditne linije.

Tokom cijele godine provedene su intenzivne aktivnosti u pogledu očuvanja depozitnog portfolija. Kako bi depozitne proizvode učinila atraktivnijim, pored atraktivnih kamatnih stopa, Banka je izvršila izmjenu postojećeg proizvoda Flexy deposita, te klijentima omogućila fleksibilnije upravljanje njihovim sredstvima.

Poslovanje sa velikim komitentima

Poslovne aktivnosti Sektora poslovanja sa velikim komitentima su tokom 2023. godine bile usmjerene na zadržavanje povjerenja klijenata, rast kreditnog portfolija, te jačanje likvidnosti Banke kroz povećanje oročenih depozita velikih komitenata, što je dalo rezultat u vidu rasta oročenih depozita klijenata za 74 miliona KM ili 151%. Kao rezultat intenzivnijih prodajnih

aktivnosti, zabilježen je rast portfolija u toku 2023. godine od preko 72,7 miliona KM ili 41% u odnosu na kraj prethodne godine. I pored značajnog povećanja kreditnog portfolija, u toku 2023. godine zabilježen je pad nekvalitetnih plasmana za 2%.

Banka je kontinuirano radila na poboljšanju kvaliteta i efikasnosti usluga koje pruža klijentima.



Broj pravnih lica sa kojima je Sektor poslovanja sa velikim komitentima u aktivnom poslovnom odnosu, u 2023. godini zadržan je na nivou iz prethodne godine i iznosi skoro 1.100 klijenata.

Kada je riječ o dokumentarnom poslovanju, Banka je bila uspješna, tako da je ukupan volumen izdatih garancija povećan i iznosi 89,7 miliona KM ili 21% više nego prethodne godine.

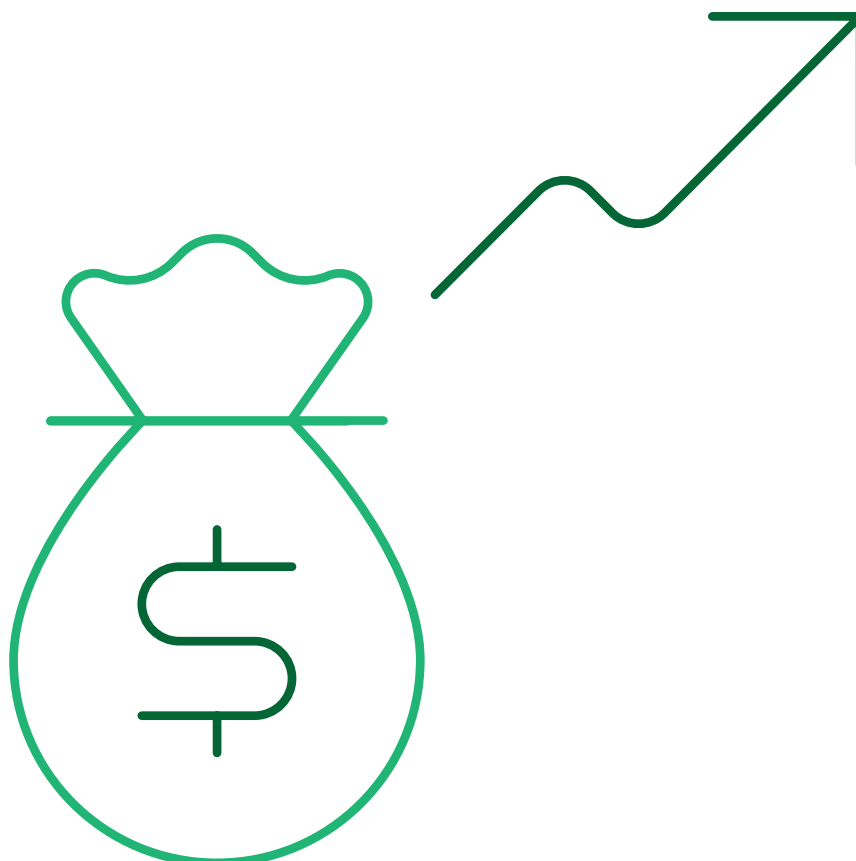
Proces digitalizacije poslovanja uticao je i na način pružanja usluga velikim komitentima. Zabilježeno je povećanje broja aktivnih korisnika elektronskog bankarstva za 5% u odnosu na prethodnu godinu.

Kreditni (bruto)

Kreditni komitentima	2021	2022	2023
Kreditni stanovništvu	450.2	426.9	456.5
Kreditni malim i srednjim preduzećima	45.3	48.8	66.1
Kreditni velikim komitentima	187.9	178.1	250.9
Ukupno	683.3	653.8	773.5

Depoziti

Depoziti komitenata	2021	2022	2023
Depoziti stanovništva	521.3	378.2	453.1
Depoziti malim i srednjim preduzećima	96.4	86.3	104.8
Depoziti velikih komitenata	243.9	344.5	362.8
Ukupno	861.7	809.0	920.7



Finansijska tržišta

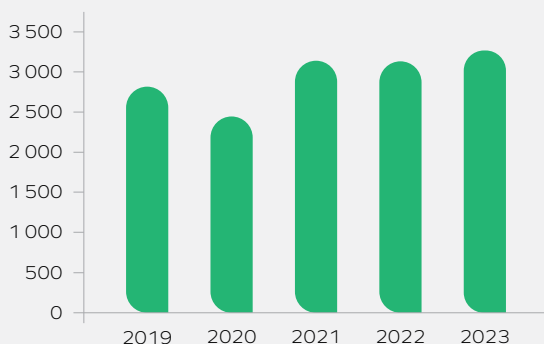
Poslovnu 2023. godinu obilježio je trend stabilizacije poslovanja nakon izazovnog perioda na geopolitičkom planu, usljed eskalacije sukoba između Rusije i Ukrajine, rasta cijene energenata, rastuće stope inflacije, a što je neminovno uticalo na poslovnu aktivnost Banke, uz promjenu vlasničke strukture tokom 2022. godine. U cilju suzbijanja rekordno visoke stope inflacije i podsticanja privredne aktivnosti, centralne banke vodećih zemalja nastavile su provoditi mjere restriktivne monetarne politike uz rast referentnih kamatnih stopa i definitivno okončale eru "jeftinog novca". FED je povećao referentnu kamatnu stopu sa 4,50% na 5,50%, a ECB nešto intenzivnijim tempom sa 2,5% na 4,50%, što se odrazilo na nivo kamatnih stopa i na domaćem tržištu. Takvi uslovi su Odjeljenju finansijskih tržišta omogućili realizaciju značajnih prihoda pri plasiranju viškova likvidnih sredstava na tržištu novca, te u saradnji sa Odjeljenjem upravljanja

aktivom i pasivom značajnije učešće na tržištu kapitala i investiranje u hartije od vrijednosti emitovanih na domaćem tržištu kapitala.

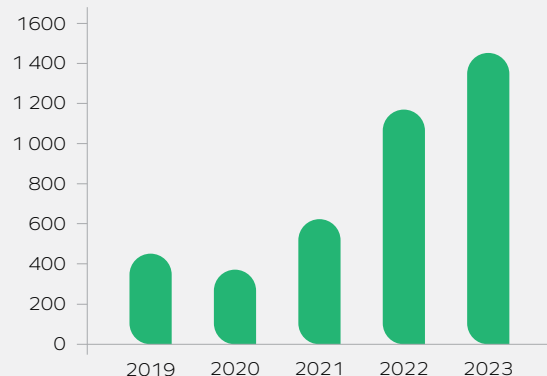
U poslovanju sa finansijskim instrumentima na deviznom tržištu ostvareno je povećanje rezultata od 4% u odnosu na prethodnu godinu, što predstavlja značajan uspjeh imajući u vidu turbulentan period kroz koji je Banka prošla tokom prethodne godine, a čije su posljedice bile primjetne i u tekućoj poslovnoj godini posebno u segmentu poslovanja sa inostranstvom.

U segmentu trgovanja efektivnim novcem i poslovanju sa ovlašćenim mjenjačnicama, Banka predstavlja značajnog učesnika na domaćem tržištu. Povećanjem baze klijenata, primjenjujući oprezne risk kriterije prilikom akvizicije, te unapređenjem usluga i praćenjem potreba postojećih klijenata, ostvaren je rast prihoda od 22% u odnosu na prethodnu godinu, odnosno 2,8 puta u petogodišnjem vremenskom intervalu.

Prihod poslovanja ostvaren u periodu 2019 - 2023



Prihod od poslovanja sa ovlašćenim mjenjačnicama u periodu 2019 - 2023



Upravljanje rizicima

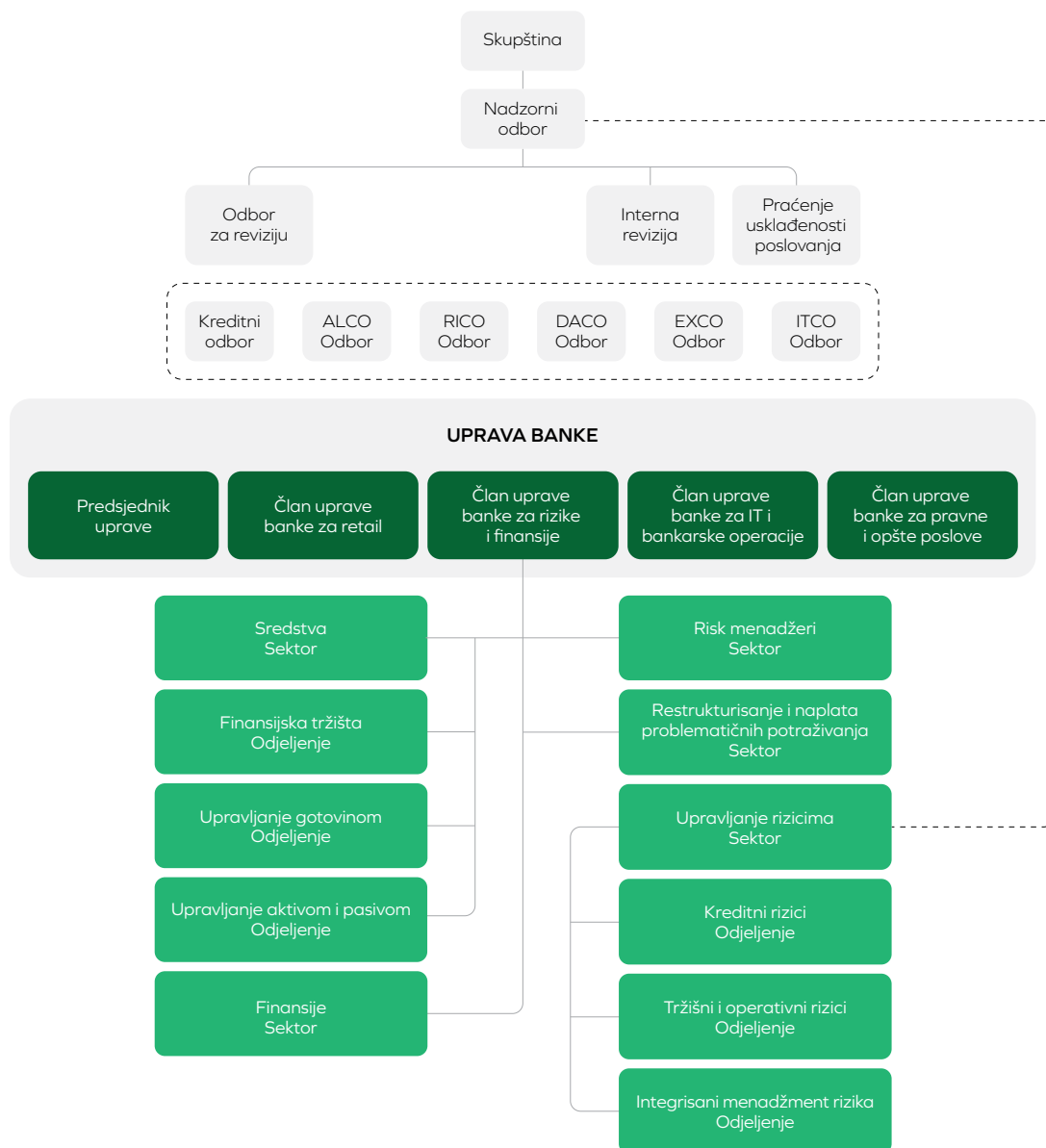
Okvir za upravljanje rizicima

U Banci je uspostavljen okvir za upravljanje rizicima, prilagođen njenom poslovnom modelu i zasnovan na jasno definisanoj strategiji rizika koja je usklađena sa poslovnom strategijom.

Strategija rizika i kapitala uspostavlja opšta načela za kontinuirano upravljanje svim rizicima koji se

pojavljuju u okviru poslovanja Banke, definiše ključne principe kojima se obezbjeđuje adekvatnost kapitala i likvidnosti, a sprovodi se putem jasno definisane organizacione strukture upravljanja rizicima.

Na slici dolje prikazan je dio organizacione šeme Banke, gdje je vidljiva uspostavljena organizaciona struktura upravljanja rizicima.



Nadzorni odbor Banke odgovoran je za uspostavljanje i nadzor nad sistemom upravljanja rizicima u Banci. Utvrđuje strategije i politike za upravljanje rizicima i putem uspostavljenog sistema izvještavanja vrši redovan nadzor i kontrolu. Predlaže Skupštini Banke usvajanje plana poslovanja, poslovne politike i strategije Banke koji su u potpunosti usklađeni sa strategijama i politikama za upravljanje rizicima.

Uprava Banke sprovodi strategije i politike za upravljanje rizicima usvajanjem metodologija i procedura za upravljanje rizicima, vrši njihov periodični pregled i, po potrebi, predlaže izmjene.

Sprovođenje strategija i politika za upravljanje rizicima Uprava Banke vrši kroz rad odbora i organizacionih jedinica koje su u nadležnosti člana Uprave Banke zaduženog za rizike i finansije:

- **Kreditni odbor**

Zadužen je za razmatranje i donošenje odluka o kreditnim zahtjevima u okviru svojih nadležnosti ili davanje preporuka o zahtjevima koji se razmatraju na višem nivou nadležnosti (Nadzorni odbor).

- **Odbor za upravljanje aktivom i pasivom (ALCO)**

Nadležan je za upravljanje aktivom i pasivom sa ciljem maksimizacije profita Banke pri optimalnom nivou likvidnosti i drugih rizika bankarske knjige, uzimajući u obzir postojeća regulatorna i interna ograničenja, kao i za upravljanje adekvatnošću kapitala i strukturom kapitala Banke.

- **Odbor za upravljanje rizicima (RICO)**

Nadležan je za upravljanje svim rizicima kojima je Banka izložena. U okviru redovnih mjesečnih sjednica, kroz detaljne preglede o vrstama, visini i trendu kretanja rizika, analizira sve rizike kojima je Banka izložena i donosi prijedloge za ublažavanje identifikovanih rizika i za potencijalno unapređenje sistema upravljanja rizicima.

- **Odbor za problematičnu aktivu (DACO)**

Nadležan je za donošenje odluka o restrukturiranju ili strategijama naplate kreditnih plasmana klijenata koji su klasifikovani u kategoriju potencijalno problematičnih ili problematičnih klijenata.

- **Sektor risk menadžera**

Nadležan je za procjenu kreditnog rizika pri preuzimanju novih ili izmjeni uslova odobravanja postojećih izloženosti, kao i za monitoring postojećih plasmana. Nadležan je i za odlučivanje o odobravanju kreditnih izloženosti u skladu sa propisanim ovlašćenjima.

- **Sektor upravljanja rizicima**

Pored doljenavedenih nadležnosti definisanih za pojedinačna odjeljenja Sektora upravljanja rizicima, u okviru ovog sektora obavljaju se i aktivnosti kontrolne funkcije upravljanja rizicima, koja je uspostavljena od strane Nadzornog odbora Banke u skladu sa Zakonom o bankama Republike Srpske i propisima Agencije za bankarstvo Republike Srpske.

- **Odjeljenje kreditnih rizika**

Odjeljenje kreditnih rizika nadležno je za pružanje metodoloških osnova za proces kreditiranja (definisane procesa, pravila kreditiranja, kriterijuma za procjenu kreditne sposobnosti i sl.), monitoringa rizičnosti izloženosti i uspostavljanja sistema ranog upozorenja na povećanje kreditnog rizika. Nadležno je i za obračun očekivanih kreditnih gubitaka, analizu kvaliteta kreditnog portfolija, za provođenje testiranja otpornosti na stres za kreditne rizike, upravljanje kolateralima i koncentracijom kreditnog rizika.

- **Odjeljenje tržišnih i operativnih rizika**

Odjeljenje tržišnih i operativnih rizika nadležno je za provođenje aktivnosti identifikovanja, procjene, mjerenja, praćenja i dokumentovanja tržišnih i operativnih rizika. Nadležno je i za proces koordinacije, izrade i ažuriranja interne procjene adekvatnosti likvidnosti (ILAAP), za provođenje testiranja otpornosti na stres za tržišni, kamatni, operativni, kao i rizik likvidnosti, za upravljanje sistemom internih kontrola na nivou Banke i koordinisanje procesa upravljanja rizikom eksteralizacije.

- **Odjeljenje integrisanog menadžmenta rizika (IRM)**

Odjeljenje integrisanog menadžmenta rizika (IRM) nadležno je za koordinaciju definisanja i provođenja strategije rizika i kapitala, organizaciju procesa identifikacije i procjene značajnosti rizika, te za monitoring ključnih pokazatelja upravljanja rizicima. Nadležno je i za proces koordinacije, izrade i ažuriranja interne procjene adekvatnosti kapitala (ICAAP), plana oporavka i testiranja otpornosti na stres, kao i za interno i eksterno izvještavanje iz područja upravljanja rizicima.

U domenu nadležnosti odjeljenja je i učešće u razvoju, implementaciji i validaciji modela procjene očekivanih kreditnih gubitaka i modela parametara kreditnog rizika.

- **Sektor restrukturisanja i naplate problematičnih potraživanja**

Sektor restrukturisanja i naplate problematičnih potraživanja nadležan je za restrukturisanje i naplatu problematičnih i potencijalno problematičnih potraživanja. Nadležan je i za uspostavljanje standarda za ranu i kasnu naplatu kreditnih potraživanja Banke, izradu prijedloga i praćenje ostvarenja strategije upravljanja potraživanjima u statusu neizmirenja obaveza (NPL).

- **Sektor sredstava**

Sektor sredstava, u okviru kojeg posluju Odjeljenje upravljanja aktivom i pasivom, Odjeljenje finansijskih tržišta i Odjeljenje upravljanja gotovinom, nadležan je za optimizaciju i upravljanje likvidnim sredstvima, izvorima finansiranja i koncentracijom, kao i upravljanje rizikom likvidnosti i deviznim rizikom. U nadležnosti Sektora sredstava je i upravljanje kapitalom koje za cilj ima optimizaciju dobiti u odnosu na rizik koji je Banka preuzela.



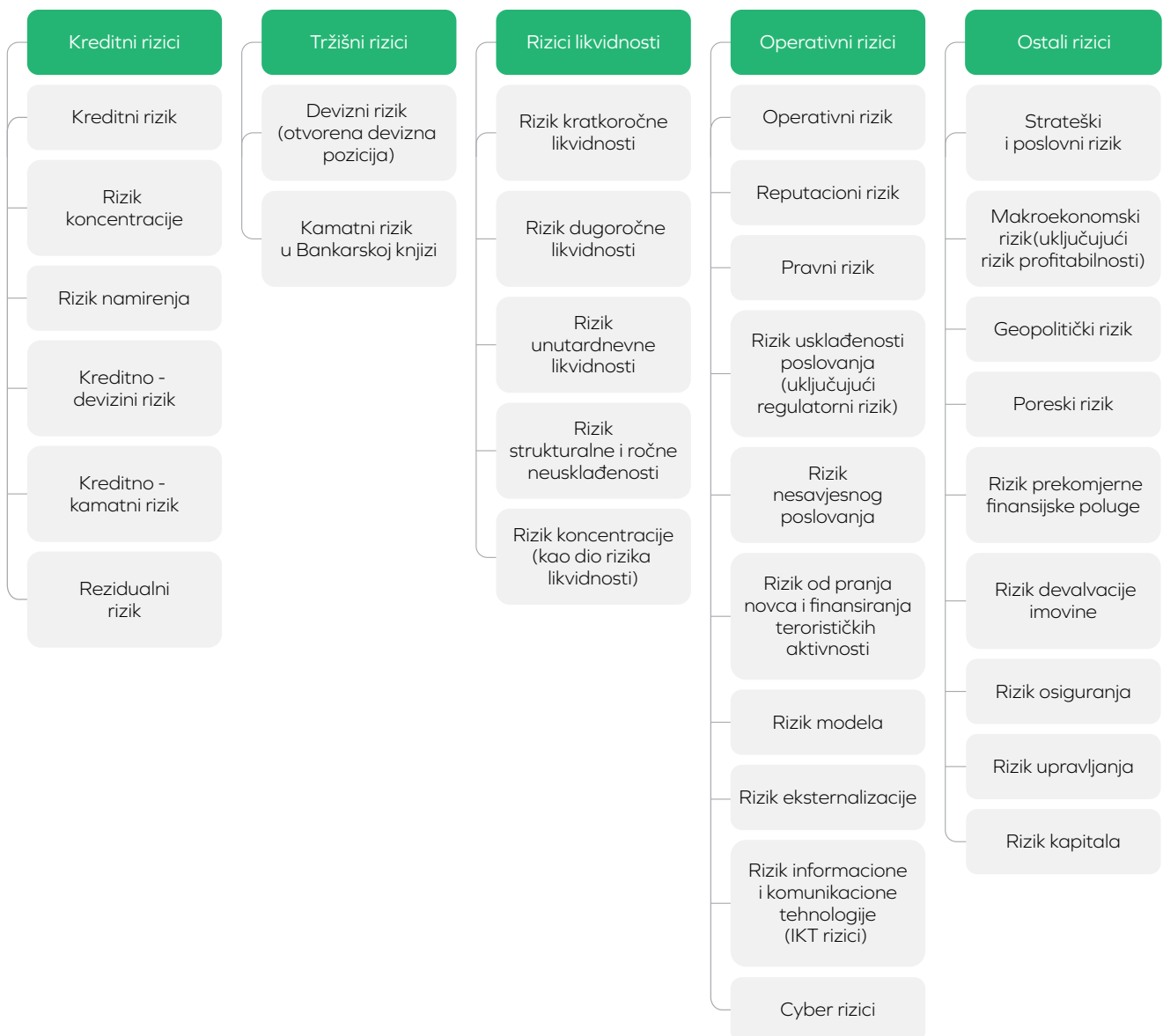
Vrste rizika kojima je Banka izložena

Najmanje jednom godišnje, ili češće kad god je to neophodno, vrši se identifikacija i procjena značajnosti rizika, koja obuhvata definisanje svih rizika kojima je Banka izložena, ili bi mogla biti u svom poslovanju, i procjenu nivoa izloženosti pojedinim rizicima. Na osnovu nivoa izloženosti pojedinom riziku određuje se njegova značajnost, a sve u svrhu procjene internih kapitalnih zahtjeva potrebnih za pokriće značajnih rizika. Izračun iznosa kapitala potrebnog za pokriće pojedinih rizika sprovodi se kroz proces interne procjene adekvatnosti kapitala (ICAAP), koji je uspostavljen u skladu sa regulatornim pravilima i kao obavezan element uključuje i redovno provođenje testiranja otpornosti na stres. Testiranje otpornosti na

stres jedan je od najznačajnijih elemenata upravljanja rizicima i osnov za donošenje strateških odluka Banke. Na ovaj način mjeri se uticaj određenih negativnih makroekonomskih scenarija na pozicije aktive i pasive Banke, čime se ispituje da li Banka ima dovoljno kapitala i/ili likvidnih sredstava da podnese značajno otežane okolnosti u poslovanju.

Banka je u svom poslovanju izložena velikom broju rizika, a na slici ispod prikazana je lista svih rizika koji su procijenjeni kao značajni.

U okviru njih detaljnije ćemo se osvrnuti na vrstu i način upravljanja najzastupljenijim rizicima sa kojima se Banka susreće u okviru svakodnevnog poslovanja: kreditni rizik, rizik likvidnosti, tržišni rizik i operativni rizik.



Kreditni rizik

Poslovna politika Banke zahtijeva i predviđa maksimalnu zaštitu od izloženosti kreditnom riziku koji predstavlja značajan rizik u bankarskom poslovanju. Adekvatno i uspješno upravljanje kreditnim rizikom predstavlja aktivnosti planiranja i održavanja prihvatljivog odnosa između preuzetog rizika i naknade za preuzeti rizik, te aktivnosti kontrole i smanjenja na

najmanju moguću mjeru svih oblika rizika u vezi sa kvalitetom i koncentracijom portfolija, efikasnošću naplate, odnosno uspostavljenih instrumenata obezbjeđenja naplate, itd. Mjerenje kreditnog rizika obuhvata redovno praćenje određenih kvantitativnih i kvalitativnih pokazatelja. Kreditni rizik koji je Banka preuzela uslovljen je kreditnom sposobnošću dužnika, njegovom blagovremenošću u izvršavanju obaveza prema Banci, kao i kvalitetom instrumenata obezbjeđenja potraživanja.



Identifikovanje kreditnog rizika je osnovni korak u upravljanju kreditnim rizikom, koji Banka sprovodi sa ciljem da se isti održava na optimalnom nivou. Identifikacija kreditnog rizika vrši se u fazi uspostavljanja inicijalnog kontakta klijenta sa Bankom i u toku trajanja plasmana.

Upravljanje kreditnim rizicima obezbjeđuje se kroz:

- kreiranje i razvoj programa i politika za identifikaciju i upravljanje kreditnim rizikom, procedura za odobravanje plasmana, kontrolu plasmana i adekvatno izvještavanje;
- ograničavanje koncentracije kreditnog rizika (ispitivanje, mjerenje i kontrolisanje koncentracije rizika);
- sveobuhvatnu i kvalitetnu ocjenu kreditnih zahtjeva uz procjenu nivoa kreditnog rizika koji sa sobom nosi svaki zahtjev i određivanje zahtijevanog kvaliteta kolaterala (adekvatnih sredstava obezbjeđenja po plasmanima);
- implementaciju procesa monitoringa klijenata (pravovremena identifikacija potencijalno rizičnih klijenata – pojedinačno i po različitim

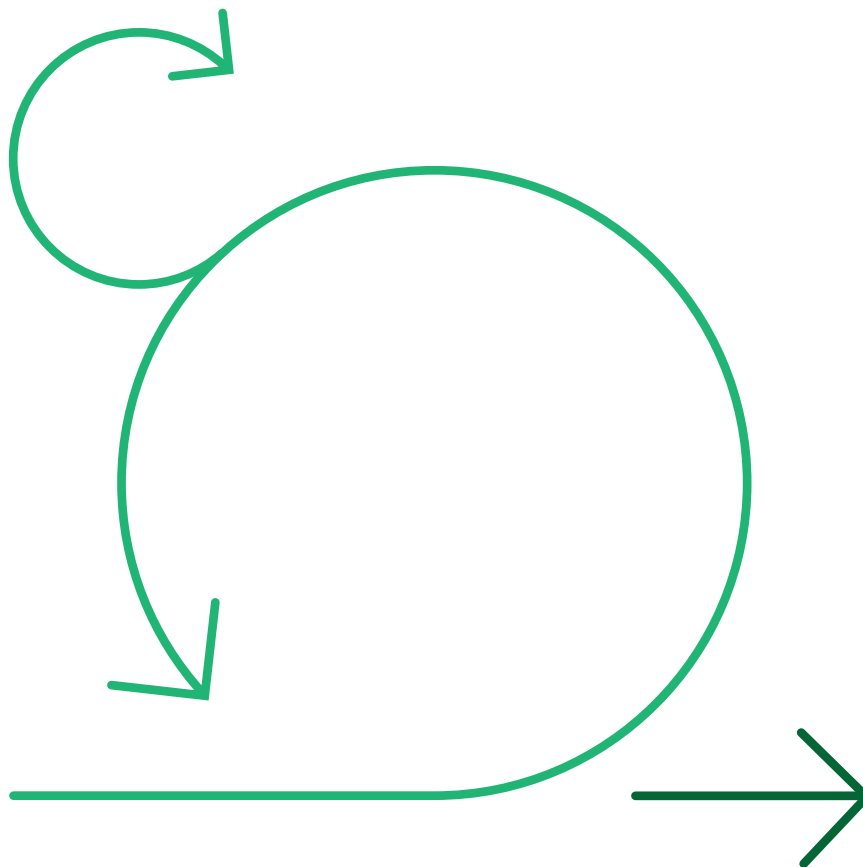
segmentima portfolija), kako bi se upravljalo održavanjem razumne strukture i kvaliteta aktive, odnosno kreditnog portfolija Banke sa stanovišta prihvatljivog nivoa kreditnog rizika za Banku;

- upravljanje povećanim rizicima, kroz pronalaženje pravovremenih i adekvatnih rješenja, tj. predlaganjem i razvijanjem strategija, s ciljem očuvanja kvaliteta kreditnog portfolija i svođenja kreditnih gubitaka Banke na najmanju moguću mjeru;

- praćenje i kontrolu strukture i kvaliteta aktive, te formiranje adekvatnih rezervi za nenaplative stavke;
- stalni program obuke kreditnih službenika za unapređenje njihove stručnosti na polju upravljanja kreditnim rizicima.

Učešće nekvalitetne aktive u ukupnoj kreditnoj aktivi na dan 31. 12. 2023. godine iznosilo je 2,2%, što predstavlja smanjenje za oko 0,3 pp u odnosu na prethodnu godinu.

Izloženost u 000 KM	Veliki komitenti	Mala i srednja preduzeća	Stanovništvo	Ukupno
Dobra aktiva	244.805	63.577	447.086	755.467
Nekvalitetna aktiva	5.625	2.567	9.136	17.329
Ukupno	250.430	66.144	456.222	772.796



Rizik likvidnosti

Rizik likvidnosti predstavlja rizik negativnog uticaja na dobit ili kapital Banke koji proizilazi iz njene nemogućnosti da usljed nedostatka likvidnih rezervi izmiri svoje obaveze u potpunosti i u roku dospijeca, a bez izlaganja neprihvatljivim gubicima. S tim u vezi, rizik likvidnosti obuhvata rizik likvidnosti izvora finansiranja, koji proizilazi iz mogućnosti da banka neće biti sposobna da izmiri svoje dospjele novčane obaveze zbog povlačenja postojećih izvora finansiranja, odnosno nemogućnosti pribavljanja novih izvora finansiranja i rizik tržišne likvidnosti, koji proizilazi iz mogućnosti da banka neće biti sposobna da izmiri svoje dospjele novčane obaveze zbog otežanog pretvaranja imovine u likvidna sredstva usljed poremećaja na tržištu.

Banka identifikuje, mjeri i upravlja rizikom likvidnosti primjenom različitih alata, izvještaja i pokazatelja koji odgovornim licima pružaju informacije za pravovremeno i adekvatno donošenje odluka u pogledu održavanja kratkoročne i dugoročne likvidnosti Banke.

Odluke o upravljanju rizikom likvidnosti u Banci razmatraju i donose Nadzorni odbor, Uprava Banke, Komisija za praćenje likvidnosti (LICO) i Odbor za upravljanje aktivom i pasivom (ALCO), a za njihovo provođenje zadužen je Sektor sredstava. Upravljanje i praćenje likvidnosti, uključujući i unutardnevnu likvidnost, definisano je odgovarajućom strategijom, politikama i procedurama koje odobravaju Nadzorni odbor i Uprava Banke, a koji su u saglasnosti sa standardima propisanim od strane Agencije za bankarstvo Republike Srpske i Centralne banke Bosne i Hercegovine. Sa ciljem održavanja optimalnog nivoa likvidnosti potrebnog za neometano poslovanje Banke, vrši se procjena očekivanih novčanih tokova, odnosno analiza ročne usklađenosti sredstava i obaveza, te procjena adekvatnosti iznosa i strukture rezervi likvidnosti i izvora finansiranja Banke.

Sistem upravljanja rizikom likvidnosti Banke osigurava održavanje adekvatnog nivoa i strukture rezervi likvidnosti u obliku visokokvalitetne i neopterećene imovine, čime se obezbjeđuje blagovremeno izvršavanje svih obaveza i kontinuitet poslovanja.



Banka je 2023. godinu završila sa adekvatnim iznosom i strukturom rezervi likvidnosti, uz stabilne izvore finansiranja gdje depoziti klijenata (posebno fizičkih lica) čine najveći dio izvora finansiranja. S tim u vezi, poslovanje Banke je zasnovano na samofinansirajućem poslovnom modelu i oslanjanju na depozite klijenata kao primarnog izvora finansiranja, uz finansiranje u određenoj mjeri iz kreditnih linija IRB RS (Investiciono-razvojna banka Republike Srpske). Kada su u pitanju primarni izvori finansiranja, depoziti bilježe dodatno povećanje volumena, stabilnosti i ročnosti, uz prihvatljiv nivo koncentracije u skladu sa definisanim apetitom za preuzimanje rizika. U saradnji sa IRB RS, Banka je nastavila koristiti kreditne linije namijenjene finansiranju malih i srednjih preduzeća, privrednih subjekata u nerazvijenim opštinama i stanovništvu, te se priključila Projektu oporavka i podrške firmama koji se finansira iz sredstava Svjetske banke.

U pogledu strukture, likvidna sredstva Banke na dan 31.12.2023. godine obuhvataju: gotovinu (63 mil. KM), ukupna sredstva kod CBBH uključujući obaveznu rezervu (180,8 mil. KM) i sredstva kod drugih banaka (87,6 mil. KM), dok ulaganja u hartije od vrijednosti iznose 117,8 mil. KM.

Ukupna likvidna sredstva Banke (bez ulaganja u hartije od vrijednosti) na dan 31.12.2023. godine su iznosila 331,4 miliona KM, što predstavlja 27.3% ukupne aktive, a pokazatelji likvidnosti Banke bili su iznad regulatornih i interno postavljenih limita. Banka se u procesu upravljanja rizikom likvidnosti opredijelila za konzervativniji pristup u odnosu na propisane regulatorne zahtjeve, odnosno interni limiti za pokazatelje likvidnosti definišu se konzervativnije kako bi omogućili blagovremeno preduzimanje potrebnih mjera u cilju sprečavanja dostizanja regulatornih limita.

Odlukom Agencije za bankarstvo Republike Srpske o upravljanju rizikom likvidnosti propisani su minimalni kvalitativni i kvantitativni zahtjevi za upravljanje rizikom likvidnosti. Najznačajniji kvantitativni pokazatelj likvidnosti je koeficijent pokrića likvidnosti – LCR (Liquidity Coverage Ratio), koji pokazuje kratkoročnu otpornost banaka na rizik likvidnosti. LCR pokazatelj je sa krajem 2023. godine iznosio 195.9% i bio je znatno iznad propisanog minimuma od 100%, što pokazuje da Banka u slučaju stresnog scenarija za likvidnost ima više nego dovoljno likvidnih sredstava da pokrije neto odlive koji se mogu desiti u periodu od 30 dana.

Pored koeficijenta pokrića likvidnosti – LCR, Odlukom Agencije za bankarstvo Republike Srpske o upravljanju rizikom likvidnosti propisan je i zahtjev za održavanje koeficijenta neto stabilnih izvora finansiranja – NSFR. NSFR pokazatelj izračunat u skladu sa prethodno pomenutom Odlukom je sa krajem 2023. godine iznosio 161.5% i iznad je minimalnog zahtjeva od 100%, što znači da Banka sve dugoročne investicije i plasmane finansira iz dugoročnih ili stabilnih izvora.

Rizik likvidnosti, kao jedan od najznačajnijih rizika u bankarstvu, obuhvaćen je redovnim testiranjem otpornosti na stres koji Banka provodi u skladu sa regulatornim zahtjevima i rezultate ovog testiranja koristi za potrebe postupka interne procjene adekvatnosti likvidnosti (ILAAP).

Takođe, Banka je razvila plan za djelovanje u nepredviđenim slučajevima likvidnosti, kojim su jasno definisani svi potrebni koraci i mjere za uspješno prevazilaženje kriznih situacija u vezi sa likvidnošću.

Tržišni rizik

Tržišni rizik je rizik mogućeg nastanka negativnih efekata na finansijski rezultat i kapital banke zbog promjene cijena na tržištu. Ovi rizici mogu uticati na vrijednost portfolija u knjizi trgovanja i bankarskoj knjizi.

Tržišni rizici koji su procijenjeni kao značajni u Banci su: devizni rizik (otvorena devizna pozicija) i kamatni rizik u bankarskoj knjizi.

Tržišni rizik se prati na osnovu važećih zakonskih i podzakonskih akata Agencije za bankarstvo Republike Srpske, te u skladu s definisanim procedurama i limitima ATOS BANK a.d. Banja Luka i nadređene banke (Nova Banka a.d. Banja Luka).

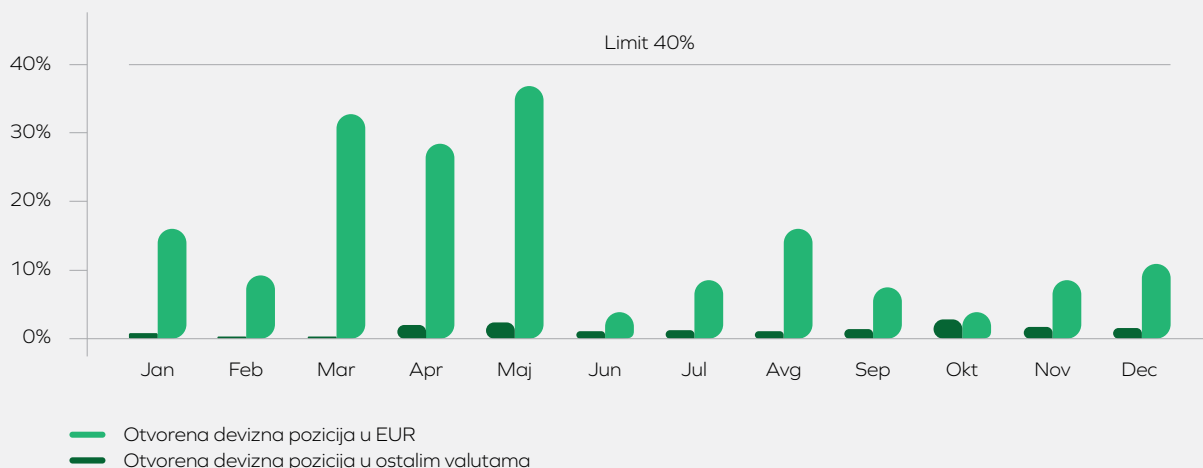
Devizni rizik se definiše kao rizik mogućnosti nastanka negativnih efekata na finansijski rezultat i kapital Banke zbog promjene deviznog kursa i promjene cijena zlata. Otvorena devizna pozicija je osnovna mjera deviznog rizika i predstavlja izloženost riziku (ili iznos rizika) koji Banka preuzima u nekoj stranoj valuti i koja će uticati na rezultat Banke u slučaju promjene deviznog kursa

te valute. Izloženost deviznom riziku prati se dnevno, u skladu sa zakonskim i interno utvrđenim limitima za svaku pojedinačnu valutu i ukupnu otvorenu deviznu poziciju. Mjesečni izvještaji o otvorenoj deviznoj poziciji prezentuju se na sjednicama Odbora za upravljanje aktivom i pasivom i Odbora za upravljanje rizicima.

U skladu sa Odlukom Agencije za bankarstvo Republike Srpske o minimalnim standardima za upravljanje deviznim rizikom, Banka mora da održava ukupnu deviznu poziciju ili poziciju u EUR u iznosu ne većem od 40% od priznatog kapitala na kraju svakog radnog dana, odnosno 20% regulatornog kapitala za pojedinačnu deviznu poziciju koja nije EUR. Banka takođe ima interno definisane limite za izloženost po valutama, što je dodatno ograničenje za otvorenu deviznu poziciju u valutama.

Ukupna otvorena devizna pozicija bila je na visokom procentu iskorištenosti regulatornog kapitala u toku prve polovine 2023. godine i bila je uslovljena, u najvećoj mjeri, kretanjem stanja na računu najvećeg deponenta. U nastavku godine, pozicija je bila stabilna i na niskom nivou iskorištenosti zahvaljujući poduzetim mjerama.





Najznačajniju otvorenu deviznu poziciju Banka ima u EUR valuti. S obzirom na to da je u BiH na snazi režim valutnog odbora sa fiksnim odnosom EUR i KM, Banka nije izložena promjeni deviznog kursa po osnovu otvorene pozicije u EUR valuti. Strategija Banke je da otvorene pozicije u ostalim valutama drži na minimumu.

Prema lokalnoj zakonskoj regulativi, Banka je u obavezi da obračuna kapitalni zahtjev za devizni rizik, ako zbir njene ukupne neto otvorene devizne pozicije i njene neto otvorene pozicije u zlatu, prelazi 2% njenog regulatornog kapitala. U skladu s tim, Banka je dužna da obračunava kapitalni zahtjev za devizni rizik, jer njena otvorena devizna pozicija u EUR valuti prelazi 2% priznatog kapitala. Devizni rizik je sastavni dio opšte strategije rizika Banke i vrši se redovna procjena njegovog značaja.

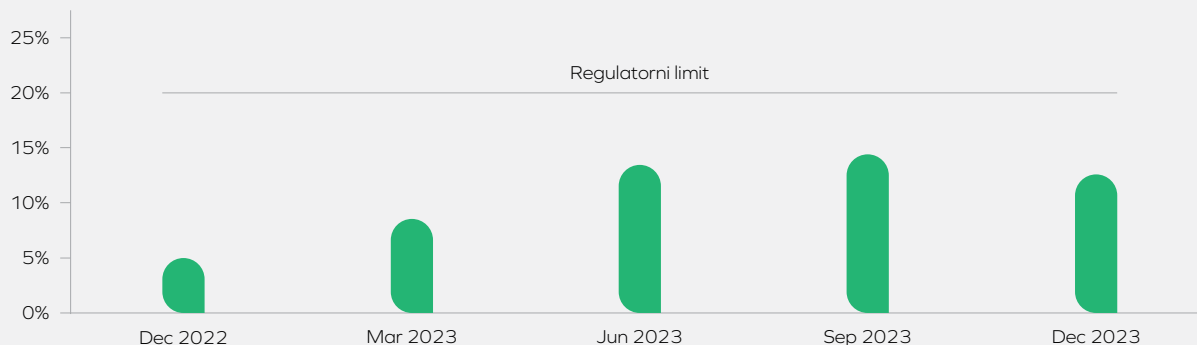
Kamatni rizik u bankarskoj knjizi je rizik od mogućeg nastanka negativnih efekata na finansijski rezultat i kapital Banke po osnovu pozicija iz bankarske knjige usljed promjene kamatnih stopa. Banka je izložena kamatnom riziku zbog ročne neusklađenosti dospjeća (za fiksne kamatne stope) i ponovnog vrednovanja (za promjenljive kamatne stope) pozicija imovine, obaveza, te dugih i kratkih vanbilansnih pozicija u bankarskoj knjizi.

Osnovu za upravljanje kamatnim rizikom i proces izvještavanja čini regulatorni izvještaj o izloženosti kamatnom riziku u bankarskoj knjizi u odnosu na regulatorni (priznati) kapital usljed primjene kamatnog šoka od 200 baznih poena, pri čemu:

- Pozicije sa fiksnom kamatnom stopom raspoređuju se u vremenske zone prema preostalom roku dospjeća;
- Pozicije sa promjenljivom kamatnom stopom raspoređuju se u vremenske zone prema roku do sljedeće promjene kamatne stope.

Banka vrši mjerenje kamatnog rizika u odnosu na regulatorni limit koji iznosi 20% regulatornog kapitala. Banka takođe ima interno uspostavljeni limit kroz izvještaj o visini rizika koji je spremna da preuzme, a koji je konzervativniji u odnosu na regulatorni limit. Tokom 2023. godine, Banka nije imala kršenje regulatornog limita, odnosno izloženost kamatnom riziku bila je ispod regulatornog zahtjeva.

Izloženost kamatnom riziku u bankarskoj knjizi u odnosu na regulatorni kapital



Banka provodi stres testiranje kamatnog rizika u okviru godišnjeg stres testiranja otpornosti na stres za sve značajne rizike, te vrši izdvajanje internih kapitalnih zahtjeva kroz ICAAP.

Za izračunavanje internih kapitalnih zahtjeva Banka koristi pojednostavljen pristup zasnovan na pojednostavljenom obračunu procjene promjene ekonomske vrijednosti bankarske knjige, primjenom standardnog kamatnog šoka na pozicije bankarske knjige u skladu sa regulatornim zahtjevima.



Operativni rizik

Operativni rizik je rizik mogućnosti nastanka negativnih efekata na finansijski rezultat i kapital Banke usljed propusta u radu zaposlenih, neodgovarajućih internih procedura i procesa, neadekvatnog upravljanja informacionim i drugim sistemima u Banci, kao i usljed nastupanja nepredvidivih eksternih događaja, uključujući pravni rizik.

Upravljanje operativnim rizicima definisano je politikama, procedurama i uputstvima koji se odnose na opšti okvir o upravljanju operativnim rizicima, internu evidenciju gubitaka, samoprocjenu operativnih rizika i kontrola, uspostavljanje sistema internih kontrola, itd. Banka kontinuirano unapređuje svijest o operativnim rizicima kod zaposlenih, kroz kontinuirane obuke i unapređenje procedura i sistema internih kontrola, te aktivno uključuje sve zaposlene u upravljanje operativnim rizicima.

S obzirom na to da širok spektar operativnih rizika može ležati u različitim poslovnim procesima, vlasnik rizika u poslovnoj liniji (rukovodilac) igra najvažniju ulogu u procesu upravljanja operativnim

rizicima. Po potrebi, određene aktivnosti prenose se na menadžere operativnog rizika poslovne linije. Menadžeri operativnog rizika poslovne linije djeluju kao kontakt osobe za zaposlene i rukovodioce u njihovim organizacionim jedinicama/djelovima, osiguravajući kvalitet procesa praćenja upravljanja operativnim rizicima, obezbjeđujući da se operativnim rizicima optimalno upravlja.

Banka je definisala metodologiju tretiranja događaja operativnog rizika s posebnim naglaskom na prikupljanje podataka o gubicima. Za prikupljanje podataka o događajima Banka koristi bazu podataka/registar događaja operativnog rizika. Svaki događaj operativnog rizika sa stvarnim ili potencijalnim gubitkom u određenom iznosu i u definisanom vremenskom roku, a kako je to propisano internim aktima, mora biti prijavljen i evidentiran u bazu za operativne rizike.

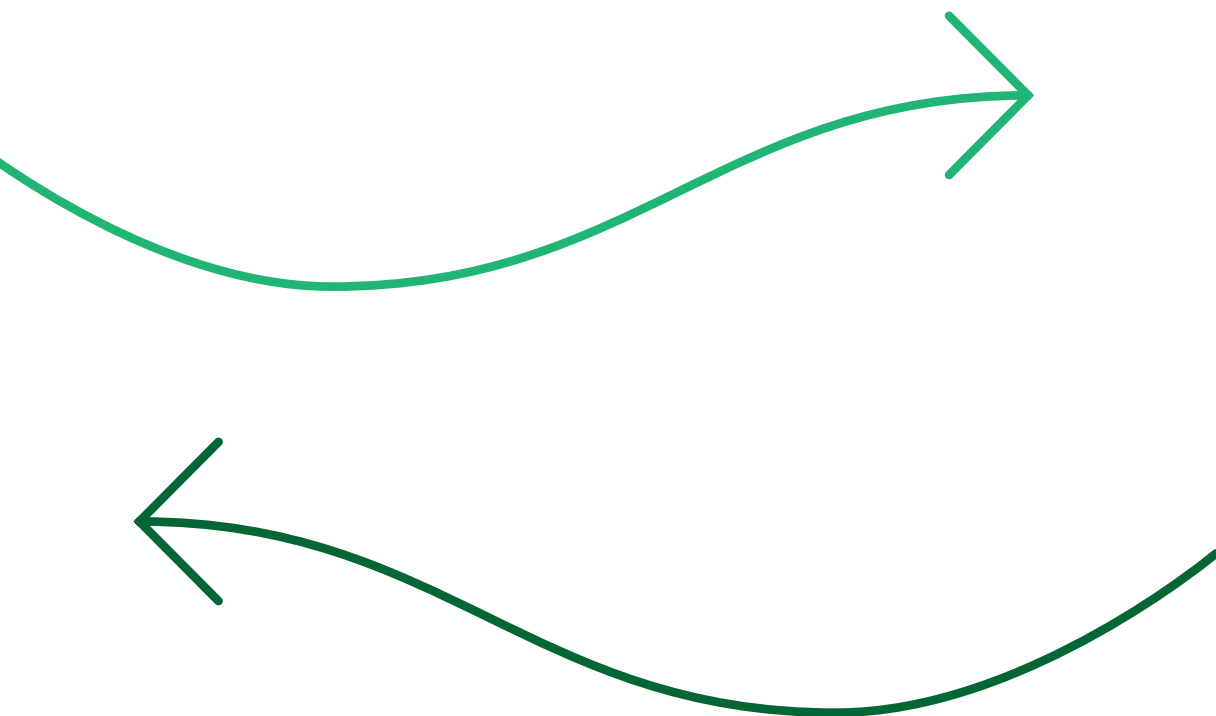
Odjeljenje tržišnih i operativnih rizika dostavlja redovne i ad hoc izvještaje Upravi Banke, Odboru za upravljanje rizicima i Nadzornom odboru Banke.



Ostali značajni rizici

Kao dio sistema integrisanog menadžmenta rizika Banke, najmanje jednom godišnje vrši se identifikacija i procjena značajnosti svih rizika, a kao njen rezultat identifikuju se značajni rizici. Pored upravljanja najzastupljenijim rizicima, koji su detaljnije objašnjeni u poglavljima iznad, Banka je kroz interne akte

definisala i uspostavila efikasan sistem upravljanja svim ostalim značajnim rizicima. Oni se, od strane relevantnih zaposlenih koji posjeduju odgovarajuća znanja iz pojedinih oblasti rizika i odbora nadležnih za upravljanje rizicima, razmatraju i ocjenjuju korišćenjem kvalitativnih i kvantitativnih procjena, na osnovu kojih se donose adekvatne mjere i određuju pravci djelovanja u cilju ublažavanja identifikovanih rizika.



Marketing i komunikacije

Aktivnosti Službe marketinga i komunikacija bile su intenzivne u toku 2023. godine. Naime, prva kampanja u toj godini bila je promotivna kampanja sa kompanijom Mastercard, u okviru koje smo, nakon završetka procesa rebrendiranja svih platnih kartica, klijentima uručivali nove ATOS platne kartice. Prva 2023 klijenta, koja su u toku kampanje preuzela MC Debit karticu i obavila jednu transakciju, ostvarila su povrat u iznosu od 10 KM. Krajem februara 2023. godine započeta je i

kampanja „I novac može da raste uz pametnu štednju“, u okviru koje je Banka nudila atraktivne kamatne stope na oročenu štednju. Mjesec maj obilježila je proslava rođendana i kampanja naše Banke i kompanije Visa, u okviru koje je prvih 2305 klijenata, koji su u maju i junu potrošili 300 KM, dobilo 30 KM na svoj račun. Krajem avgusta, ATOS BANK je započela kampanju za štednju pod sloganom „Štednja sa 5 zvjezdica“, uz atraktivne kamatne stope, koja će trajati do 30.11.2023. godine.



Interna komunikacija

Sa ciljem jačanja timskog duha, Banka je učestvovala na Bankarskim susretima, koji su održani u Banji Vrućici. Naše ekipe takmičile su se ove godine u

odbojci, fudbalu, kuglanju, stonom tenisu i košarci. Ono što nam je najvažnije, jeste da je naša ekipa još jednom pokazala jačinu timskog duha i dokazala da smo TIM koji se drži zajedno.

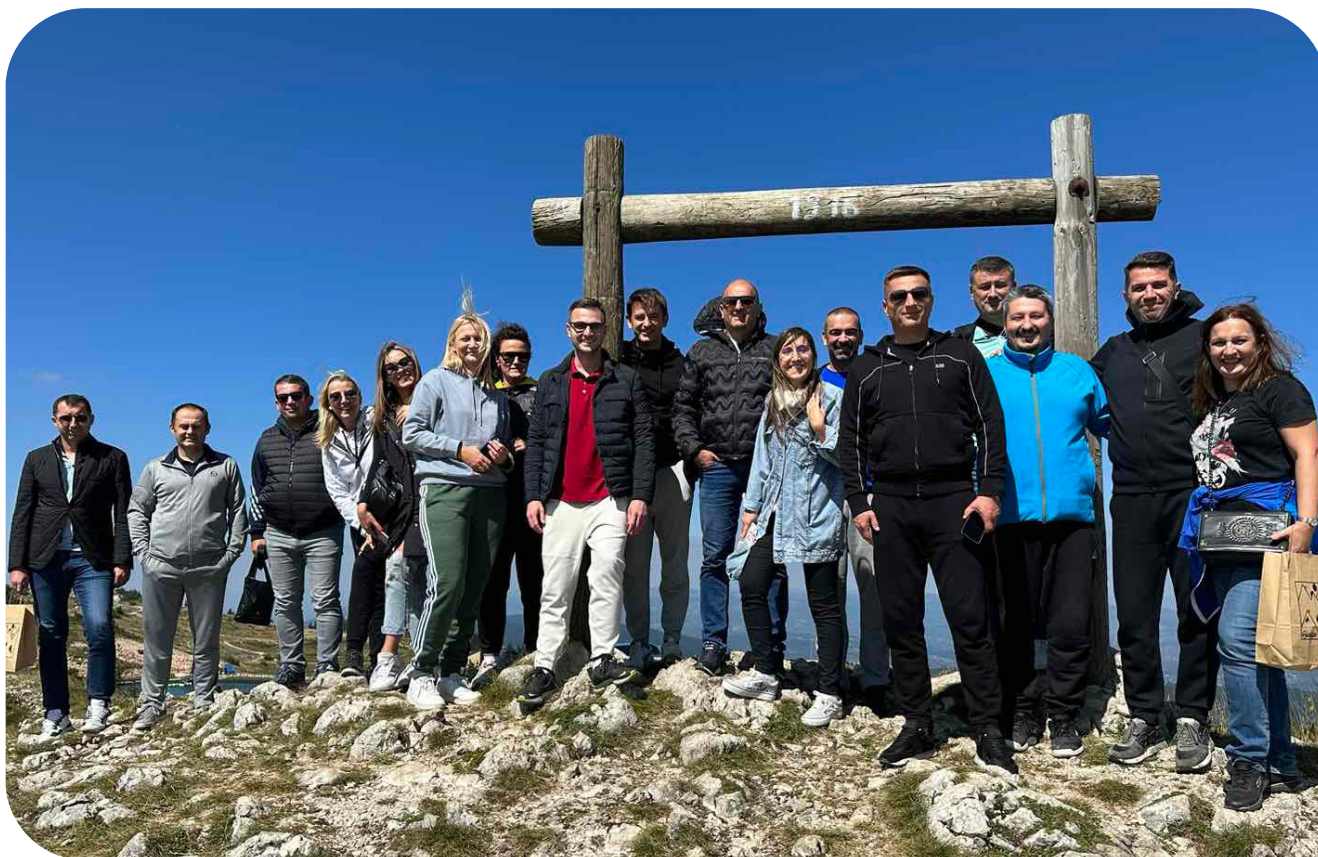


U mjesecu maju je u Etno Selo Stanišići u Bijeljini održan Tim bilding - „Rezultati 2022. i planovi za 2023. godinu“. Tim bildingu su, pored Uprave Banke, prisustvovali i rukovodioci i direktori sektora/službi u Banci, kao i regionalni direktori, ali i zamjenici sektora. Sastanak je protekao u ugodnoj i radnoj atmosferi, a kolege su uživale i u neformalnim druženjima, i to sve sa ciljem promovisanja korporativne kulture Banke i jačanja timskog duha.

U septembru su, povodom početka nove školske godine, zaposlenima čija su djeca kretala u u prvi razred osnovne škole uručeni poklon bonovi, koji su roditeljima bar malo olakšali pripremu djece za polazak u školu, a zaposlenima je Banka obezbijedila i slobodan dan kako bi sa svojom djecom spremno dočekali početak nove školske godine.

Na Jahorini je početkom septembra održan radni sastanak Atos banke i Nove banke. Na ovom sastanku su se kolege iz ove dvije banke imali priliku bolje

upoznati i razmijeniti iskustva, s obzirom na to da obje Banke djeluju u okviru jedne bankarske grupe.



Sredinom decembra održana je tradicionalna novogodišnja zabava Banke, te su tradicionalno dodijeljena priznanja zaposlenima koji su slavili jubileje rada u Banci. Nismo zaboravili ni naše najmlađe, te je u decembru u Gradskom pozorištu Jazavac u Banjaluci za naše mališane izvedena predstava „TRI PRASETA I JOŠ JEDNO“, a nakon toga upriličeno i druženje sa Djeda Mrazom i uručenje paketića.

U toku 2023. godine objavljena su četiri interna newslettera, koja su obuhvatala sve aktivnosti koje su se tokom godine dešavale u Banci.

Društveno odgovorno poslovanje

U prošloj godini Banka je nastavila praksu društveno odgovornog poslovanja i pružanja podrške lokalnim zajednicama. Godinama unazad, Banka se trudi da, kroz angažmane na projektima društveno odgovornog poslovanja, pruži podršku lokalnim zajednicama.

U ovoj godini nastavili smo saradnju sa Gradskim pozorištem Jazavac, Banka je ovom pozorištu dala punu podršku drugu godinu zaredom, zbog njihovog neprocjenjivog doprinosa razvoju kulture i pozorišne umjetnosti.



Obilježavajući Svjetski dan štednje, ATOS BANK a.d. Banja Luka ugostila je učenike prvog i četvrtog razreda Osnovne škole „Vuk Stefanović Karadžić“, za koje je organizovan Dan otvorenih vrata u okviru kojeg su imali priliku da se upoznaju sa načinom rada i poslovanja Banke. Kao i svake godine na Svjetski dan štednje, Banka je poklonila vrijedne poklone bebama

rođenim na teritoriji Republike Srpske na dan 31. oktobar – Svjetski dan štednje. U pitanju su pokloni u vidu štednih knjižica sa početnim novčanim ulogom od 100 KM na štednom računu, a porodicama poklon u vidu uređaja koji će im zasigurno biti od koristi u prvim mjesecima sa bebom.



U sedmici djeteta, sedmici naših najmlađih, ATOS BANK a.d. Banja Luka donirala je finansijska sredstva za opremanje dvorišta vrtića „Pčelica Maja“ u Novom Gradu. U mjesecu novembru ATOS BANK potpisala je Ugovor o obavljanju stručne prakse sa Ekonomskim fakultetom Univerziteta u Banjoj Luci. ATOS BANK Banja Luka podržala je preventivne aktivnosti MUP-a

Republike Srpske, koje su organizovane u okviru obilježavanja Međunarodnog dana djeteta. Pred novogodišnje praznike Banka je donirala paketiće za najmlađe članove našeg društva. Paketići su donirani Udruženju porodica 4+, Udruženju za pomoć licima sa autizmom „Djeca svjetlosti“, kao i Centru za socijalni rad Banja Luka.



U segmentu komunikacija Banka se bavi kako eksternim, tako i internim komunikacijama, ali i društveno odgovornim poslovanjem. Sve ove aktivnosti sprovode se strateški i sa ciljem poboljšanja dijaloga sa javnošću, medijima i lokalnim zajednicama. Banka na svojim nalogima na društvenim mrežama (Facebook i Instagram, a od prošle godine i LinkedIn) obezbjeđuje

interakciju sa svojim klijentima, lojalnost brendu, odnos povjerenja i pruža informacije o proizvodima i uslugama Banke. Komunikacija sa javnošću odvijala se putem instrumenata eksterne komunikacije, kao što su štampani i elektronski medij, te su klijenti i javnost dobijali tačne i relevantne informacije vezane za sve aktivnosti Banke.

ATOS BANK a.d. Banja Luka

Godišnji izvještaj 2023.

Finansijski izvještaji

za godinu koja se završava na dan 31. decembra 2023. godine
i izvještaj nezavisnog revizora

Link za preuzimanje:

Finansijski_izvjestaji_za_godinu_2023.pdf



ATOS BANK a.d. Banja Luka

The Bank has existed on the market of Republika Srpska since March 1, 1999, when we started operating under the name Zepter komerc Banka a.d. Banja Luka, as one of the first private Banks in the territory of the Republic of Srpska.

On July 12, 2007, VolksBank International AG Vienna bought the shares of Zepter Bank a.d. Banja Luka, and on October 1, 2007, the Bank officially changed its name to VolksBank a.d. Banja Luka.

In February 2012, an agreement was signed between SberBank Russia and Österreichische Volksbanken AG (ÖVAG) on the purchase and sale of VolksBank International AG, Vienna, and on December 31, 2012, VolksBank a.d. Banja Luka officially became SberBank a.d. Banja Luka.

In March 2022, the Republika Srpska Banking Agency issued a decision on the application of the sale of the Bank's shares as a restructuring instrument, as well as the sale of shares owned by SberBank Europe AG, Vienna, Austria, to Nova Banka a.d. Banja Luka.

From May 16, 2022, the Bank operates under the name ATOS BANK a.d. Banja Luka, and continues to provide products and services to its clients in 27 branches.

We continue to build long-term and harmonious relationships with our clients, who are our top priority.

Our business activities are focused on the constant development and digitization of Banking services, so that we are available to clients 24/7.



Foreword by the Chairman of the Management



Dear shareholders, clients and employees,

I use this opportunity to present you the Annual Report of ATOS BANK a.d. Banja Luka for 2023.

It is MY great pleasure to inform you that 2023 was a year of great success and record results for ATOS BANK. The Bank achieved an impressive business result with a profit of 24.6 million BAM based on

the strong growth of operating income from regular operating activities and the high quality of business assets, which enabled us to achieve our goals. A strong capital position has been preserved by retaining the realized profit from the previous year in the Bank's capital. The state of liquidity and funding sources were additionally strengthened through deposit campaigns and the acquisition of new clients.

The economic environment was characterized by the accelerated growth of reference market interest rates as a result of the restrictive monetary policy of the central Banks of the world's leading economies, and all with the aim of slowing down price growth, i.e. reducing the rate of inflation. Within the Eurozone, this was reflected in the growth of EURIBOR rates, which also affected the level of interest rates in the Banking sector of Republika Srpska and Bosnia and Herzegovina, both on the active and the passive side. The growth of interest rates on savings and the stabilization of the Banking sector after the turbulence in 2022 caused by the geopolitical situation led to the return of confidence in the Banking system, which was reflected in the growth of retail deposits. The gross domestic product in Republika Srpska recorded a positive annual trend in all quarters of 2023, the annual inflation rate was maintained at the level of 3.3%, and the average net salary was higher by 7.1%. The labour market was marked by an increase in the number of employees, but the trend of departures of the working-age population towards the developed countries of the European Union is still happening.

In May 2023, the Bank celebrated its first birthday under the name ATOS BANK as a member of the MG Mind corporate group and the Banking group led by Nova Banka. In its first year of operation under the new brand, significant efforts were made to promote the new corporate image, which, along with the quality of service for which the Bank is recognizable, contributed to record business results. In addition to external promotion activities, the Bank also worked on strengthening its internal performance. This especially refers to our commitment to the Bank's employees, where we continuously worked to improve working conditions, and the growth of the average net salary in the past year amounted to over 12%. We would like to take this opportunity to thank all employees for their efforts and commitment, as well as their dedication and contribution to achieving our common goals.

In terms of the financial indicators of the business, the realized net profit is the result of a strong growth in operating revenues, which amount to 68.7 million BAM and are higher by 33% compared to the previous year. On the other hand, operating expenses amounted to 34.6 million BAM and grew by only 3%.

Credit placements amount to 774 million BAM, which represents a growth of 120 million BAM, while the rate of non-quality placements is only 2.2% and is one of the lowest on the market. Deposits amount to 921 million BAM and are higher by 111 million BAM compared to the end of 2022. The total assets of the Bank amount to 1.21 billion BAM, of which 268 million BAM refer to cash and 116 million BAM to investments in bonds.

We entered the year 2024 with plans to continue the digital transformation of business with an emphasis on strengthening internal capacities to increase flexibility in adapting to changes in the way Banking services are provided. We plan to introduce newer and more modern technologies of digital Banking services with the improvement of the user experience, the introduction of new services for payment and money transfer, and the improvement of the functionality of existing self-service services. What we continuously work on is raising the level of brand recognition, maintaining profitability and a strong capital position, optimization of business costs, building strong relationships with clients, employee development and support for the development of sustainable business and environmental protection. Dedication and commitment is aimed at our clients, to whom we provide top-notch service and quality, as well as support at the exact moment they need it. We hope that a successful business result will not be lacking in the years ahead, and that we will continue to build relationships with our clients with respect and appreciation, and that we will respond to all their needs, as well as to all challenges on the market.

Sincerely,



Igor Jovicic
Chairman of the
Management Board

Governing bodies

Supervisory board

Sanjin Kosic	Chairman of the Supervisory Board
Branko Krsmanovic	Deputy Chairman of the Supervisory Board
Bojan Baskot	Independent member of the Supervisory Board
Jovo Sudic	Independent member of the Supervisory Board
Andreja Popovic	Independent member of the Supervisory Board

Bank Management

Igor Jovicic	President of the Management Board
Predrag Kovacevic	Member of the Management Board
Sandro Mihajlovic	Member of the Management Board
Mirko Antic	Member of the Management Board
Milan Kudra	Member of the Management Board

Macroeconomic environment

In the first quarter of 2023, the trend of slowing down of economic activities in the Eurozone, which started in the previous year, continued. The geopolitical situation led to the disruption of key macroeconomic indicators, due to the drop in real income and the high growth rates of food and energy products' prices on the international market, there was a decrease in total consumption. In order to bring inflation under control, the leading central Banks started a restrictive monetary policy in the previous year. In 2023, the dynamic of tightening financing requirements continued, interest rates rose, which slowed down credit activity. In addition to raising key interest rates, other mechanisms of restrictive monetary policy were used through the reduction of the assets of the leading central Banks, i.e. the reduction of securities portfolios. The final effect of this kind of monetary policy is a drop in the inflation rate, which in December was 2.9% in the Eurozone. All of the above affected the economic activity measured by the growth rate of the gross domestic product, which in the fourth quarter of 2023 increased by 0.1% compared to the previous quarter.

The growth rate of real gross domestic product in the Republic of Srpska in the third quarter of 2023 was 2.1%. Significant real growth was recorded in the areas of financial and insurance activities (9.8%),

and information and communications (8.9%), while a significant decline was recorded in the manufacturing industry (6.6%).

The total calendar-adjusted industrial production in the Republika Srpska in December 2023 is lower by 6.2% compared to December 2022. Energy production is higher by 2.0%, while production of capital products is lower by 2.3%, intermediate products by 4.9%, non-durable consumer goods by 15.1% and durable consumer goods by 41.2%.

The trend of growth of average wages has been maintained, which largely preserved the real purchasing power of the population. The trend of the departure of the workforce to the countries of the European Union continued, which creates problems in finding quality and professional staff. The average monthly net salary in the Republika Srpska paid in December 2023 was 1,304 BAM, and compared to the same month of the previous year, it was nominally higher by 7.1%, i.e. higher by 3.7% in real terms. The highest average net salary was paid in the field of financial and insurance activities and amounted to 1,766 BAM, and the lowest average net salary was paid in construction, only 993 BAM.



The average net salary in 2023 in the RS was 1,274 BAM, while the average gross salary was 1,937 BAM. Compared to 2022, the average net salary paid in 2023 is nominally higher by 11.4%, and in real terms by 4.1%.

In 2023, foreign trade amounted to 12.2 billion BAM and decreased by 3.1% compared to the previous year, exports decreased by 4.6%, and imports by 1.9%. The largest share in the total export refers to electricity (10.4%), while the largest share in the total import is oil with 7.6%. Serbia (17.1% share) and Croatia (15.4% share) are the most important foreign trade partners on the export side, and Serbia (16.1%) and Italy (15.9%) on the import side. Coverage of imports by exports is 73.6%.

The state of Bosnia and Herzegovina has a confirmed improved credit rating of "B+ with stable outlook" by the agency Standard & Poor's and a credit rating of "B3 with stable outlook" by the agency Moody's Investors Service.

Total turnover on the Banja Luka Stock Exchange last year was 1.05 billion BAM, which is 153% more than a year earlier. The increase in turnover is to the greatest extent a consequence of the increase in the volume of turnover in bonds and treasury bills of the Ministry of Finance of the Republic of Srpska through primary issues. Trade in government securities made up a larger part of the total turnover of the stock exchange. The total market capitalization of securities listed on the Banja Luka Stock Exchange on December 31, 2023 amounted to 5.2 billion BAM and is 10.2% higher than at the beginning of the year.

The Government of Republika Srpska continued to help the population, economy and underdeveloped regions to find more favourable means of financing, through the development program and funds of the Investment and Development Bank of Republika Srpska. In the course of 2023, the Investment and Development Bank of Republika Srpska placed 138 million BAM in loans to the economy and the population, and since it was established until the end of the previous year, it had placed a total of 2.3 billion BAM in loans.

The financial sector in the Republic of Srpska consists of Banks, investment funds, insurance companies, microcredit organizations, leasing companies, and savings and loan organizations. In 2023, fifteen Banks were operating on the territory of the Republic of Srpska, eight with their headquarters in the Republic of Srpska and seven with their headquarters in the Federation of Bosnia and Herzegovina. In the past year, the Banking sector maintained the stability of operations, which is reflected in profitable operations, and a stable liquid and capital position.

The main characteristics of the Banking sector in the Republic of Srpska, according to preliminary data from the Banking Agency of the Republic of Srpska, in 2023 were as follows:

- **Total assets:** The total assets of the Banking sector amount to 10.0 billion BAM and have increased by 3% or 280 million BAM compared to the end of 2022, primarily through the growth of deposits by 145 million BAM, which was reflected in the structure of assets by the growth of credit placements and investments in securities.
- **Gross loans:** Gross loans amount to 6.1 billion BAM and have increased by 4.6% or 264 million BAM compared to the end of the previous year, with an increase in the retail and economy sectors and a decrease in placements to the Government and government institutions.
- **Deposits:** Deposits amount to 7.7 billion BAM and they have recorded a growth of 2.0% or 145 million BAM in 2023. Retail deposits have the most significant participation in deposits with 59%.
- **Result of business operations:** The net profit of the Banking sector is 189 million BAM, which is 50 million or 36% more than in 2022. The increase in profits is a consequence of the growth of economic activities and the increase of interest rates driven by the growth of reference market interest rates.
- **Capital and capital adequacy:** Regulatory capital amounts to 1.1 billion BAM and is higher by 3.3% or 36 million BAM compared to 2022. The capital adequacy rate is 19.8%.

Business analysis

After the challenges in 2022, the Banking sector of Republika Srpska recorded a positive development trend during the current year. In addition to the growth of total assets, placed loans and deposits, and good capitalization, the Banking sector also had good profitability. Also, the judgment of the second-instance court in favor of UniCredit Bank in the crypto dispute had a positive effect on the entire sector, which exempted this Bank from payment of damages.

In 2023, after the successfully implemented restructuring procedure, change of ownership and business name, the Bank entered the year fully recovered and with an enviable market rating confirmed through a successfully implemented deposit

campaign. Annuity savings with interest payment in advance enabled clients to pay interest in advance for the entire term period, and the Bank collected 30 million BAM in that campaign.

Deposits amounted to 921 million BAM and recorded an increase of 111 million BAM compared to the previous year.

At the end of 2023, gross loans amounted to 773.5 million BAM, which represents an increase of 120 million compared to the previous year. The largest growth was recorded for legal entities in the amount of 90 million BAM.



In the current year as well, the Bank continued to improve applications for mobile and electronic Banking. The total number of mobile Banking users is over 24,000, which is 2,000 more than the previous year, and an increase in user activity by 3.8 thousand was also recorded compared to last year. In order to further improve and simplify the use of applications, as well as greater availability of banking services to clients, a new digital platform "ATOS BANK Online" was implemented. The new digital platform completely changes the existing platforms of mobile Banking, electronic Banking for individuals and electronic Banking for legal entities.

In 2023, the migration in the part of the card business operations was completed, which implies the migration of payment cards, POS terminals, ATMs and other systems related to card transactions. The key advantage of migration is reflected in the so-called InHouse mode, where the Bank independently manages its system for processing payment card transactions. In addition to the significant technological breakthrough, progress was also achieved in the significant reduction of costs incurred by the Bank for hiring an external processor. With this project, the Bank laid the foundations for easier development of new services that are planned in the future, such as Google Pay and other digital wallet solutions, Single POS, Soft POS, etc. By joining the InHouse system, the Bank's clients were given the opportunity to withdraw cash at no charge at ATMs located in the Nova Banka ATM network and vice versa.

The Bank is particularly proud of its network of self-service zones through which clients can access everyday services 24 hours a day. We are one of the few Banks that allows clients to issue various types of certificates and statements, pay bills by scanning or filling in the payment form on the screen, deposit and withdraw cash, etc. in a fully automated manner.

There has also been an increase in the use of the eCommerce service for clients of legal entities, which enables the acceptance of Mastercard and VISA payment cards and the collection of funds from them, when purchasing products or paying for services in the online store. Clients are also provided with other benefits such as contracting a VIP package of products completely free of charge for a period of 12 months, a MasterCard Gold card with no membership fee also for a period of 12 months.

The main priority of the Bank will continue to be the improvement of the quality of operations and the offer of products and services to clients. We plan to strengthen our position on the Banking market with the quality and speed of the services provided.

The Bank achieved a record profit in 2023, amounting to 24.6 million BAM, which is 14.7 million BAM more than the previous year. The most significant growth is based on the growth of operating income from regular business.

Profit of the Bank	2021	2022	2023
TOTAL	18.169	9.918	24.616

Retail Banking

At the end of 2023, gross loans for retail amounted to 456.5 million BAM, which represents an increase of 29.5 million or 7% compared to the previous year. The main loan product is non-purpose loans with a share of 57% in the total retail loan portfolio, while housing loans make up 37% of the total retail loan portfolio. The other 4% is made up of credit card deposits and current account overdrafts.

Retail deposits amounted to 453.1 million BAM, which is an increase of 74.9 million BAM or 20% compared to the previous year. Retail deposits continue to be the Bank's most significant source of financing, accounting for 49% of total deposits.

In 2023, the trend of growth in the number of active accounts of physical persons continued. At the end of 2023, the Bank has around 66 thousand active accounts, which is about 1.4 thousand more than at the end of 2022. In 2023, the Bank achieved an increase in issued cards, the total number of which is over 107 thousand.

The Bank actively worked to increase the number of users of online channels while improving applications for mobile and electronic Banking. Special attention is focused both on increasing the number of users and increasing user activity. In 2023, the Bank maintained the growth in the number of users of online channels, primarily mobile Banking. This approach has influenced the growth of the total number of



mobile Banking users by 9%, and it now amounts to over 23.5 thousand clients, as well as the growth of active electronic Banking clients by 55%. Numerous functionalities, such as managing limits, buying and selling currencies between your own transaction and savings foreign currency accounts, withdrawing money at an ATM without a card, quick user activation and simple use of online service applications are our comparative advantage over the competition.

In 2023, together with Nova Banka a.d. Banja Luka, we have enabled free cash withdrawals with debit cards on the common network of ATMs. Clients of both Banks can withdraw money at over 150 ATMs free of charge, which ensures the availability of a larger number of ATMs in different locations, and reduces costs for clients.

Clients are also provided with other benefits such as contracting VIP package products completely free of charge for a period of 12 months, a MasterCard Gold card with no membership fee also for a period of 12 months.

With the aim of mitigating the negative consequences caused by the rise in interest rates, the Bank offers its clients the refinancing of existing loans with a variable interest rate with a loan with a fixed interest rate.

Improving the quality of existing products and optimizing of processes is also planned in the coming period. In this way, we plan to strengthen our market position and serve existing and new clients more efficiently.

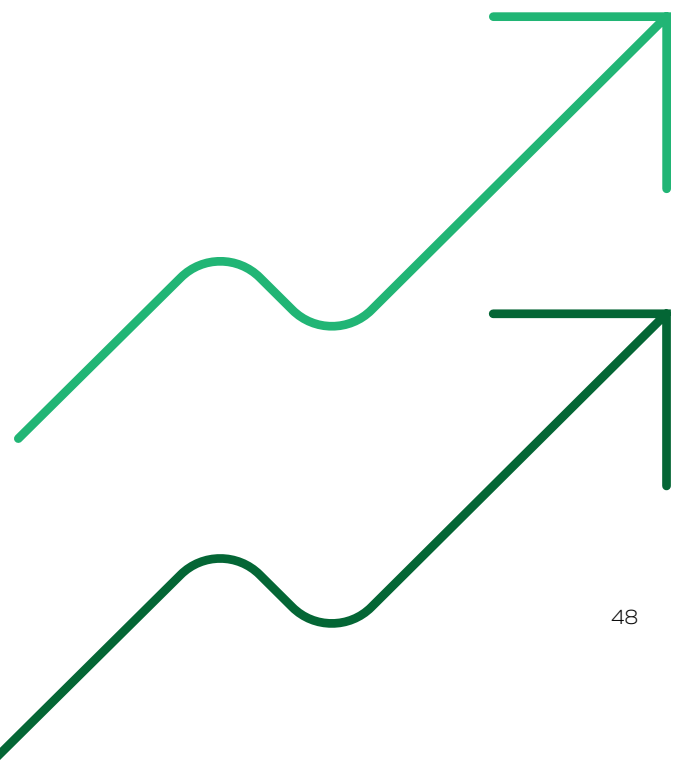
The Bank continued to improve the quality of products and services intended for physical persons and to harmonize these products with regulations. In addition to the existing credit lines, the Bank expanded its offer to credit lines for farmers, introduced a mortgage

loan with a combined interest rate (fixed for the first 5 years, then variable) and adjusted the simplified credit file in accordance with the BARS decision.

Throughout the year, intensive activities were carried out with regard to the preservation of the deposit portfolio, and in August a large 5 Star Rent Savings campaign was launched, through which the growth of the deposit portfolio was achieved by approximately BAM 30 million.

Improving the quality of existing products and optimizing of processes is also planned in the coming period. In this way, we plan to strengthen our market position and serve existing and new clients more efficiently.

As of September 30, 2023, the Bank did not increase the variable part of the interest rate for clients, and in this way showed that it takes care of the clients' interests.



Business with small and medium enterprises

During 2023, there was an increase in the loan portfolio by 17.3 million BAM compared to 2022, which represents a growth of 35% compared to the

previous year. The main loan product is loans for working capital with a share of 43% in the total loan portfolio of small and medium enterprises, while investment loans make up 37% of the total portfolio.



Deposits amounted to BAM 104.8 million, which is an increase of BAM 18.5 million or 21.4% compared to the previous year.

An increase in cash deposits via self-service devices was recorded in the amount of 55 million BAM or 18% compared to the previous year. The share of the number of cash deposits through the mentioned devices in relation to the total number of cash deposits is 83%.

The number of active users of electronic Banking services grew by 13%, and now there are over 4,000 active users of electronic Banking, which is 68% of the total number of active accounts. The share of the number of transactions carried out through digital channels is 74%.

The Bank's goal is to provide clients with quality service and to establish cooperation with as many new clients as possible. Compared to the previous year, the number of active clients increased by 460.

The Bank continued to improve the quality of products and services intended for legal entities. In addition to the existing credit lines, the Bank expanded its offer

to include a credit line for financing solar power plants and a credit line for farmers, and adjusted the simplified credit file in accordance with the BARS decision.

The Bank also, through professional training for sales staff, made influence to provide clients with an understanding and familiarization with the advantages of the credit line, which is realized within the framework of the World Bank (WB) project "Project of recovery and support for companies". Through this credit line, the Bank offers more favourable interest rates to the economy to mitigate the consequences of the COVID 19 pandemic, to companies inclusive of women, companies operating in underdeveloped municipalities and young companies. Among other things, on September 21, 2023, a meeting was held with representatives of the World Bank where the results from the previous period were discussed, as well as the improvement of this credit line.

Throughout the year, intensive activities were carried out in terms of preserving the deposit portfolio. In order to make deposit products more attractive, in addition to attractive interest rates, the Bank modified the existing Flexy deposit product and enabled clients to manage their funds more flexibly.

Business with large clients

During 2023, the business activities of the Department of Business with Large Clients were aimed at maintaining the trust of clients, growing the loan portfolio, and strengthening the Bank's liquidity, through an increase in term deposits of large clients, which resulted in an increase in client term deposits by 74 million BAM or 151%. As a result of more intensive

sales activities, portfolio growth was recorded in 2023 of over 72.7 million BAM or 41% compared to the end of the previous year. Despite the significant increase in the loan portfolio in 2023, a 2% drop in non-performing loans was recorded.

The Bank continuously worked to improve the quality and efficiency of the services it provides to clients.



In 2023, the number of legal entities with which the Department of Business with Large Clients has an active business relationship was maintained at the level of the previous year and amounts to almost 1,100 clients.

When it comes to documentary business, the Bank was successful, so the total volume of issued guarantees increased to 89.7 million BAM or 21% more than the previous year.

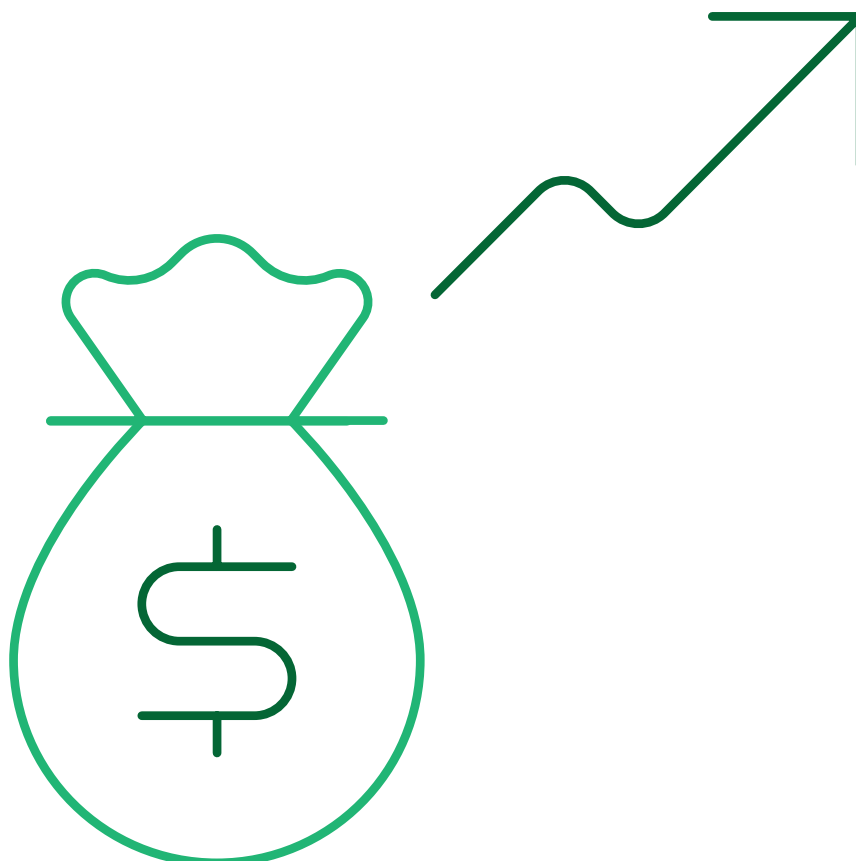
The process of digitalization of business also affected the way of providing services to large clients. An increase in the number of active users of electronic Banking by 5% compared to the previous year was recorded.

Loans (gross)

Loans to clients	2021	2022	2023
Retail loans	450.2	426.9	456.5
Loans to small and medium enterprises	45.3	48.8	66.1
Loans to large clients	187.9	178.1	250.9
Total:	683.3	653.8	773.5

Deposits

Customer deposits	2021	2022	2023
Retail deposits	521.3	378.2	453.1
Deposits of SMEs	96.4	86.3	104.8
Large customer deposits	243.9	344.5	362.8
TOTAL	861.7	809.0	920.7



Financial markets

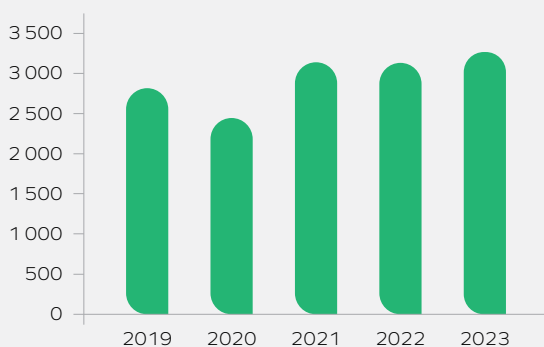
The business year 2023 was marked by the trend of business stabilization after a challenging period on the geopolitical level due to the escalation of the conflict between Russia and Ukraine, rising energy prices, rising inflation rates, and which inevitably affected the Bank's business activity along with the change in the ownership structure during 2022. In order to suppress the record high rate of inflation and stimulate economic activity, the central Banks of the leading countries continued to implement restrictive monetary policy measures with an increase in reference interest rates and definitively ended the era of "cheap money". The FED increased the reference interest rate from 4.50% to 5.50%, and the ECB at a slightly more intense pace from 2.5% to 4.50%, which was reflected in the level of interest rates in the domestic market as well. Such conditions enabled the Department of Financial Markets to realize significant income when placing surplus liquid assets on the money market, and in cooperation with the Asset and Liability Management

Department, more significant participation in the capital market and investing in securities issued on the domestic capital market.

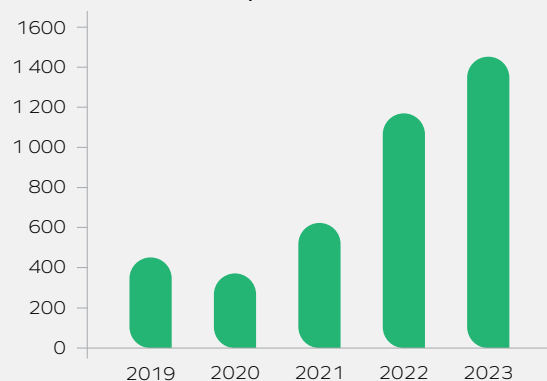
In the business on the foreign exchange market with financial instruments, a 4% increase in results was achieved compared to the previous year, which represents a significant success, bearing in mind the turbulent period that the Bank went through during the previous year, the consequences of which were also noticeable in the current business year, especially in the foreign business segment.

In the segment of cash trading and business operations with authorized exchange offices, the Bank represents a significant participant on the domestic market. By increasing the client base by applying cautious risk criteria during acquisition, and by improving services and monitoring the needs of existing clients, revenue growth was achieved by 22% higher than the previous year, i.e. 2.8 times in a five-year time interval.

Business income realized in the period 2019 - 2023



Income from business with authorized exchange offices in the period 2019 - 2023



Risks management

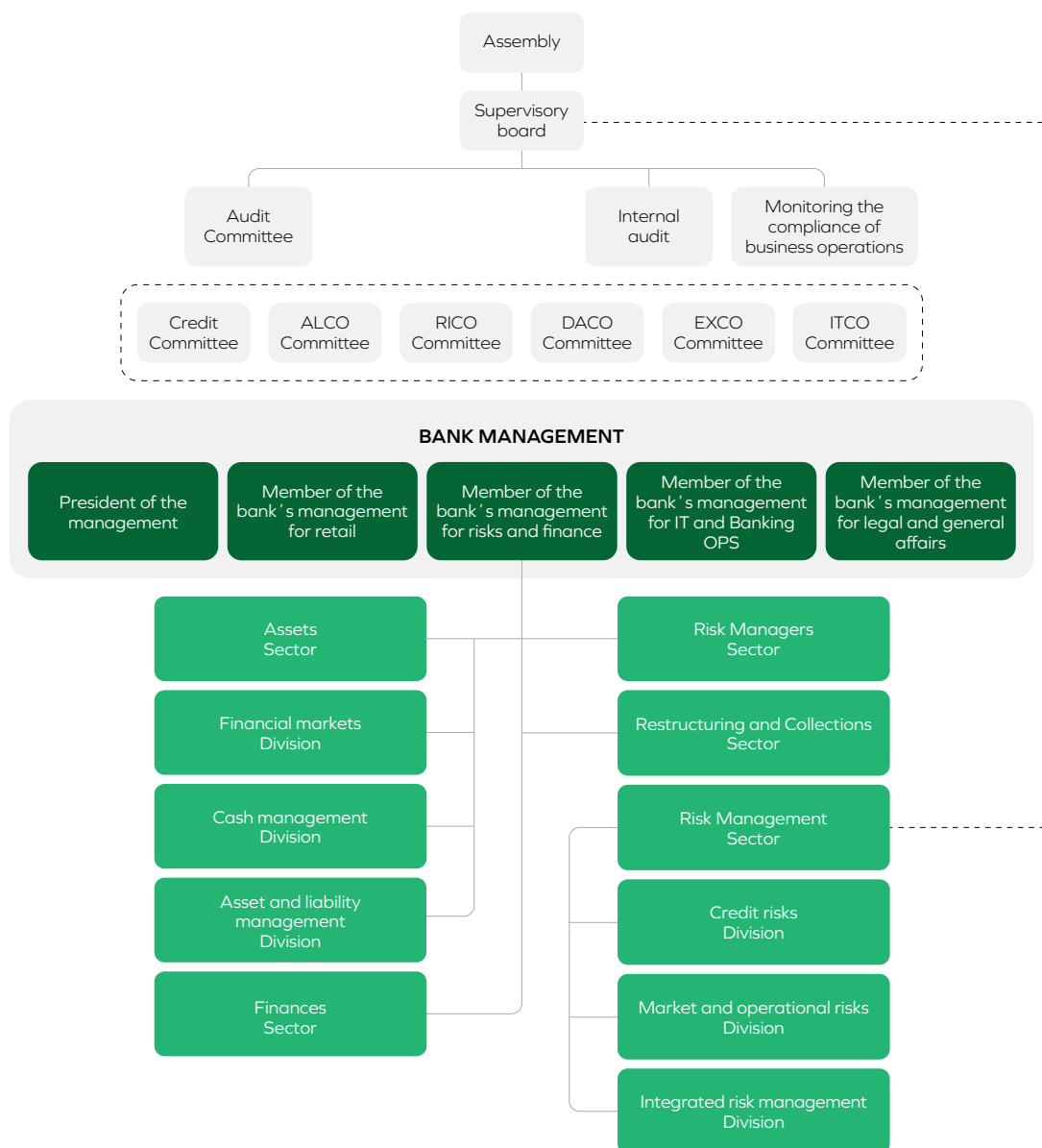
Framework for risk management

The Bank has established a framework for risk management, adapted to its business model and based on a clearly defined risk strategy that is aligned with the business strategy.

The risk strategy establishes general principles for the continuous management of all risks that appear within

the Bank's operations, defines the key principles that ensure the adequacy of capital and liquidity, and is implemented through a clearly defined organizational structure of risk management.

The picture below shows part of the Bank's organizational chart, which shows the established organizational structure of risk management.



The Supervisory Board of the Bank is responsible for the establishment and supervision of the risk management system in the Bank. It determines strategies and policies for risk management and performs regular supervision and control through the established reporting system. It proposes to the Bank's Assembly the adoption of the Bank's business plan, business policy and strategy, which are fully aligned with strategies and policies for risk management.

The Bank's management implements strategies and policies for risk management by adopting methodologies and procedures for risk management, performs their periodic review and, if necessary, proposes changes.

The implementation of strategies and policies for risk management is carried out by the Bank's management through the work of committees and organizational units that are under the responsibility of the member of the Bank's management in charge of risks and finances:

- **Credit Committee**

It is in charge of considering and making decisions on credit requests within its jurisdiction or making recommendations on requests that are considered at a higher level of jurisdiction (Supervisory Board).

- **Asset and Liability Management Committee (ALCO)**

It is responsible for asset and liability management, i.e. liquidity risk management, market risks and capital adequacy and structure management. Within the regular monthly sessions, based on the analysis of the reports, it makes proposals to mitigate identified liquidity risks and to potentially improve asset and liability management.

- **Risk Management Committee (RICO)**

It is responsible for managing all risks to which the Bank is exposed. In the framework of regular monthly sessions, through detailed reviews of the types, level and trend of risk, it analyzes all the risks to which the Bank is exposed and makes proposals to mitigate the identified risks and to potentially improve the risk management system.

- **Distressed asset Committee (DACO)**

It is responsible for making decisions on restructuring or collection strategies of credit placements of clients who are classified in the category of potentially problematic or problematic clients.

- **Risk manager sector**

In addition to the competences defined below for individual departments of the Risk Management Sector, within this sector, the activities of the control function of risk management, which was established by the Bank's Supervisory Board, are also carried out, in accordance with the Law on Banks of the Republic of Srpska and the regulations of the Banking Agency of the Republic of Srpska.

- **Risk Management Sector**

In addition to the competences defined below for individual departments of the Risk Management Sector, within this sector, the activities of the control function of risk management, which was established by the Bank's Supervisory Board, are also carried out, in accordance with the Law on Banks of the Republic of Srpska and the regulations of the Banking Agency of the Republic of Srpska.

- **Credit risk department**

The credit risk department is responsible for providing methodological bases for the lending process (definition of the process, lending rules, criteria for assessing creditworthiness, etc.), monitoring the risk of exposure and establishing an early warning system for an increase in credit risk. It is also responsible for calculating expected credit losses, analyzing the quality of the credit portfolio, conducting stress testing for credit risks, managing collateral and credit risk concentration.

- **Department of Market and Operational Risks**

The Department of Market and Operational Risks is responsible for carrying out the activities of identifying, assessing, measuring, monitoring and documenting market and operational risks. It is also responsible for the process of coordinating, creating and updating the internal liquidity adequacy assessment (ILAAP), for conducting stress testing for market, interest rate,

operational, as well as liquidity risk, for managing the internal control system at the Bank level and coordinating the outsourcing risk management process.

- **Integrated Risk Management (IRM) Department**

The Department of Integrated Risk Management (IRM) is responsible for the coordination of the definition and implementation of the risk and capital strategy, the organization of the identification process and assessment of the risks significance, as well as monitoring of key risk management indicators. It is also responsible for the process of coordination, creation and updating of the internal assessment of capital adequacy (ICAAP), recovery plan and stress testing, as well as for internal and external reporting in the area of risk management.

The department's area of competence includes participation in the development, implementation and validation of models for estimating expected credit losses and models for credit risk parameters.

- **Sector of restructuring and collection of problematic claims**

The restructuring and collection of problematic receivables sector is responsible for the restructuring and collection of problematic and potentially problematic receivables. It is also responsible for establishing standards for early and late collection of the Bank's credit receivables, making proposals and monitoring the implementation of the strategy for managing receivables in non-performing status (NPL).

- **Sector of assets**

The asset sector through the Asset and Liability Management Department (ALM), the Financial Markets Department and the Cash Management Department is responsible for liquidity risk management, management of financing sources, and capital management with the aim of optimizing profit in relation to the Bank's risk appetite.



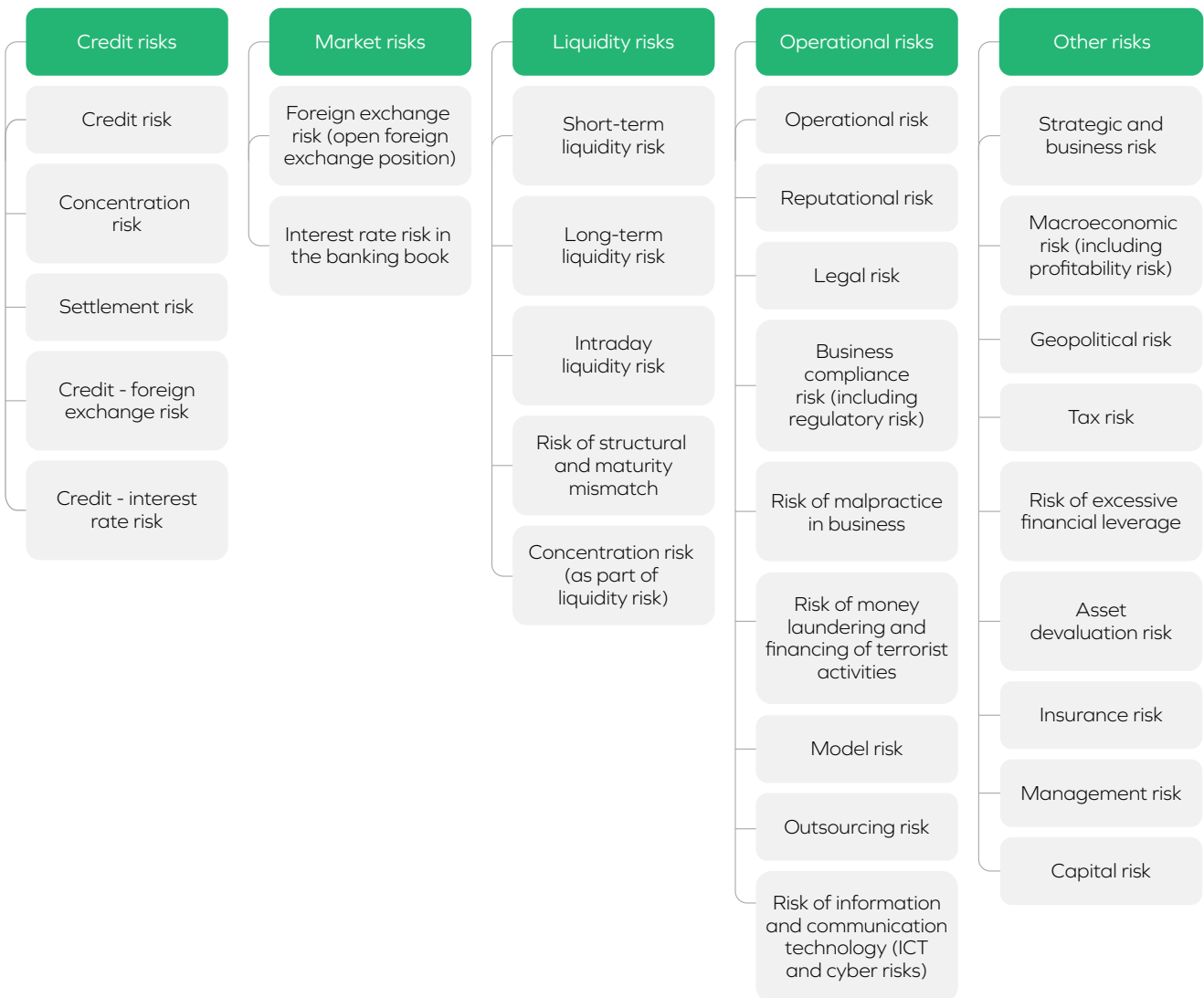
Types of risks to which the Bank is exposed

At least once a year, or more often whenever necessary, the identification and assessment of the significance of risks is carried out, which includes the definition of all risks to which the Bank is exposed, or could be exposed in its operations, and assessment of the level of exposure to certain risks. Based on the level of exposure to a particular risk, its significance is determined, all for the purpose of assessing the internal capital requirements necessary to cover significant risks. The calculation of the amount of capital required to cover certain risks is carried out through the internal capital adequacy assessment process (ICAAP), which was established in accordance with regulatory rules and as a mandatory element includes regular stress

resistance testing. Stress testing is one of the most important elements of risk management and the basis for making strategic decisions of the Bank. In this way, the impact of certain negative macroeconomic scenarios on the Bank's asset and liability positions is measured, thereby examining whether the Bank has enough capital and/or liquid assets to withstand significantly difficult business circumstances.

The Bank is exposed to a large number of risks in its operations, and the picture below shows a list of all risks that have been assessed as significant.

Within them, we will take a closer look at the type and method of managing the most common risks that the Bank faces in its daily operations: credit risk, liquidity risk, market risk and operational risk.



Credit risk

The Bank's business policy requires and foresees maximum protection against exposure to credit risk, which represents a significant risk in banking operations. Adequate and successful management of credit risk represents the activities of planning and maintaining an acceptable relationship between the assumed risk and compensation for the assumed risk,

and activities of control and reduction to the smallest possible extent of all forms of risk related to the quality and concentration of the portfolio, the efficiency of collection, that is, the established collection security instruments, etc. Credit risk measurement includes regular monitoring of certain quantitative and qualitative indicators. The credit risk assumed by the Bank is determined by the debtor's creditworthiness, the timeliness in fulfilling their obligations to the Bank, as well as the quality of the debt security instruments.



Identifying credit risk is a basic step in credit risk management that the Bank implements with the aim of maintaining it at an optimal level. Identification of credit risk is carried out at the stage of establishing the client's initial contact with the Bank and during the duration of the placement.

Credit risk management is provided through:

- creation and development of programs and policies for credit risk identification and management, placement approval procedures, placement control and adequate reporting;
- limiting the concentration of credit risk (testing, measuring and controlling the concentration of risk);
- comprehensive and high-quality assessment of credit requests with an assessment of the level of credit risk that each request entails and determination of the required quality of collateral (adequate collateral for placements);
- implementation of the client monitoring process (timely identification of potentially risky clients - individually and by different segments of the

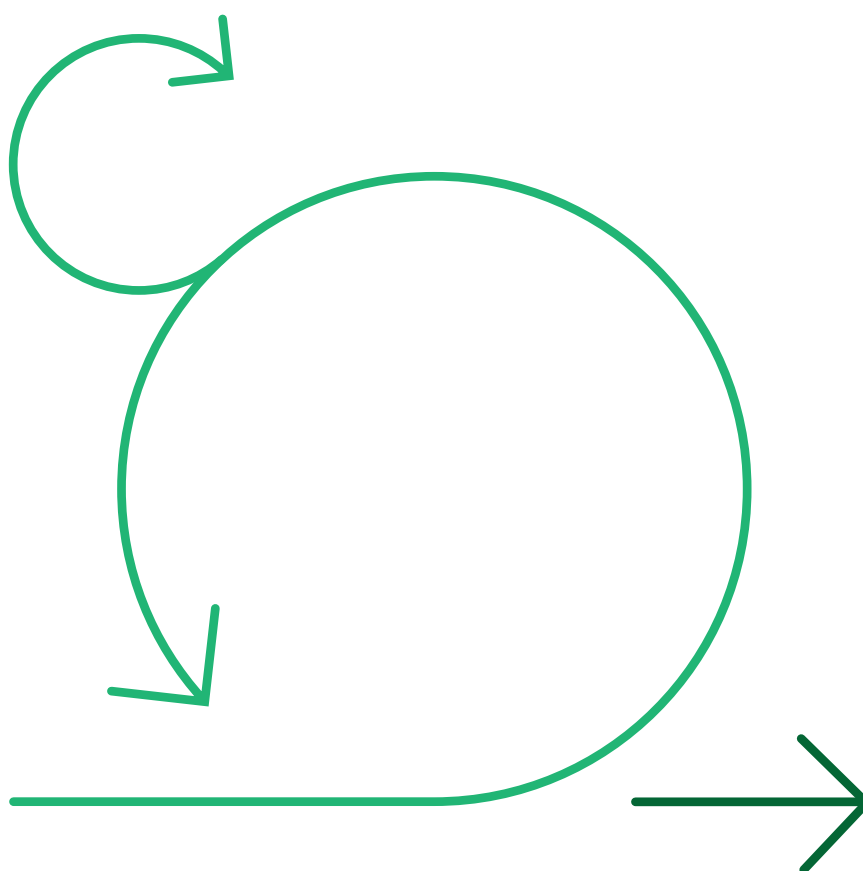
portfolio), in order to manage the maintenance of a reasonable structure and quality of assets, i.e. the Bank's loan portfolio from the viewpoint of the acceptable level of credit risk for the Bank;

- management of increased risks, through finding timely and adequate solutions, i.e. proposing and developing strategies, with the aim of preserving the quality of the credit portfolio and reducing the Bank's credit losses to the minimum possible extent;

- monitoring and control of the structure and quality of assets, and the formation of adequate reserves for uncollectible items;
- permanent training program for credit officers to improve their expertise in the field of credit risk management.

Share of non-performing assets in total credit assets as of 31. 12. 2023 was 2.2%, which represents a decrease of about 0.4% compared to the previous year.

Exposure in 000 BAM	Large clients	SME	Retail	Total
Good assets	244.805	63.577	447.086	755.467
Non-performing assets	5.625	2.567	9.136	17.329
Total	250.430	66.144	456.222	772.796



Liquidity risk

Liquidity risk is the risk of a negative impact on the Bank's profits or capital arising from its inability to discharge its liabilities fully and within maturity, without exposure to unacceptable losses, due to a lack of liquidity reserves. In this regard, liquidity risk includes the liquidity risk of financing sources, which arises from the possibility that the Bank will not be able to settle its due financial obligations due to the withdrawal of existing financing sources, that is, the impossibility of obtaining new sources of financing and the risk of market liquidity, which arises from the possibility that the Bank will not be able to settle its due financial obligations due to the difficulty of converting assets into liquid assets due to market disturbances.

The Bank identifies, measures and manages liquidity risk using various tools, reports and indicators that provide responsible persons with information for timely and adequate decision-making regarding the maintenance of the Bank's short-term and long-term liquidity.

Decisions on liquidity risk management in the Bank are considered and made by the Supervisory Board, the Bank's Management, the Liquidity Monitoring Committee (LICO) and the Asset and Liability Management Committee (ALCO), and the Assets Sector is responsible for their implementation. Management and monitoring of liquidity, including intraday liquidity, is defined by the appropriate strategy, policies and procedures approved by the Supervisory Board and the Bank's Management Board, and which are in accordance with the standards prescribed by the Banking Agency of the Republic of Srpska and the Central Bank of Bosnia and Herzegovina. With the aim of maintaining the optimal level of liquidity necessary for the smooth operation of the Bank, an assessment of expected cash flows is performed, i.e. the analysis of the term compliance of assets and liabilities, and the assessment of the adequacy of the amount and structure of the Bank's liquidity reserves and sources of financing.



The Bank's liquidity risk management system ensures the maintenance of an adequate level and structure of liquidity reserves in the form of high-quality and unencumbered assets, which ensures the timely execution of all obligations and business continuity.

The Bank ended the year 2023 with an adequate amount and structure of liquidity reserves, with stable sources of financing, where deposits from clients (especially natural persons) make up the largest part of sources of financing. In this regard, the Bank's operations are based on a self-financing business model and reliance on client deposits as the primary source of financing, with financing from IRB RS's (Investment and Development Bank of the Republic of Srpska) credit lines to a certain extent. When it comes to primary sources of financing, deposits record an additional increase in the volume, stability and maturity of sources of financing, with an acceptable level of concentration of financing sources in accordance with the defined risk appetite. In cooperation with the IRB RS, the Bank continued to use credit lines intended for financing small and medium-sized enterprises, economic entities in underdeveloped municipalities and the population, and joined the Project of recovery and support for companies financed by the World Bank in cooperation with the IRB RS.

In terms of structure, the Bank's liquid assets as of December 31, 2023 include: cash (63 million BAM), total funds at CBBH including the mandatory reserve (180.8 million BAM) and funds with other Banks (87.6 million BAM), while investments in securities amount to 117.8 million BAM.

The Bank's total liquid assets (without investments in securities) on December 31, 2023 amounted to 331.4 million BAM, which represents 27.3% of total assets, and the Bank's liquidity indicators were above regulatory and internally set limits. In the process of liquidity risk management, the Bank is committed to a more conservative approach in relation to the

prescribed minimum requirements, that is, internal limits for liquidity indicators are defined more conservatively, in order to make it possible to take the necessary measures in a timely manner, so as to prevent reaching the regulatory limits.

The decision of the Republika Srpska Banking Agency on liquidity risk management prescribes minimum qualitative and quantitative requirements for liquidity risk management. The most significant quantitative indicator of liquidity is the liquidity coverage ratio - LCR (Liquidity Coverage Ratio), which shows Banks' short-term resistance to liquidity risk. The LCR indicator at the end of 2023 was 195.9% and was significantly above the prescribed minimum of 100%, which shows that in case of a stressful scenario for liquidity, the Bank has more than enough liquid assets to cover net outflows that may occur in a period of 30 days.

In addition to the liquidity coverage ratio - LCR, the Decision of the Republika Srpska Banking Agency on liquidity risk management also stipulates the requirement to maintain the net stable funding ratio - NSFR. The NSFR indicator calculated in accordance with the previously mentioned Decision amounted to 161.5% at the end of 2023 and is above the minimum requirement of 100%, which means that the Bank finances all long-term investments and placements from long-term or stable funds.

Liquidity risk, as one of the most significant risks in Banking, is covered by regular stress testing conducted by the Bank in accordance with regulatory requirements, and the results of this testing are used for the purposes of the internal liquidity adequacy assessment procedure (ILAAP).

Also, the Bank has developed a plan for action in liquidity contingencies, which clearly defines all the necessary steps and measures for successfully overcoming crisis situations related to liquidity.

Market risk

Market risk is the risk of possible negative effects on the Bank's financial result and capital due to price changes on the market. These risks can affect the value of the portfolio in the trading book and the Banking book.

Market risks that have been assessed as significant in the Bank are as follows: foreign exchange risk (open foreign exchange position) and interest rate risk in the Banking book.

Market risk is monitored on the basis of valid legal and regulatory acts of the Banking Agency of the Republic of Srpska, and in accordance with the defined procedures and limits of ATOS BANK a.d. Banja Luka and superior Banks (Nova Banka a.d. Banja Luka).

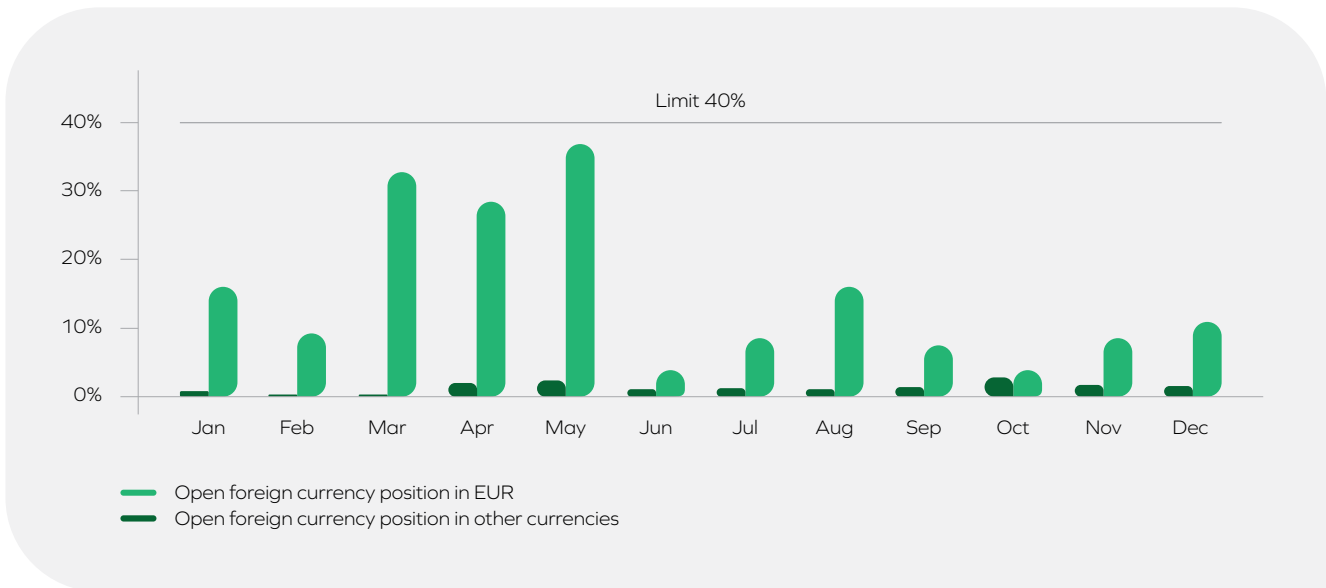
Currency risk is defined as the risk of possible negative effects on the Bank's financial result and capital due to changes in the exchange rate and changes in prices of gold. Open foreign exchange position is the basic measure of foreign exchange risk and represents the risk exposure (or the amount of risk) that the Bank assumes in a foreign currency and which will affect the Bank's result in the event of a change in the exchange rate of that

currency. Exposure to foreign exchange risk is monitored daily, in accordance with legal and internally established limits for each individual currency and the total open foreign exchange position. Monthly reports on the open foreign exchange position are presented at the meetings of the Asset and Liability Management Committee and the Risk Management Committee.

In accordance with the Decision of the Republika Srpska Banking Agency on minimum standards for foreign exchange risk management, the Bank must maintain a total foreign exchange position or a position in EUR in an amount not exceeding 40% of the recognized capital at the end of each working day, that is, 20% of the regulatory capital for an individual foreign currency position that is not EUR. The Bank also has internally defined limits for currency exposure, which is an additional limit for an open foreign exchange position in currencies.

The total open foreign exchange position was at a high percentage of the utilization of regulatory capital during the first half of 2023 and was conditioned to the greatest extent by the movement of the balance in the account of the largest depositor. In the rest of the year, the position was stable and at a low level of utilization thanks to the measures taken.





The most significant open foreign exchange position of the Bank is in EUR currency. Given that the currency board regime with a fixed ratio of EUR to BAM is in force in Bosnia and Herzegovina, the Bank is not exposed to exchange rate changes based on an open position in EUR currency. The Bank's strategy is to keep open positions in other currencies to a minimum.

According to local legislation, the Bank is obliged to calculate the capital requirement for foreign exchange risk, if the sum of its total net open foreign exchange position and its net open position in gold exceeds 2% of its regulatory capital. Accordingly, the Bank is obliged to calculate the capital requirement for foreign exchange risk, because its open foreign exchange position in EUR currency exceeds 2% of recognized capital. Foreign exchange risk is an integral part of the Bank's general risk strategy and its significance is regularly assessed.

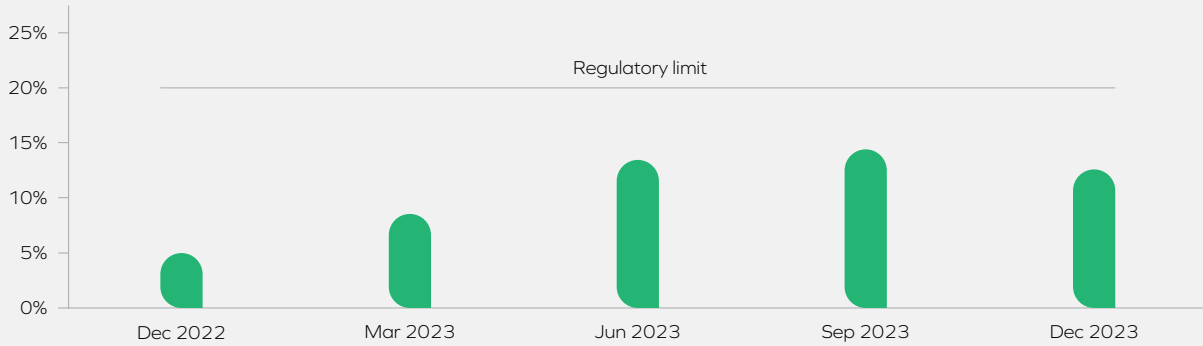
Interest rate risk in the Banking book is the risk of possible negative effects on the Bank's financial result and capital based on positions in the Banking book due to changes in interest rates. The Bank is exposed to interest rate risk due to maturity mismatch (for fixed interest rates) and revaluation (for variable interest rates) of assets, liabilities, and long and short off-balance sheet positions in the Banking book.

The basis for interest rate risk management and the reporting process is the regulatory report on interest rate risk exposure in the Banking book in relation to regulatory (recognized) capital due to the application of an interest rate shock of 200 basis points, whereby:

- Positions with a fixed interest rate are allocated to time zones according to the remaining maturity;
- Positions with a variable interest rate are allocated to time zones according to the deadline until the next interest rate change;

The Bank measures the interest rate risk in relation to the regulatory limit of 20% of the regulatory capital. The Bank also has an internally established limit through a report on the level of the Bank's risk appetite, which is more conservative compared to the regulatory limit. During 2023, the Bank had no violation of the regulatory limit, i.e. the exposure to interest rate risk was below the regulatory requirement.

Exposure to banking risk in the banking book in relation to regulatory capital



The Bank conducts interest rate risk stress testing as part of the annual stress test for all significant risks, and allocates internal capital requirements through ICAAP.

To calculate internal capital requirements, the Bank uses a simplified approach based on a simplified calculation of the assessment of the change in the economic value of the Banking book, by applying a standard interest rate shock to Banking book positions in accordance with regulatory requirements.



Operational risk

Operational risk is the risk of the possibility of adverse effects on the Bank's financial result and capital, due to a failure in the work of employees, inadequate internal procedures and processes, inadequate management of the Bank's information and other systems, as well as the occurrence of unforeseen external events, including legal risk.

Operational risk management is defined by policies, procedures and instructions related to the general framework on operational risk management, internal records of losses, self-assessment of operational risks and controls, establishment of internal control systems, etc. The Bank is constantly raising awareness of operational risks with its employees through continuous training and improvement of internal control procedures and systems, and actively engages all employees in operational risk management.

Given that a wide range of operational risks can lie in different business processes, the risk owner in the business line (manager) plays the most important

role in the operational risk management process. If necessary, certain activities are transferred to the operational risk managers of the business line. Business line operational risk managers act as contact persons for employees and managers in their organizational units/parts, ensuring the quality of the operational risk management monitoring process, by making sure that operational risks are optimally managed.

The Bank has defined a methodology for treating operational risk events with special emphasis on collecting data on losses. The Bank uses a database/register of operational risk events to collect data on events. Every operational risk event with a real or potential loss in a certain amount and within a defined time frame, as prescribed by internal acts, must be reported and recorded in the database for operational risks.

The Market and Operational Risk Department submits regular and ad-hoc reports to the Banks Management, the Risk Management Committee and the Supervisory Board.



Other significant risks

As part of the Bank's integrated risk management system, at least once a year the identification and assessment of the significance of all risks is carried out, and as a result significant risks are identified. In addition to the management of the most common risks, which are explained in more detail in the chapters above, the Bank has defined and established an

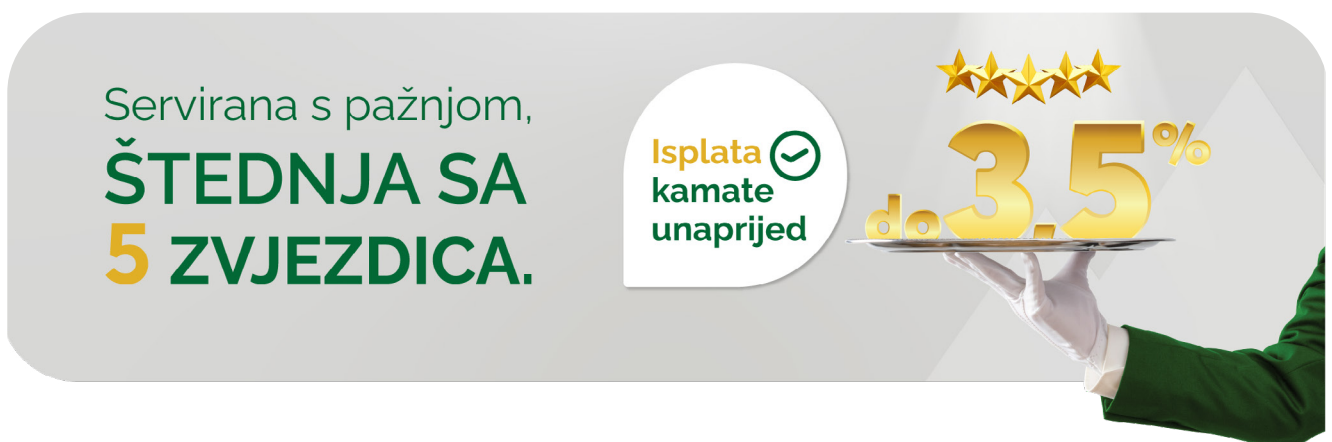
efficient management system for all other significant risks through internal acts. They are considered and evaluated by the relevant employees who have adequate knowledge of individual areas of risk and by the committee responsible for risk management, using qualitative and quantitative assessments, on the basis of which adequate measures are adopted and directions of action are determined in order to mitigate the identified risks.



Marketing and communications

The activities of the Marketing and Communications Department were intense during 2023. Namely, the first campaign in that year was a promotional campaign with the Mastercard company, in which, after the completion of the rebranding process of all payment cards, we handed over new ATOS payment cards to clients. The first 2,023 clients who received an MC Debit card during the campaign and made one transaction received a refund in the amount of 10 BAM. At the end of February 2023, the campaign “Money

can also grow with smart savings” was launched, in which the Bank offered attractive interest rates on term savings. The month of May was marked by the birthday celebration and campaign of our Bank and Visa company, within which the first 2305 clients who spent 300 BAM in May and June received 30 BAM into their account. At the end of August, ATOS BANK started a savings campaign under the slogan “Savings with 5 stars”, with attractive interest rates, which will last until November 30, 2023.



Internal communication

With the aim of strengthening team spirit, the Bank participated in Banking meetings, which were held in Banja Vrucica. Our teams competed this year

in volleyball, football, bowling, table tennis and basketball. What is the most important to us is that our team once again showed the strength of the team spirit and proved that we are a TEAM that sticks together.



In May, Team Building - "2022 results and plans for 2023" was held in Stanisici Etno Village in Bijeljina. In addition to the Bank's Management, the team building was attended by managers and directors of Sectors/ Services in the Bank, regional directors, as well as Deputy Sectors. The meeting took place in a pleasant and working atmosphere, and colleagues also enjoyed informal gatherings, all with the aim of promoting the Bank's corporate culture and strengthening team spirit.

In September, on the occasion of the beginning of the new school year, employees whose children were starting the first grade of primary school were given gift vouchers, which made it a little easier for parents to prepare their children for school, and the Bank provided employees with a day off so that they could welcome the start of the new school year with their children.

At the beginning of September, a working meeting between Atos Bank and Nova Bank was held on Jahorina. At this meeting, colleagues from these two

Banks had the opportunity to get to know each other better and exchange experiences, given that both Banks operate within the same Banking group.



In mid-December, the Bank's traditional New Year's party was held, and awards were traditionally given to employees who celebrated the anniversary of their work at the Bank. We didn't forget our youngest either, so in December the play "THREE PIGS AND ONE MORE" was performed for our little ones at the Jazavac City Theatre in Banja Luka, followed by a meeting with Santa Claus and the handing out of New Year's packages.

In 2023, four internal newsletters were published, which included all the activities that took place in the Bank during the year.

Socially responsible business operations

Last year, the Bank continued the practice of socially responsible business and providing support to local communities. For years, the Bank has been trying to provide support to local communities through engagements in socially responsible business projects.

This year, we continued our cooperation with the City Theatre Jazavac, the Bank gave this theatre full support for the second year in a row, due to their invaluable contribution to the development of culture and theatre art.



Marking World Savings Day, ATOS BANK a.d. Banja Luka hosted the students of the first and fourth grades of the "Vuk Stefanović Karadžić" Elementary School, for which an Open Day was organized, during which they had the opportunity to learn about the way the Bank works and operates. As every year on World Savings Day, the Bank presented valuable gifts to

babies born in the territory of Republika Srpska on October 31 - World Savings Day. These are gifts in the form of savings books with an initial cash deposit of 100 BAM in a savings account, and new mothers will receive a gift - a device that will certainly be useful in the first months with their baby.



In the week of children, the week of our youngest ATOS BANK a.d. Banja Luka donated funds for equipping the yard of the "Pcelica Maja" kindergarten in Novi Grad. In November, ATOS BANK signed an internship contract with the Faculty of Economics of the University of Banja Luka. ATOS BANK Banja Luka supported the preventive activities of the Ministry of Internal Affairs of the Republic of Srpska, which were organized as

part of the celebration of International Children's Day. Before the New Year holidays, the Bank donated packages for the youngest members of our society. The gift packages were donated to the Association of Families 4+, "Children of Light" Association for Helping Persons with Autism and the Center for Social Work Banja Luka.



In the communications segment, the Bank is engaged in both external and internal communications, as well as socially responsible business operations. All these activities are carried out strategically and with the aim of improving dialogue with the public, media and local communities. The Bank ensures interaction with its clients, brand loyalty, a relationship of trust and provides information about the Bank's products

and services on its accounts on social networks (Facebook and Instagram, and since last year, on LinkedIn as well). Communication with the public took place through external communication tools, such as print and electronic media, and clients and the public received accurate and relevant information related to all the Bank's activities.

ATOS BANK a.d. Banja Luka

Annual report for 2023

Financial Statements

for the Year Ended 31 December 2023
and Independent Auditor's Report

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