

## WORKING PRINCIPLES - WORKING GROUP ON EMPLOYEE SATISFACTION

### Aim

The aim of the Working Group (WG) on Employee Satisfaction is to monitor the results produced by respective units and progress towards targets, identify emerging needs that arise from current developments and inform the Sustainability Committee.

### Composition of the Working Group

- The Working Group on Employee Satisfaction is chaired by the Human Resources Director.
- The Human Resources Specialists attend the WG meetings as responsible officers.

### Roles and Responsibilities

- The Working Group must fulfill the duties established by the Sustainability Committee.
- The WG develops business plans to implement the strategies, goals, policies and tasks set by the Sustainability Committee.
- The Head of the Working Group is responsible for evaluating the outcomes generated by the WG and presenting them and the meetings of the Sustainability Committee.  
The responsible officers are tasked with taking and following up actions, data collection and informing the Head of the WG.
- The WG is responsible for identifying needs in its field of mandate and presenting recommendations to the Sustainability Committee regarding regulations relevant to its scope of roles and responsibilities.
- The roles and responsibilities of the WG may be updated in accordance with the decisions and guidance of the Sustainability Committee.

### Meetings and Reporting

- The WG meets as necessary but no less than quarterly in any case.
- The secretarial duties of the WG are carried out by the Office of HR Director which will also prepare the minutes of meetings.
- The minutes of the meetings should include the following items as a minimum:
  - Place and time of the meeting,
  - Agenda items,
  - Attending members,
  - Decisions taken.
- The minutes of the meeting are submitted to the Sustainability Committee in writing within the month that follows the meeting date.
- Members who will not be able to attend the meeting for a valid excuse should inform the committee secretariat in advance. Otherwise, they will be considered absent without an excuse.

## ANNEX 1: Actions of the Working Group:

The WG Actions were set out upon approval of the Sustainability Committee on 01 August 2022. These actions will be updated as necessary on the basis of recommendations from the Working Group and guidance and approval of the Sustainability Committee.

- Tracking employee satisfaction on sectoral basis.
- Assessing training needs across the company and identifying respective trainers.
- Identifying awareness-raising activities and preparing participant lists for the activities.
- Identifying actions to track and improve Employee Loyalty.
- Monitoring quality and inclusiveness processes.
- Tracking annual numbers of female-male employees across the company and on level basis
- Identifying numbers of female-male employees involved in career development processes.
- Listing number of fraud cases.
- Identifying number and content of grievances related to the violation of the Code of Ethics.
- Identifying the number of local employees in the facilities.
- Tracking number of employees who have signed confidentiality documents.