



# 1. PURPOSE OF THIS POLICY

# This policy's objectives include:

- Documenting our commitment to fostering a rewarding and engaging experience for all our team members.
- Informing our current and prospective team members as well as any other interested stakeholder of our Employer Caring & talent management strategy.
- Enabling an environment in which all our team members feel empowered to contribute to the success of EVS.

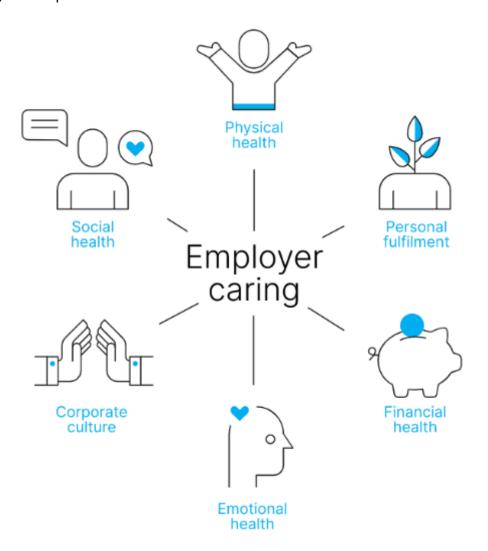


## 2. PRINCIPLES

Our team members are at the heart of the organization, they are the foundation of everything we do. Their contributions drive innovation, excellence, and enable us to provide unparalleled support and quality solutions to customers worldwide. Consequently, our Employer Caring strategy is designed to cultivate a dynamic and healthy environment for all our team members, and our peoplecentric policies are meticulously crafted to cultivate a future-ready workforce, empower individuals, and foster a rewarding employee experience that enriches both personal and professional growth.

### 2.1. WELL-BEING

Our Human Resources approach aims at reaching the maximum level on six aspects of wellbeing and engagement: physical health, financial health, social health, emotional health, personal fulfillment, and corporate culture.





- Physical health: we try to encourage healthy habits among our team members by fostering sports initiatives and the consumption of healthy food, as well as providing ergonomic resources (equipment & documentation).
- Financial health: we are committed to providing our team members with secure employment and adequate wages, as well as respecting their right to social dialogue and freedom of association.
- Social health: fun team-building activities are organized all year long by EVS' Event Team.
  These activities not only provide a break from the daily routine but also allow team members
  to get to know each other on a personal level, which helps to build trust and a sense of
  camaraderie.
- Emotional health: we strive to foster work-life balance by offering the team members whose role allows it the possibility to remote work part of the time.
- Personal fulfillment: we are committed to providing our team members with opportunities for development, including learning opportunities and regular performance reviews.
- Corporate culture: our corporate culture is centered around seven core values Passion, Innovation, Excellence, Customer Success, Teamwork, Agility, Accountability.

#### 2.2. TALENT MANAGEMENT

The business world is changing – and employees' expectations are evolving with it. Companies have to attract and retain the best talent and boost performance; while ensuring they have the talented people they need to attain their business goals.

At EVS we center our talent management efforts around three fundamental pillars:

- Talent attraction communicating our value proposition as an employer and communicating with our candidates.
- Talent development providing our team members with opportunities for development.
- Talent retention ensuring our team members' engagement level remains high.

#### 2.2.1. RECRUITMENT & ONBOARDING

Through our presence on social media and our partnerships with educational institutions, we favor a proactive approach to recruiting which increases our visibility and enables us to identify top talent. At the same time, we believe that our partnerships with educational institutions have a positive effect on the community, as we invest in the development of future professionals through bridging the gap between theoretical knowledge and practical applications.



We seek to obtain feedback throughout the recruitment and the onboarding process in order to be able to spot and implement continuous improvement in our methods. Our new team members are provided with a welcome book and comprehensive information upon their arrival, which helps them smoothly fit in the company and their new role.

#### 2.2.2. LEARNING & DEVELOPMENT

We offer a wide range of learning and development opportunities. These include live training, online training, reading material, language classes, and internal and external development programs. These opportunities are available to all team members. We have a Learning & Development catalogue that is accessible via our intranet. This catalogue provides access to a varied range of training content, classified by topic, to all our staff worldwide, from their computers or mobile devices. We strongly believe that by investing in the continuous development of our team we are investing in the success of our company.

#### 2.2.3. COMPENSATION & BENEFITS

Our compensation strategy is designed to align with the skills and experience of each team member and includes opportunities for profit-sharing. Additionally, we offer a variety of financial and non-financial benefits tailored to the specific needs of each office, with a focus on continuously improving and optimizing these offerings.

Our goal is not to offer equal but fair packages. We want to stay innovative, and to continue listening to our team members while being aligned with our Employer Caring strategy.

### 2.3. DIVERSITY, EQUITY & INCLUSION

We are committed to fair and equitable treatment of all our team members, as well as fostering an environment in which everybody feels safe and differences are respected. Furthermore, we understand the pivotal role that Diversity, Equity and Inclusion (DEI) play in fostering a thriving and innovative environment. More information on Diversity, Equity & Inclusion within EVS can be found in our DEI policy.



# 3. SCOPE OF THIS POLICY

This policy applies to all our team members, in all activities and entities.



## 4. MONITORING & ACCOUNTABILITY

EVS' Board of Directors is responsible for the company's overall sustainability strategy, including the oversight of ESG impacts, risks, and opportunities, as well as the validation of ESG targets. The Leadership Team is responsible for the implementation of the sustainability strategy. The Chief People Officer, as the sponsor of the "Talent management & working conditions" pillar, is responsible for this policy's content and updates, as well as its implementation.

The implementation of this policy is monitored in various ways.

Internally, the level of satisfaction and engagement of our team members is monitored through the team members Net Promoter Score survey and our engagement survey:

- Our team members Net Promoter Score (tmNPS) is computed quarterly; the results are reported once a year. It consists of the question "How likely are you to recommend working at EVS to a friend or an acquaintance?". Responses are categorized as Promoters (response = 9/10-10/10), Passives (7/10-8/10), and Detractors (0/10-6/10). The tmNPS is computed by substracting the percentage of Detractors from the percentage of Promoters. A higher score indicates a more positive perception among our team members, and thus a higher level of engagement and satisfaction. The results of the tmNPS are analyzed by the (deputy) Chief People Officer. The responses to the tmNPS are anonymous.
- Our engagement survey provides us with detailed information on team members' engagement & satisfaction across various aspects. The responses are not anonymous, but they are treated with strict confidentiality by the (deputy) Chief People Officer and the Comp&Ben manager. They consist in a mix of multiple choices and open comments, making it possible to analyze specific results across departments, entities and managers.

Externally, we receive our Top Employer assessment once a year, along with a scorecard which highlights areas of improvement. Top Employer is a certification related to HR practices, which involves meticulous assessment across key criteria including talent management, workforce planning, talent acquisition, integration, training & development, performance management, compensation and benefits, and culture.

Our ambitions for 2030 are the following:

- 1) Maintain a team member Net Promoter Score of 30 or above;
- 2) Be in the top 50% of Belgium's Top Employers.



# 5. AVAILABILITY & UPDATES

This policy is made available to our team members on our internal SharePoint, and to our other stakeholders on our public website.

Appendix 1 includes the dates at which this policy has been updated, as well as the ways in which it has been updated, since its creation.



# **APPENDIX 1**

Version	Date of update	Update details
1	2024-12-09	Initial policy