



## ERP UK Human Resources Policy – March 2024

Employees are ERP UK's most important asset and key to the efficient delivery of our quality services and achieving customer satisfaction.

### Leadership

ERP UK people management is driven by 5 leadership principles, namely: communication; transparency; motivation; performance; and accountability.

### Culture

ERP is part of the Landbell Group and embraces the 'Fantastic Five' guiding principles: Think Customer, Show and Earn Respect, Own it and Deliver, Pull Together and Grow GTI.

### Work-Life Balance

ERP UK recognizes that employees need to strike a balance between their home and work-life and as a result, supports and promotes initiatives that allow a flexible work approach, by applying modern employment practices and implementing an Agile Working policy.

### Fair Compensation

ERP UK employs simple, clearly structured salary systems that ensure fair remuneration and are comprehensible for employees. Compensation paid to workers complies with all applicable wage laws and is determined by the specifications of the position, competencies, salary market, individual performance and achievements of company objectives and targets.

### Non-discrimination

ERP UK is committed to provide a work environment where every individual has the opportunity to reach their highest potential (see Equality and Diversity Policy). Employees are provided with equal opportunities regardless of race, colour, religion, gender, national origin, sexual orientation, marital status, pregnancy, illness, age, political affiliation, union membership or disability. These apply in all phases of employment including, recruiting, hiring, training, development, transfer, promotion, demotion, performance reviews and compensation benefits.

### Humane Treatment

ERP UK is dedicated to support the human rights of workers and to treat them with dignity and respect. Therefore ERP UK will not tolerate harassment, inhumane treatment, including sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of workers. Moreover ERP UK will not tolerate drug and alcohol abuse in the workplace.

### Work Feedback and Participation

ERP UK Management have an open door policy and welcome suggestions and concerns from employees. This allows employees to feel comfortable discussing any issues and will alert Managers to concerns within the work force.



ERP UK Management informs employees about conduct, performance and development actions and agrees on achievable and measurable goals with their employees. These targets, together with the job specifications, form the basis for transparent, accurate and fair assessment of performance and conduct.

### **Confidentiality**

ERP UK respects the individual rights to privacy, confidentiality, self-determination and autonomy.

### **Freedom of Association**

ERP UK respect the rights of workers to associate freely, join or not join labour unions, seek representation, join workers' councils in accordance with local laws.

ERP UK employees have the responsibility to know, disseminate and apply these values in the daily work. ERP UK also strongly encourages suppliers, business partners and other interested parties to adopt these same values.

Signature:



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Position: General Manager  
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