



POLICY ON SOCIAL DIALOGUE

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Purpose:

This policy aims to establish a foundation for constructive engagement and collaboration between employees, management, and stakeholders. The policy underscores the organization's commitment to social dialogue that goes beyond compliance, ensuring that the voices of employees are heard, their concerns are addressed, and their rights are respected. By fostering trust, mutual respect, and inclusivity, the policy aligns with our organizational values and supports the Sustainable Development Goals (SDGs), particularly SDG 8 (Decent Work and Economic Growth) and SDG 16 (Peace, Justice, and Strong Institutions).

Scope:

This policy is applicable to all employees across our organization. It also adheres to applicable labor laws and collective bargaining agreements in every location we operate, while striving to uphold the organization's core values globally. The scope includes management, HR teams, and employee representatives who actively engage in dialogue on workplace matters.

Commitments:

We are committed to the following principles:

- **Respect and Rights:** Upholding the four fundamental rights as outlined in the ILO Core Conventions:
 - Freedom of association and the effective recognition of the right to collective bargaining.
 - Elimination of all forms of forced or obligatory labor.
 - Effective abolition of child labor.
 - Elimination of discrimination in employment and occupation.
- **Employee Welfare:** Recognizing the value of employees by providing competitive wages, benefits, and ensuring a safe, healthy, and work-life balanced environment.
- **Constructive Partnerships:** Recognizing trade unions and employees' representatives as key partners, engaging with them proactively to build long-lasting, positive relationships.
- **Communication and Grievance Mechanisms:** Establishing clear communication channels and grievance mechanisms to ensure transparency and employee accessibility.
- **Continuous Improvement:** Promoting a culture of continuous learning and improving the effectiveness of our social dialogue mechanisms.

Governance and Allocation of Responsibilities:

- **Governance Structure:** The policy is overseen by the ESG/ Ethics Committee, which reports bi-annually to the Board of Directors. Each department is responsible for ensuring the implementation and monitoring of this policy within their scope.
- **Employee and Union Representation:** Recognizing the vital role of employee representatives, including union representatives, in the social dialogue process. These representatives will be involved in regular consultations on all workplace matters, including but not limited to working conditions, wages, benefits, and safety.
- **Leadership Accountability:** Senior management is responsible for ensuring the proper allocation of resources and attention to the implementation of the policy. They will oversee annual reviews of the social dialogue processes.

Key Sustainability Issues Addressed:

This policy addresses the following issues:

- **Employee Wellbeing and Development:** Promoting employee satisfaction, growth, and retention through effective dialogue on career development and welfare programs.
- **Occupational Health and Safety:** Regular dialogue on enhancing safety measures and creating a safer work environment.
- **Labor Rights and Equality:** Ensuring fair wages, working conditions, and eliminating any form of discrimination.
- **Social Inclusion:** Engaging employees from diverse backgrounds and promoting a culture of inclusivity and diversity.

Review Mechanism:

This policy will be reviewed annually by the ESG/ Ethics Committee to ensure its relevance and effectiveness. Feedback will be gathered from all stakeholders, including management, employees, and trade unions, to identify areas for improvement.

Quantitative Targets:

- **Employee Participation:** At least 75% of employees will be actively engaged in annual social dialogue sessions.
- **Resolution Time:** 90% of concerns raised through formal social dialogue mechanisms will be resolved within 30 days.

- **Training Completion:** 100% of managers and HR staff will undergo training on social dialogue processes, conflict resolution, and employee relations every year.
- **Grievance Resolution:** At least 80% of grievances raised will be resolved through the established mechanisms within the defined timelines.

ESG Governance:

The ESG Committee ensures the policy aligns with our broader ESG strategy and reports to the Board of Directors semi-annually on the progress and effectiveness of the policy's implementation.

Reporting:

We will publish annual reports outlining the progress of social dialogue, including KPIs such as the percentage of issues resolved, participation rates, and other key metrics, adhering to global reporting standards such as GRI 407.