



# HUMAN RESOURCES POLICY

**DeliGroup Professional Services recognizes the central role that employees play in the organization's success. Our catering, cleaning, and operational support services rely on advanced technology and on our ability to attract, retain, empower, and develop high-quality staff.**

Our focus is on providing our teams with the knowledge and skills necessary to perform in an efficient, productive, and positive work environment.

We believe that a business can only be successful when its foundation is solid. Our core values guide our daily work and play an essential role in the organization's evolution over time. These are not mere formal statements, but rather the foundation of our operating principles and the system of beliefs that defines how we run our business.

## Core values:

To ensure that the company's vision and strategy are achieved, our policy is built on **5 VALUES**, against which employees are evaluated:

- Health and Safety first;
- Continuous improvement of our services, processes, and procedures;
- Industry-compliant standards;
- Integrity and transparency in everything we do;
- A results-oriented team.

## Human rights and modern slavery:

**DeliGroup Professional Services** prohibits and enforces a **Zero-Tolerance Policy** toward modern slavery and human trafficking, including, but not limited to: the exploitation of minors, the exploitation of workers through the imposition of degrading working conditions or conditions that undermine their moral integrity, deprivation of liberty, recruitment of labor through false promises regarding the nature and conditions of employment, as well as the withholding of original identity documents.

## Equal Opportunity:

**DeliGroup Professional Services** is committed to promoting equal opportunity from the recruitment process through the entire employment relationship, and expects all employees to be treated with respect and dignity.

**DeliGroup Professional Services** offers equal opportunities to both current and prospective employees, regardless of gender, race, age, sexual orientation, marital status, or disability. We value employee diversity and firmly believe that the more diverse the workforce, the more creative and adaptable it is.



## Recruitment and selection policies:

Recruitment policies serve as a guiding principle in selecting the most suitable candidates for available positions. The company hires only candidates whose education, experience, and skills meet the specific requirements of the role. Upon completion of the recruitment and hiring process, in accordance with the document retention policy and applicable legislation, relevant records are archived for future use when necessary. New employees benefit from a structured **onboarding process** designed to facilitate their integration and provide them with the necessary training to successfully fulfill their job responsibilities.

**DeliGroup Professional Services** treats all employees fairly and equally, complies with the law, and provides equitable treatment regardless of protected characteristics or attributes.

## Anti-harassment policy:

**DeliGroup Professional Services** ensures a safe and comfortable work environment for employees. Harassment of any kind is not tolerated, regardless of the form of unwanted behavior that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment. This behavior can be both sexual and non-sexual. Employees are encouraged to report any behavior that may constitute harassment through the anonymous **"FaceUp"** reporting system or to HR department. The incident investigation team takes all complaints and allegations seriously and handles them appropriately, ensuring employees feel comfortable reporting any suspicion or act of harassment anonymously.

**DeliGroup Professional Services** treats all employees fairly and equally, in accordance with applicable law, ensuring equitable treatment regardless of protected characteristics or attributes. No form of unfavorable treatment toward any person or group based on membership in a protected category, including but not limited to race or gender, will be tolerated. This principle applies throughout the entire employment relationship, including in the processes of recruitment, promotion, determination of compensation, assignment of tasks, scheduling of work hours, and termination of the individual employment contract.

**We promote diversity, equity, and inclusion, and we have an internal control and audit system in place to ensure compliance with the law and relevant anti-discrimination regulations.**

## Communication with employees:

**DeliGroup Professional Services** has an effective system for communicating with employees, designed to ensure engagement, connection, and the maintenance of a high level of performance. This system,



implemented through the Actimo platform, facilitates the consistent provision of information to employees and offers ongoing guidance, contributing to the achievement of optimal results in their work.

## Training, development and evaluation:

**DeliGroup Professional Services** has implemented a system for employee training and professional development, through employee participation in these activities, raise their skills levels for the mutual benefit of both the employee and the organization. We are encouraging employees to propose ideas for continuous improvement.

The employee performance evaluation platform offers the possibility of a digital evaluation through which both the employee and the direct manager can provide feedback regarding performance and development or promotion needs.

## Flexible work, remote work:

**DeliGroup Professional Services**: adopts a hybrid or fully remote work model depending on the nature of the position. This policy is designed to maintain employee productivity and prevent potential burnout. As such, clear procedures are established regarding the frequency of working from home and the need for in-office presence.

## Work - life balance:

**DeliGroup Professional Services**: ensures a reasonable work schedule, in compliance with all applicable laws, with adequate breaks and respect for employees' personal time, while implementing work-life balance initiatives.

Overtime will not be excessive, will not be regular, and will remain voluntary, always being compensated in accordance with applicable laws and procedures. National and religious holidays are observed and paid in accordance with current legislation. Paid time off is provided for significant life events (marriage, birth, death), as well as paid annual leave. The company also encourages employees to pursue outside interests by initiating community engagement projects.

## Working conditions:

**DeliGroup Professional Services**:

- is committed to supporting the rights and well-being of its employees;
- guarantees fair compensation for employees' contributions, ensuring that their hard work and dedication are appropriately rewarded;
- supports the importance of rest and leisure time and guarantees annual leave for all employees;
- has implemented a performance evaluation system, under which employees are evaluated by their line manager.

## Workplace violence:

It adopts a "zero-tolerance" approach to workplace violence. Establishing a zero-tolerance policy on this issue is essential, but it is equally important to clearly define what constitutes workplace violence, as well as the items classified as



weapons. Prohibited behaviors are defined in the Internal Regulations, and employees are trained on the possible disciplinary measures in the event of a policy violation.

By implementing this comprehensive policy on workplace violence, the safety and well-being of all employees are ensured, contributing to the creation of a healthy and productive work environment.

## Benefits and compensation:

### DeliGroup Professional Services:

- has a salary scale commensurate with the skills and experience of each employee in every region. Salaries are adjusted periodically to ensure that all employees' earnings remain competitive and fair, in line with changes to the national minimum wage.
- has a competitive bonus system for key roles, ensuring a motivating work environment in line with the company's objectives and strategy.
- offers a fair work environment that recognizes the importance of employees' financial well-being. In addition, transportation costs are partially covered for employees who commute from a distance, underscoring the company's commitment to ongoing support for the team.
- based on our belief in the fundamental right to health, we facilitate employees' access to medical services through subsidized screening programs and specialized medical tests.
- Our goal is to increase the benefits and compensation by 10% in 2025 compared to 2024. These will exceed the minimum standards required by law and reflect prevailing industry practices.

Management

DeliGroup Professional Services

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