

	TSG GROUP	Reviewed	September 2022
		Scope	All TSG Group employees
Group Policies & Procedures	HR Working Conditions Policy	Issued by	Group HRD

TSG considers its employees to be of top priority and its strongest asset to enable us to achieve total customer satisfaction and to fulfil our growth ambition with the ultimate goal to enable the energy transition for mobility.

As the **European leader in technical services for responsible mobility**, it is **TSG's duty to be a responsible employer** and make a firm commitment to our people who are at the core of our value proposition. By providing a safe and inclusive working environment and focussing on staff development, TSG wants to attract and retain the best talents which is critical to business success.

By formalising its Global Working Conditions Policy, TSG aims to adhere to the clearly defined commitments made to its people and to set common principles, rules and standards within all of its entities.

TSG Global Working Conditions Policy is:

- **aligned with all international standards and regulations**
- **commitment to the United Nations Global Compact's 10 principles which address the protection of human rights**
- **united with TSG Ethical Code of Conduct, CSR Sustainability Roadmap, TSG Group HSSE Policy and TSG Global HR policies.**

Labour general requirements

TSG is committed to being compliant with all international and local regulations on labour requirements.

Forced Labour

No TSG entity may subject its employees to forced labour, human trafficking, or slavery. Nor may the company withhold identity papers, training certificates, work permits, or any other documents relating to its employees.

Child Labour and Young Workers

No TSG entity may employ staff who are below the fixed minimum working age defined by the International Labour Organisation Convention (ILO). Nor may employees under the age of eighteen be requested to complete hazardous work or work through the night.

Fair Treatment

Every employee is entitled to be treated fairly and with respect by colleagues and managers, whatever their position within the company. Disrespectful, inhumane treatment and/or physical punishment are totally prohibited.

Non-discrimination & anti-harassment

Consistent with the TSG Group Diversity Policy, the use of discrimination in hiring, training, promotion, compensation, etc. based on race, colour, gender, age, sexual orientation, religion, political affiliation, union membership, marital status or any other illegally discriminatory characteristic will not be tolerated.

All TSG employees have the responsibility to treat others with dignity and respect, whatever the circumstances. TSG views discrimination, harassment and bullying as serious issues and will do everything in its power to ensure that any employee who has lodged a claim will not suffer any form of victimisation for having done so. Equally, the company has a responsibility to all of its staff and as a consequence, any employee making a false accusation will incur disciplinary action. TSG also operates an anonymous whistleblowing procedure, whereby any employee can raise a concern. <https://whistleblowing.tsg-solutions.com>

Wages and fringe benefits

Working hours, minimum wages and overtime hours paid to every TSG employee, including fringe benefits, must be compliant with the relevant international and local regulations.

Freedom of Association

All TSG entities should encourage their employees to communicate freely with their superiors without fear of reprisal, intimidation or harassment. Employees are free to join any trade union of their choice, seek representation, and join workers' councils.

Working conditions

At TSG, **we care for our people** and believe that as an employer, our first responsibility is to provide good, safe working conditions to each of our employees. Whatever our position and level within the organisation, it is important to remain close to our people in order to create a stable working environment, whilst remaining compliant with our strict health and safety standards.

Health and Safety

We regard the health and safety of our employees and stakeholders as an essential component of our strategy and corporate culture. It is our priority to deliver services in a safe and competent manner with no compromise. Health and safety are the foundation upon which the company's reputation has been built, and we strongly believe that it differentiates TSG from its competition and provides added value to our employees, customers and stakeholders.

Safety in the workplace is of paramount importance and should be foremost in the minds of our employees, at every level and for every function. We promote a "security first" policy with zero accident ambition, organising annual training sessions and regular safety audits to ensure that all staff members are adhering to the procedures and not making a habit of normalising risks.

Accident protection

In case of an accident, we support each of our employees and their family in the same equitable way regardless of local regulations and jurisdictions. All TSG personnel shares a common contract, demonstrating universal fair treatment within the organisation.

Leveraging the buying power of the TSG network, we are now looking into the provision of local healthcare insurance to employees and their families.

Working time

Working hours, breaks, holidays and leave periods will be established and managed in compliance with local laws and agreements.

Work flexibility

TSG's management team is convinced that creating the right atmosphere is conducive to achieving the best possible performance from its employees whilst fostering quality, success and job satisfaction.

We encourage flexible working where possible and if the position allows, taking into consideration the requirements of the team and/or branch and the wishes and personal needs of the employee. Equally, as a responsible employer, during the Covid crisis, we adhered to the guidance set out by local governments in the countries where TSG is located, by implementing home working where practicable. Moving forward, we recognise that our employees will benefit from a flexible approach to office working where possible and if they wish to do so.

But, we want to develop and maintain a strong team spirit by keeping a physical presence in our offices, as we strongly believe that sharing time together helps to develop collaboration, maximise creativity and innovation and encourage social interaction. Collaborative workplaces are proven to be more effective, have higher staff retention and as a consequence, enjoy a greater success level.

We encourage the development of wellness initiatives and programmes in all of our TSG entities.

1. Supplier Requirements

Beyond committing to these requirements in our organisation and operations, TSG requires that its contractors, subcontractors, suppliers and their sub-suppliers adhere to the directives of our Supplier Policy.

In the Supplier Code of Conduct TSG has set forth principles that are instrumental in trading with suppliers as well as specifying applicable standards. These principles respond to key social, environmental and societal issues identified by TSG in its CSR supply chain risk mapping. TSG expects its suppliers to strictly observe and comply with all of the principles expressed herein, in all of their activities and sites worldwide.

TSG Group Working Conditions complement the TSG Group / Global HR policy by ensuring that each TSG entity deploys its local HR Working Conditions to include the same goals and spirit: to make TSG an attractive and responsible employer.

TSG Global Policy is focussed on working conditions and provides a global framework for each TSG entity to follow, in order to maintain principles and the standard level required to ensure consistency throughout the organisation. Local policies in operation at TSG entities complement the TSG Group HR Policy and provide more specific rules based on regional regulations and guidance.
