

## Zopco Human Resource Policy

A prerequisite for dealing with people is respect and trust. There can be no room for intolerance, harassment or discrimination of any kind as they are the expression of an elementary lack of respect. This principle suffers no exception and is to be applied at all levels and under all circumstances.

Transparency and honesty in dealing with people are indispensable conditions for efficient communication. Based on facts and on a sincere dialogue, such transparency is the only solid basis for boosting continuous improvement.

To communicate is not only to inform. It is also to listen and to engage in dialogue. Every employee has the right to an open conversation with superiors or colleagues. In case of discord between an employee and her/his superior or another employee, the possibility will be offered for a fair hearing. The Management will provide assistance to ensure that the disharmony is dealt with impartially and that each party has the opportunity to explain her/his viewpoint regardless of hierarchical position.

Zopco firmly believes that successful management demonstrates:

- respect, trust and fairness
- clarity and focus
- openness and truthfulness
- drive
- commitment to employees
- accountability
- teamwork

The success of Zopco essentially depends on the quality of its people. Zopco seeks to attract, retain and develop the right people, who display in addition to their professional skills, the following competencies:

- customer orientation
- people orientation
- achievement orientation
- leadership
- impact
- self-confidence

Besides the relevant skills, experience and above- mentioned competencies, no consideration is given to employees' origin, nationality, race, religion, gender or age.



Zopco aims to develop the skills of all employees to create high levels of motivation and performance and to allow them to reach their full potential.

Zopco believes that only highly motivated employees lead to satisfied customers, hence to business success. Therefore, Zopco intends to conduct periodic employee motivation surveys and create action plans according to the results in order to constantly improve the motivation level.

Zopco strives for a working environment that protects health according to high standards of safety and security.

Zopco encourages a good balance between professional and private life to build up motivation. We are willing to support employees wishing to assume responsibilities in professional, civic, cultural, or charity organizations. However, such activities must not lead to conflicts of interest.

