

SOCIAL DIALOGUE & EMPLOYEE REPRESENTATION POLICY

Labour & Human Rights

1. DEFINITIONS

- ▶ **Anonymous reporting:** A report raised without providing the reporter's identity (or where the identity is not known to RGIS). Anonymous reporting will be supported where permitted by local law and subject to practical limitations (e.g., ability to follow up).
- ▶ **Collective bargaining:** Negotiation in good faith between an employer and employee representatives about terms and conditions of employment.
- ▶ **Confidentiality:** The handling of information so that it is shared only with authorised persons who need it for legitimate business, legal, or investigative purposes. RGIS will respect confidentiality requests and will protect the identity of individuals raising concerns to the extent reasonably possible, subject to legal obligations, due process, and the need to investigate, remedy issues, or protect individuals.
- ▶ **Consultation mechanism:** A lawful forum through which employees can raise issues and engage with management (e.g., works council meetings, employee forums, town halls with documented Q&A, elected representative committees, or other formal consultation structures).
- ▶ **Confidential reporting:** A report where the reporter's identity may be known to a limited number of authorised reviewers, but is not shared more widely, except where legally required or necessary to investigate and remedy the concern.
- ▶ **KPIs (Key Performance Indicators):** Metrics used to monitor implementation of this policy and continuous improvement (e.g., presence of consultation mechanisms, meeting cadence, participation, action closure rates, and anonymised reporting trends), reported at a level that avoids personal data where feasible.
- ▶ **Recognised employee representatives:** Individuals or bodies recognised under local law or practice to represent employees (e.g., trade unions, works councils, elected employee representatives).
- ▶ **Social dialogue:** A structured and ongoing process of communication between management and employees and/or their recognised representatives that may include information sharing, consultation, and where applicable, collective bargaining.

2. PURPOSE AND INTENT

RGIS provides inventory and related consulting services through a large, operationally dispersed workforce, often working on client sites, in shifts, and across multiple jurisdictions. We believe that structured, ongoing social dialogue is essential to maintaining fair working conditions, safe operations, and a respectful workplace culture.

This policy confirms RGIS's commitment to:

- a. structured social dialogue with employees and recognised employee representatives;
- b. freedom of association and, where applicable, collective bargaining; and
- c. practical, documented consultation mechanisms that enable employees to raise issues, propose improvements, and receive feedback on outcomes.

This policy also establishes minimum standards, accountability, objectives and targets, and the KPI framework that RGIS will use to evidence implementation and continuous improvement.

SOCIAL DIALOGUE EMPLOYEE REPRESENTATION POLICY

3. SCOPE

3.1 Who this policy covers

This policy applies to all RGIS entities and all employees worldwide, regardless of role, function, or work location (including employees working on client premises). Where RGIS uses temporary, agency, or subcontracted labour and has operational control or significant influence over working conditions, this policy informs the expectations we set for those arrangements.

3.2 Where it applies

This policy applies across all countries in which RGIS operates. RGIS recognises that legal frameworks differ materially by jurisdiction. RGIS will comply with applicable local laws and will not restrict any higher protections that local law provides.

3.3 Relationship to other policies

This policy should be read alongside the RGIS Code of Conduct, Human Rights commitments (if applicable), Health & Safety standards, anti-harassment policies, and the RGIS reporting/whistleblowing framework.

4. KEY PRINCIPLES

RGIS is guided by the following principles:

a) Respect for employee voices

Employees should have accessible, safe channels to raise questions and concerns, both anonymously or through direct contact, and to contribute ideas that improve working conditions, safety, scheduling, training, quality, and client delivery. Anonymous and confidential channels are one way RGIS enables employee voice, particularly where employees may not feel comfortable raising issues openly.

b) Recognition of employee representation

Where employees choose to be represented by lawful, recognised representatives, RGIS will engage in a respectful and constructive manner and will not interfere with that choice. RGIS will do this by:

- ▶ Maintaining appropriate local mechanisms for engagement (e.g., works councils, elected representatives, joint consultative forums, or trade union dialogue where applicable);
- ▶ Consulting representatives in good faith on matters that may affect employees, giving reasonable time for feedback before decisions are finalised where required by law;
- ▶ Ensuring representatives have appropriate access to relevant workplace information and decision-makers (subject to confidentiality and legal obligations); and
- ▶ Protecting employees and their representatives from retaliation or discrimination due to lawful representative activity.

c) Good-faith engagement and practical outcomes

Social dialogue is meaningful when it leads to actions. RGIS aims to ensure dialogue is structured, documented, and followed through with clear owners and timelines.

d) Non-retaliation

Retaliation against employees or representatives for participating in lawful representative activities, raising concerns, or engaging in dialogue in good faith is prohibited.

SOCIAL DIALOGUE EMPLOYEE REPRESENTATION POLICY

e) Confidentiality and privacy

RGIS will handle information arising from social dialogue (including meeting notes, consultation records and concerns raised) appropriately and in line with applicable data protection and employment laws. RGIS will apply appropriate safeguards to limit access to authorised persons on a need-to-know basis and will retain records only for as long as necessary for legitimate business, legal or regulatory purposes.

Where possible and legally permitted, reporting and dialogue channels will allow concerns to be raised confidentially and/or anonymously. RGIS will make reasonable efforts to protect the identity of individuals who raise concerns or participate in dialogue; however, disclosure may be required where necessary to investigate and remedy issues, to protect individuals, or where required by law or due process.

5. POLICY COMMITMENTS

5.1 Freedom of association

RGIS respects employees' rights, consistent with local law, to form, join, or refrain from joining worker organisations of their choosing. RGIS will not interfere with, restrain, or coerce employees in the lawful exercise of these rights.

5.2 Collective bargaining (where applicable)

Where collective bargaining is permitted and recognised under local law, RGIS respects employees' rights to bargain collectively through their chosen representatives. RGIS will engage in good faith and will not seek to undermine legally recognised processes.

5.3 Structured social dialogue and consultation

RGIS commits to maintaining structured social dialogue processes to address workplace topics relevant to employees and business operations, including (where appropriate):

- ▶ Health and safety (including on client sites);
- ▶ Working conditions and fair treatment;
- ▶ Scheduling, time recording, and shift arrangements;
- ▶ Training and skills development;
- ▶ Operational changes affecting the workforce;
- ▶ Wellbeing initiatives and prevention of harassment and discrimination;
- ▶ Feedback on policies and their practical implementation.

5.4 Respectful engagement

RGIS expects all participants to engage respectfully. RGIS will support an environment where employees and representatives can speak openly and where managers listen and respond constructively.

5.5 Non-retaliation and protection

RGIS prohibits retaliation against any employee, representative, or third party who, in good faith:

- ▶ Participates in a lawful representation mechanism;
- ▶ Raises concerns or provides feedback; or
- ▶ Engages in social dialogue, consultation, or collective bargaining processes.

Any retaliatory behaviour may result in disciplinary action, up to and including termination of employment (subject to local law). This protection applies whether a concern is raised openly, confidentially, or (where legally permitted) anonymously, and includes protection against retaliation based on suspected reporting or participation in social dialogue.

SOCIAL DIALOGUE EMPLOYEE REPRESENTATION POLICY

6. MINIMUM STANDARDS FOR IMPLEMENTATION (WHAT EACH COUNTRY MUST HAVE)

Because RGIS operates across different labour relations systems, the specific form of social dialogue may vary. However, each operating country must meet the following minimum standards:

6.1 Presence of at least one documented mechanism

Each operating country will maintain at least one documented employee representation and/or consultation mechanism. Depending on local context, this may include:

- ▶ A works council or equivalent;
- ▶ Engagement with a recognised trade union;
- ▶ Elected employee representatives;
- ▶ A formal employee forum with documented membership, meeting cadence, and agenda;
- ▶ Another lawful mechanism that provides structured employee voice.

6.2 Meeting cadence and documentation

Each operating country will establish a documented cadence for social dialogue meetings. At minimum, the mechanism should meet at least twice per year unless local law or collective arrangements require more frequent engagement.

Meetings should have:

- ▶ An agenda shared in advance;
- ▶ Identified attendees (management and employee representatives);
- ▶ A record of topics discussed; and
- ▶ An action log capturing decisions, owners, and follow-up timelines.

6.3 Accessibility for operational teams

Given RGIS's operational model, countries should take reasonable steps to ensure that employee voice is accessible to:

- ▶ Employees working at client sites;
- ▶ Shift-based teams; and
- ▶ Employees in geographically dispersed locations.

Where practicable, this may include hybrid meetings, rotating time slots, translated materials, and a structured process to collect questions from teams unable to attend.

6.4 Response expectations and follow-through

Management participants must provide timely responses to issues raised and ensure agreed actions are tracked to completion. Where an issue cannot be addressed, the reason should be communicated at a high level.

6.5 Anonymous and confidential communication channels (minimum standard)

Each operating country must provide employees with at least one accessible channel to raise workplace concerns or dialogue topics confidentially and, where legally permitted, anonymously. As a minimum, the channel(s) must:

- ▶ Be available to employees working on client sites, on shifts, and in dispersed locations;
- ▶ Be communicated to employees (e.g., onboarding, posters, intranet/app, payslip note, or toolbox talks) in clear, local language;

SOCIAL DIALOGUE EMPLOYEE REPRESENTATION POLICY

- ▶ Allow concerns to be raised without requiring line-management involvement, if the employee prefers;
- ▶ Be managed so that access to reports is restricted to authorised persons (e.g., HR/Compliance/Legal or a designated third-party provider);
- ▶ Include clear non-retaliation messaging, including how to report retaliation; and
- ▶ Operate in line with applicable data protection and labour laws.

7. OBJECTIVES, TARGETS, AND COMMITMENTS TO TRANSPARENCY

7.1 Qualitative objective

RGIS aims to build constructive, transparent relationships with employees and their recognised representatives by maintaining regular, structured dialogue and addressing workplace issues through documented actions and feedback loops.

7.2 Quantitative targets

By 31 December 2026, each RGIS operating country will:

- have at least one documented employee representation and/or consultation mechanism in place (recognised representative bodies where applicable, or a lawful alternative mechanism); and
- hold a minimum of two documented social dialogue meetings per year through that mechanism (or meet/exceed any legally required cadence); and
- maintain an action log for dialogue topics with named owners and follow-up status.

8. MONITORING, KPIS, AND EVIDENCE

RGIS will improve KPI reporting over time to demonstrate implementation and outcomes. At minimum, RGIS will track and review annually (globally and, where feasible, by country/region):

Representation and coverage

- ▶ Number and/or percentage of employees covered by employee representation mechanisms (works councils, elected reps, unions), where applicable.
- ▶ Number and/or percentage of employees covered by collective bargaining agreements, where applicable.

Process and participation

- ▶ Number of formal social dialogue meetings held.
- ▶ Participation rate/attendance and representative coverage at meetings.
- ▶ Number of dialogue topics raised and proportion progressed to action items.

Outcomes (high level)

- ▶ High-level summary of topics raised and outcomes/actions agreed (without personal data).
- ▶ Timeliness metrics where feasible (e.g., % action items closed within agreed timeframe).

Concerns and protections

- ▶ Number of reported concerns related to freedom of association, representation rights, or retaliation, and high-level resolution status (anonymised/aggregated).

SOCIAL DIALOGUE EMPLOYEE REPRESENTATION POLICY

9. REPORTING CHANNELS AND ESCALATION (INCLUDING ANONYMOUS AND CONFIDENTIAL OPTIONS)

Employees and recognised representatives may raise concerns, questions, or suggestions relating to social dialogue, employee representation, freedom of association, collective bargaining (where applicable), or retaliation through any of the following channels:

- ▶ their line manager (where appropriate);
- ▶ local HR;
- ▶ regional/group HR;
- ▶ Legal/Compliance (legaleurope@rgis.com / e.cordier@rgis.com); and/or
- ▶ the RGIS whistleblowing / “Report a Concern” channel(s) (where available), which are intended to allow reporting confidentially and, where legally permitted, anonymously.

9.1 Anonymous and confidential reporting

RGIS encourages employees to speak up and will accept reports made openly, confidentially, or anonymously (where legally permitted). Where a reporter provides their identity, RGIS will protect it to the extent reasonably possible, limiting disclosure to those who need to know to assess, investigate, and remedy the concern, subject to legal obligations. Where anonymous reporting is used, RGIS may be limited in its ability to follow up; however, reports will still be assessed and addressed where possible.

9.2 Non-retaliation

Reports may be made in good faith without fear of retaliation. Retaliation (or attempted retaliation) is prohibited. Employees who believe they have experienced retaliation should report it immediately using any channel above. Retaliation may lead to disciplinary action up to and including termination of employment (subject to local law).

9.3 How concerns are handled (process expectations)

- ▶ Reports are logged and triaged by authorised personnel.
- ▶ Concerns are assessed for urgency and risk (including safeguarding, legal, or health & safety risks).
- ▶ Where appropriate, an investigation and/or management response is initiated, and corrective actions are tracked.
- ▶ RGIS aims to acknowledge receipt and provide an appropriate response within a reasonable timeframe, subject to confidentiality, legal constraints, and investigative needs.
- ▶ Records will be maintained in line with applicable legal requirements and data protection obligations, and reporting will be aggregated/anonymised where feasible.

10. ROLES AND RESPONSIBILITIES

10.1 Group HR (Policy Owner)

- ▶ Owns and maintains this policy;
- ▶ Sets minimum standards;
- ▶ Consolidates KPI reporting and prepares evidence;
- ▶ Supports capability-building for managers involved in social dialogue.

10.2 Country Leadership and Local HR

- ▶ Implement local mechanisms and ensure accessibility;
- ▶ Ensure meetings occur as scheduled and are documented;
- ▶ Keep records and action logs consistent with data privacy requirements;
- ▶ Escalate risks and issues to Group HR / Legal/Compliance.

SOCIAL DIALOGUE EMPLOYEE REPRESENTATION POLICY

10.3 Legal and Compliance

- ▶ Advises on local labour law and representative frameworks;
- ▶ Supports investigations of retaliation or interference concerns;
- ▶ Helps design supplier/labour provider clauses aligned with this policy.

10.4 Managers

- ▶ Participate constructively in social dialogue;
- ▶ Address issues raised and deliver agreed actions;
- ▶ Ensure employees know how to raise concerns and access reporting channels.

10.5 Employees and representatives

- ▶ Engage respectfully and in good faith;
- ▶ Raise issues, propose improvements, and contribute to safer, fairer workplaces.

11. GOVERNANCE, REVIEW, AND CONTINUOUS IMPROVEMENT

This policy is reviewed at least annually and updated as needed to reflect legal requirements, operational changes, and continuous improvement priorities.

POLICY OWNER: Group HR

APPROVED BY:

EFFECTIVE DATE:

NEXT REVIEW DATE: