



# LABOUR & HUMAN RIGHTS POLICY



# INTRODUCTION

Esker’s labour and human rights policy reflects our commitment to being a compassionate, people-friendly company. This policy formalises the company’s vision for social responsibility, provides a clear framework for our commitments, and expresses our determination to make strides toward our goal of improving our social performance and human capital management.

This policy demonstrates Esker’s commitment to:

- **Employees**, for a safe, healthy and respectful work environment
- **Business partners**, for the development of a responsible value chain
- **Communities**, seeking a positive impact

Esker is a member of the United Nations Global Compact, the world’s largest sustainability initiative,

and helps to promote its ten principles in the areas of human rights, labour standards, the environment, and the fight against corruption.

Through this policy, Esker pledges to support and respect the protection of internationally proclaimed human rights within our sphere of influence and to ensure that none of our subsidiaries are complicit in human rights abuses.

# OUR PHILOSOPHY

Esker’s company culture is based on five key values, defined in collaboration with all employees:

## ONE TEAM BEYOND BOUNDARIES

We encourage open collaboration between departments and countries. We bring people together and share ideas to grow strong and successful.

## MORE GRATITUDE, LESS ATTITUDE

We believe that a successful organisation is built on respect and trust. Appreciation and genuine communication create an environment where people feel truly valued.

## DARE TO INNOVATE, INITIATE AND ITERATE

Thinking outside the box is a skill we value greatly. We start small and adapt along the way to reach ambitious goals — one story at a time.

## GOOD VIBES ONLY

A positive work environment promotes better performance. We make sure everyone finds the right balance by respecting individual needs.

## ALL ACTIONS TOWARD SATISFACTION

For our customers and employees, satisfaction isn’t just a goal, it’s our mission. Our experience and perseverance allow us to overcome challenges and deliver value.

These values are the foundation of a caring and efficient company; one that promotes employee well-being and fulfillment. We carry these values internally and with external stakeholders.

# APPROACH

## Our approach consists of four key steps:

- **Establish a social and human rights committee** to work with the HR Director on the development of Esker's labour policy to ensure that the company fulfils its responsibility for respecting human rights.
- **Assess human rights risks** by identifying and assessing all actual or potential negative impacts on human rights in which Esker may have played a role through its own activities or through its business relationships.
- **Define measurable objectives** with internal information gathering tools and/or accountability systems to be able to report our actions to others.
- **Monitor and improve indicators** that have been selected and defined for the purposes of this policy.

## MEETING OUR COMMITMENTS DEPENDS ON THREE PRINCIPLES:



**Continuous improvement**, knowing that human rights risks evolve and may be linked to external and operational factors.



**Anticipation**, with the development of yearly metrics to anticipate risks that may emerge down the line.



**Communication**, by making our labour and human rights policy available to the public, our business partners and others connected to our operations.

# Working conditions

By listening to our employees, Esker provides working conditions that keep up with their expectations. The office layout was designed in consultation with employees and staff representatives, and many spaces were configured to meet the diverse team needs. Esker also strives to foster a healthy environment through a strong and positive corporate culture and by encouraging a work-life balance, such as sports activities on its premises. Finally, as the search for meaning contributes to the well-being at work, an integral part of an Esker manager's role is having a shared vision and knowing each person's part in achieving it.

## OUR COMMITMENTS



**Implement a teleworking policy** to give eligible workers the option to work remotely one day per week, beginning in January 2020.



**Make all managers aware of good managerial practices** from other departments through workshops by June 2020.

# Remuneration

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Esker has a remuneration policy that provides employees with a decent standard of living, thereby giving them and their family an existence worthy of human dignity and completed by means of social protection. By offering an equitable incentive bonus, Esker involves all employees in the company's success and promotes equity in how the value created by the company is shared.

## OUR COMMITMENTS



**Maintain a gender equality index of over 90/100** to promote equal pay.



**Offer employees, technicians and supervisors a base remuneration of 5% above minimum wage in 2019** and 10% above minimum wage by December 2021.

# Diversity, discrimination & harassment

With more than 13 different nationalities in our workforce, Esker has always rejected all discrimination based on race, religion, social class, disability or gender, both in hiring and in promoting individuals within the company. Esker also demonstrates transparency and compassion in managerial relationships and between employees and respects the individual needs of our employees.

## OUR COMMITMENTS



**Set up a whistleblower committee** to handle reports of harassment and discrimination.



**Provide non-discrimination training to everyone in the HR department** and educate managers about non-discrimination.



**Raise awareness amongst employees** by providing them with guides on how to handle workplace discrimination and harassment.

# Child labour, forced labour & human trafficking

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Esker undertakes not to employ children, whether as part of an internship, mission, or any other situation, and will fight against all forms of modern slavery. This commitment also applies to all of Esker's subsidiaries and our suppliers, who are required to sign our code of conduct and comply with its provisions.

## OUR COMMITMENTS



**Notify internship advisers** about internship schedules based on the intern's age and what the internship involves.



**Require the signing of our code of conduct** when we sign contracts with our suppliers.

# Career management & training

Esker's training policy allows all company employees to receive training on a regular basis throughout their career at Esker to support the needs of the company and to ensure the employability of our employees. Esker encourages internal mobility to allow employees to grow and take on new responsibilities within the company.

## OUR COMMITMENTS



**Offer all employees the opportunity to receive training** at least once every three years.



**Increase available training** on personal development.



**Keep turnover** below 10%.

# Social dialogue

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Social dialogue contributes to the meaning and quality of work. Esker fosters and promotes a policy of open and calm social dialogue through a constructive, transparent relationship with individual staff representatives and the health and safety committee. When employees feel respected, heard and recognised, the company's quality of life at work, productivity and competitiveness soar.

## OUR COMMITMENTS



**Hold an average of 10 meetings per year** with staff representatives (more if necessary), based on the needs and requirements of all parties involved.



**Develop a mobility plan with the HR department** to optimise employee commutes by December 2020.

# Employee health & safety

Esker looks after the health and safety of employees by providing a collaborative, friendly and functional workplace and by implementing measures to safeguard the health and safety of employees. All employees at company headquarters are equipped with height adjustable desks to limit the risk of musculoskeletal disorders (MSDs). Employees at the Décines mail production facility have the appropriate safety equipment for their work, such as safety shoes and earplugs.

## OUR COMMITMENTS



**Organise an inspection of our mail production facility** by an occupational physician at least every three years and follow any recommendations.



**Keep the sickness absenteeism rate** below 1%.\*

\* This rate is calculated as follows: number of days absent due to sickness/number of days worked



**Keep the ratio of employees trained in first aid** to at least 1 per 8 employees.\*

\* The French National Research and Safety Institute (INRS) recommends that 10-15% of employees be trained in first aid.

# OUR FIVE COMMITMENTS IN SUPPORT OF WOMEN & MEN

**1• ENSURE THE HEALTH & SAFETY OF EMPLOYEES & CONTRACTORS**

**2• BUILD SKILLS & PROMOTE TALENT & CAREER DEVELOPMENT**

**3• STRENGTHEN EMPLOYEE COMMITMENT**

**4• INTEGRATE & PROMOTE THE RICHES OF DIVERSITY**

**5• BE A VALUED PARTNER CONTRIBUTING TO THE COMMUNITIES OF WHICH WE ARE A PART**

## OUR AWARDS

Our efforts to create a friendly work environment where everyone can flourish are frequently rewarded by independent external organisations.

**Great Place To Work** Best Workplaces™  
50 to 500 employees  
FRANCE 2019

**BEST WORKPLACES  
FRANCE 2019**  
14<sup>th</sup> place

2018  
FRANCE  
choosemy  
company.com  
MEMBER OF  
AsWork

**HAPPY INDEX  
AT WORK 2018**  
3<sup>rd</sup> place

**GREAT PLACE TO WORK** BEST  
2017

**BEST WORKPLACES  
FRANCE 2017**  
29<sup>th</sup> place

**TRIBUNE  
DELYON**

**BEST COMPANY TO WORK  
FOR IN 2017**  
1<sup>st</sup> place

# RESPONSIBILITY & GOVERNANCE

HR Director, Annick Challancin, is responsible for the labour and human rights policy and for setting objectives for improving our social performance and coordinating the various initiatives with stakeholders. She is assisted by the Labour and Human Rights Committee.

Esker's general management provides the means and resources required to implement this policy and encourages all employees to actively contribute to the policy's implementation.

# SCOPE

This policy applies to all employees of Esker S.A. throughout the company's sites in France.

# REVISION FREQUENCY

The labour and human rights policy is revised annually. The next revision will take place in July 2020. Esker confirms its active, deliberate and collaborative commitment to continuously improving its social performance.

Lyon, 1 September 2019

**Annick Challancin**  
HR Director

**Jean-Michel Bérard**  
President of Esker's Board of Directors





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