



# PILLAR 03 Responsible organisation

We shape a purpose-led trusted organisation of empowered people.



3.1 Diversity and inclusion	2021 result	2021 status	
Top 25% of the best employers according to the Gallup survey by 2025	34% +3pp vs. 2020	●	We ensure the high level of engagement of our employees through an inclusive organisational culture of equal opportunities. We offer a selection of training programmes matching the employees' needs. We have also introduced an Equity Policy that promotes openness to diversity, and have decided to have salaries paid to employees of both genders validated by an independent auditor. The increased rotation rate is mainly caused by voluntary departures of distribution centre employees and the dynamic labour market situation. We have implemented measures to reduce this rate and notice that the trend has stabilised in 2022.
Increase the employees' NPS score of 65 points by 2025	59 pts +1pt vs. 2020	●	
23 hours of training for each employee per year by 2023	22 hours +2 vs. 2020	●	
Reduce the employee turnover rate to 10% by 2025	16.2% +4.4% vs. 2020	○	
Obtain the EQUAL-SALARY certificate by 2023	Quantitative stage completed, certification scheduled for 2022	●	
Maintain the rating (8pts) of an employer who offers an inclusive organisational culture	8.7 pts +0.6 pts vs. 2020	●	
Maintain the rating (8 pts) of an employer devoted to equal opportunities by 2023	9.1 pts +0.4 pts vs. 2020	●	
3.2 Governance and responsible management	2021 result	2021 status	
100% of employees trained on business ethics principles by 2025	77% Code of Conduct implemented	○	We have implemented the Code of Conduct and Ethics for Employees, with 77% of our employees already trained on its provisions. Currently, the training is a mandatory part of the 2022 training curriculum, as is cyber security training. We have implemented the Code of Conduct for Business Partners. We have initiated dialogue with our business partners, aiming to familiarise them with the requirements of the Code. We are working on defining a set of indicators allowing to assess the impact of key decisions and investments on the path towards sustainable development followed by the organisation.
100% of business partners familiarised with the Code of Conduct by 2025	Code of Conduct for Business Partners has been implemented	●	
ESG factors taken into consideration in all key decisions and investments until 2025	Work on a set of solutions for the individual decision-making areas	○	
100% compliance of internal policies with the laws and regulations corresponding with ESG by 2023	Establishment of a legislative radar	●	
At least 12 meetings of the Management Board per year to discuss ESG issues to be held by 2023.	13 meetings +2 vs. 2020	●	
100% of employees trained on cyber security-related issues by 2023	75% +57pp vs. 2020	●	
ESG criteria for our suppliers established by 2023	Defining the criteria, working on the compliance system	○	
3.3 Transparency and validation	2021 result	2021 status	
External reporting in accordance with best practices and standards	ESG Report and Climate Report for 2020 and 2021	●	This is the second time we are reporting our progress in regarding the Responsibility Strategy and the decarbonisation plan. To increase our credibility in the eyes of our stakeholders, the report was externally verified by an independent auditor. We have also been certified by EcoVadis. Once the remediation plan had been successfully deployed in the organisation, we received the highest award – a platinum medal.
Integrated reporting	Kick-off for the first integrated report performed	○	
Continuation of EcoVadis certification	EcoVadis platinum medal	●	
Regular external verification of selected ESG aspects	Verification of the ESG report by an independent auditor	●	

Legend: ○ expectations for 2021 not met    ◐ expectations for 2021 partially met    ● expectations for 2021 met