



# Employee handbook

Improving everyday life

**salling** group

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# — Welcome

**We work together to make everyday life better. We love the everyday and know what our customers need on a daily basis.**

All year round, we work to give our customers the best shopping experience. We want them to leave a store or click out of our online stores feeling good inside - because they have something nice to take home at the right price, and because it was simple, inspiring and pleasant to shop with us; but also because our customers know us as decent people to do business with, and as people who understand their individual needs and take responsibility for the larger community of which we are all a part.

You are now helping with this task, and in order for you to be able to do your best, your own everyday life with us should also run well.

In this employee handbook, some of the issues and rules you need to know about are explained. We have lots of opportunities and benefits to offer you, but we also have some rules you must follow. The handbook is part of your introduction training as a new employee, which is why you must read it thoroughly when you are employed by us.

**We hope that you will be happy to be her**

# Our values

The culture in Salling Group may differ slightly from one chain or department to another, but we have far more in common that unites us.

Values are a kind of compass for the behavior that we would like you to show when you are at work. It is important to act in accordance with these values so together we can maintain our success and continually

help to make everyday life better. As Salling Group is an international group of companies, the names of the values are in English, and you can read an explanation of these under the terms.

Your local management can tell you more about how best to act in accordance with the values in your workplace.

## We have five values that unite us across the company

### Integrity



We build trust by acting with decency, responsibility and honesty

### Passionate



We are driven by the desire to improve everyday life for our customers, our colleagues and our communities

### Agile



We embrace change, adapt quickly to new demands and never stop learning

### Competitive



We aim to win in all areas of the business, seize opportunities and resiliently overcome challenges together

### Efficient



We seek simplicity and aspire to create productive and cost-effective ways of working

# Terms of employment

**This section outlines the rules and policies which apply to your employment.**

## **Terms of employment**

Your conditions of employment are provided in your contract and/or the applicable collective agreements. If you violate employment rules and internal rules, then this can impact your employment.

## **e-Boks**

Salling Group uses e-Boks to communicate messages relating to your employment terms. However with the exception of your employment contract, for which you will receive a text message with a link to sign this.

Messages are sent to your e-Boks, and you are required to keep up to date with communications from us. Your e-Boks must therefore be activated and registered to accept messages from Salling Group. As a general rule, you will continue to receive important messages about your employment personally. If it is not possible to give messages to you personally, Salling Group will send the message to you via your e-Boks, the email you have provided us with or by post.

## **Salary, NemKonto and pension**

Upon employment, an agreement is made as to whether you are employed with a fixed monthly salary or an hourly rate. In both cases, your salary is paid monthly in arrears and will be deposited into your NemKonto on the last business day of the month, which is why you must have a NemKonto to receive the correct payment.

Your payslip will be sent to your e-Boks.

If you are paid hourly, your salary will be calculated according to your registration of the working hours that you have completed. These hours, including any extra hours and overtime as well as miscellaneous supplements and deductions, are settled in advance from the middle of the month to the middle of the following month. For an overview of salary periods, please see myKnowledge via the app that is related to the format in which you are employed.

If you are paid monthly, you will receive your fixed salary for an entire calendar month with supplements or deductions for overtime hours, time off and so on. Absence registration and other registration of advance time, overtime etc. also follows the aforementioned salary periods from the middle of the month to the middle of the following month and is thus paid according to this.

Your pension scheme depends on your contract. You can read more about the various schemes on myKnowledge.

## **Working hours and breaks**

You can see your working hours and breaks on your work plan. You must be dressed and ready to begin work when your work period begins.

Eating, smoking and rest breaks should only be undertaken during scheduled breaks.

### **Overtime**

As much as possible, your team leader or manager must warn you at least one day in advance that you need to work overtime, which is remunerated in accordance with the applicable collective agreement.

### **Tax card**

Your tax card (skattekort) is automatically sent to us by SKAT, the Danish tax authorities. If you do not have a primary tax card (hovedkort), but only a tax exemption (frikort), we will receive this instead. If you want to use a secondary tax card (bikort), you must fill out form via mySupport. If this is your first job, you will need to contact SKAT so they can issue a tax card which we will then receive electronically. If you fail to do so, SKAT will deduct 55% of your pay.

### **Holiday**

You will earn 25 days holiday in the course of a holiday year from 1 September to 31 August, i.e. 2.08 days per month. You must take the earned holiday in the period from 1 September to 31 December of the following year. Summer holidays are taken in the period from 1 May to 30 September. Normally, you can take a maximum of three weeks holiday in this period. If you have not earned 25 days' holiday, you can still take holiday, although it will be at your own expense. For further information on holiday please see myKnowledge.

### **Special holiday**

All employees employed under a collective agreement who have been employed for at least nine months are entitled to five extra days of special holiday in the course of each holiday year to be held in the period 1 September to 31 December of the

following year. Payments for days of special holiday not taken are made according to applicable collective agreements.

The rules for special holiday for managers and specialists are stated in their respective contract of employment.

### **Collective agreements**

As a member of the Confederation of Danish Enterprise (Dansk Erhverv Arbejdsgiver), Salling Group has entered into collective agreements with HK Handel, HK Privat, Teknisk Landsforbund, 3F and NNF. The collective agreements can be found at [www.danskerhverv.dk](http://www.danskerhverv.dk) and myKnowledge. If you have questions please contact your manager. There may be a trade union representative in your store who can help with advice and information.

### **Available jobs/ internal job transfers**

Vacant positions are normally posted on myWorkplace and [sallinggroup.com](http://sallinggroup.com). All internal colleagues can apply for jobs on the same terms as external candidates and attend interviews without prior information to their immediate manager. Before you are offered the job, the agreement requires that your current manager is informed and the hiring manager obtains references after agreement with you.

Starting a new position internally in the company can take place at the earliest after the end of the current month plus one month.

### **Job vacancies/internal job changes**

Job vacancies are normally advertised on myWorkplace and at [sallinggroup.com](http://sallinggroup.com). You have a duty to inform your manager if you are called

in for an interview for a vacant job in the company. The earliest you can start in a new position internally in the company is one month after the end of the current month.

### **Termination or resignation**

If you decide to leave your job, or if you are dismissed for any reason, the resignation or dismissal must be submitted in writing. If you want to hand in your notice, there is a standard form on myKnowledge which you can use. Your manager must sign the form to confirm receipt of your resignation.

You must submit your resignation sufficiently well in advance for you to comply with the notice period in your collective agreement or contract of employment. If you are in doubt about your notice period, then please contact your manager.

### **Confidentiality clause**

The information you receive – or of which you obtain knowledge of – during your employment is confidential and may not be disclosed to persons outside the company. This also applies after the termination of your employment and when you use social media. In general, we expect you to treat and handle confidential information carefully, so the information is neither disclosed nor exposed so it can be acquired by unauthorised persons – both external and internal.

### **Social media**

We would like you to share experiences from your everyday life that make you pleased with your job. You can share your photos by using #ImprovingEverydayLife on Instagram or facebook, or by sending it to [press@sallinggroup.dk](mailto:press@sallinggroup.dk).

When you share, remember the four basic

rules:

1. You would like to share the content and do not feel forced to do so. It must be your own story.
2. Prioritize customers and colleagues. They are more important than sharing pictures on social media.
3. Stay loyal. Talk positively about the customers, workplace, suppliers and colleagues.
4. Do not share sensitive information.

### **Loyalty**

Salling Group has a policy for the use of social media and other media. The policy's core consists of a range of advice that helps foster greater care and responsibility, since any mention on social media, especially in discussions, affects Salling Group's reputation.

You have a duty of loyalty to your workplace. This duty of loyalty means that activities, statements and social media use must not be to the detriment of Salling Group's image. If you violate Salling Group's policy for the use of social media and other media, then this can impact your employment.

As a private individual, you must not use Salling Group's, the formats' or other business-related entities' names or logos, and you must not act as a spokesperson for Salling Group.

However, you may state, on LinkedIn and facebook for example, that you work at Salling Group.

If you leave Salling Group, be sure to change your personal information on social media so it no longer states that you are employed by the company.

A good piece of advice: act respectfully and politely to customers and colleagues – both in the real world and on the internet – and remember that everything is saved on the internet.

### **The use of your private mobile phone**

You are welcome to take your private mobile phone with you in the store so you can, for example, punch in and out in myTime, share pictures on social media with good stories from your working day, or access your employee-app if it is necessary to perform your duties. The use of your private mobile phone can never interfere with your work. If you need to use your phone for private purposes, it must take place during your breaks or in agreement with your manager.

### **Personal data**

Salling Group only processes personal information about you that is necessary and relevant for us in order to fulfill our obligations as an employer in connection to your employment relationship with us.

You can find more information about Salling Group's processing of employees' personal data in the privacy policy for employees on [sallinggroup.com](https://sallinggroup.com) or at [this link](#).

# Security and checks

**Salling Group employees are often given considerable responsibility for both goods and money. This area is therefore covered by a number of rules.**

## **Staff entrance and checks**

If you are employed in a format where there is a staff entrance, this should always be used when arriving at and leaving from work. If you are employed in Netto, you should use the back door unless otherwise instructed by your manager. The shop or internal auditing department can conduct checks on anyone leaving the workplace at any time.

When you go in and out of the staff entrance, always use your personal chip or the access card that was handed out to you in connection with your onboarding. If the light is green, you can just go out. But if the light is red, you have to show what you have in your bags and packages to the person in charge of the exit check. You must not leave the store or the warehouse until the inspection has taken place, so if the exit is not manned, then call the person responsible for closing the store or warehouse.

You must always be able to present a receipt (possibly electronically from Kvittring.dk) or an electronic sample note for any items that can be purchased in the store or warehouse. Therefore, take good care of your receipt, so that there can be no doubt that you have paid for your goods or been allowed to take goods home by your immediate manager or boss.

## **Staff Shopping**

If you want to shop while you are at work, you must do so in one of your breaks. Once you have paid for your goods, you must check that the quantities and products match what is stated on the receipt. You must always be able to document that you have paid for your goods.

If you work in Netto, føtex, Bilka or Salling, there are rules about placing green or white staff purchase labels on the food products which are consumed by staff in the store. It is your responsibility to familiarize yourself with the rules that apply to the format in which you are employed. Likewise, it is your responsibility to always be able to document the correct payment of goods that you consume (staff purchase label/ cash receipt). If you have the slightest doubt and have questions regarding this you must contact your immediate manager.

If you work in føtex, Bilka or Salling, special rules apply for returning goods. Here, when you arrive at work, you must bring the receipt and show the item to the camera if the item was purchased in the store and you want to return or exchange it. It is important that you return or exchange the item immediately when you arrive at work. When returning items purchased with a discount, you are responsible for ensuring that the discount is reversed. It is extremely important that you comply with the rules for staff shopping.

The rules are designed to protect you from being suspected of theft, which may otherwise result in dismissal.

### **Personal Property**

It is always your responsibility to ensure that there can never be any doubt as to whether a product belongs to you or the store. If, at your workplace, you bring an already paid item that can be purchased at the store, always show it to the camera at the staff entrance, Customer Service or a cashier, and always bring valid purchase documentation so that checks can be made in case of doubt. You can also show the item to the camera and then apply a ticker to the item with the text "personal property" ("personale ejendom").

Deodorants, hygiene products, cigarettes, fruit and vegetables, gum etc. are not covered by the 'staff proof of ownership' (personaleejendomsbevis) requirement. However, new and unopened items must be accompanied by a receipt or have a sticker with the text "personal property" attached.

Other property brought onto the premises, such as bicycle lights, mobile phones etc., is not subject to the documentation requirement when it is obvious that they have been used.

### **Product samples**

If your manager allows you to take a sample or gift to take home – before leaving the store or warehouse, a form must be completed on mySupport, which is automatically sent for approval to your immediate manager. When the manager has approved, a text message and an e-mail will be sent out to you with approval, which must be presented at the staff entrance when you take the sample or gift home. This applies regardless of

where and from where the sample is received. Violation of the rules for samples can be considered theft. Samples may also not be resold.

### **Theft (employees)**

We all need to look after our workplace and our valuables. We do not accept theft, fraud or attempted theft or fraud either from or directed at Salling Group or any other company. This will result in dismissal, regardless of the value of the stolen item(s), whether it is money or goods, and whether it happens while you are at work or in your leisure time.

### **Whistle-blower scheme**

If you are concerned or suspect that someone is violating our policies, you can contact your manager and share your concerns with him or her.

Salling Group also has a whistle-blower scheme where you can report your concern. You can find the whistle-blower system at [sallinggroup.com](http://sallinggroup.com)

### **Cash register rules**

If you work at the cash register, it is important that you read the cash register rules thoroughly so that you know which rules apply. For this reason, you also need to sign to confirm receipt of the cash register rules and that you have understood them.

Contact your manager if you have not received a copy of the cash register rules.

### **Price revisions and reductions**

Prices may only be revised by persons who are authorised to do so according to the list (attestoversigten). If you are in the slightest doubt, then ask your manager. Violation may have

consequences for your employment and result in termination of employment or dismissal.

### **CCTV**

To ensure the safety of employees, closedcircuit TV has been installed in places where we know it can help to prevent crimes such as theft and robbery; for example, at entrances to ware houses and offices, cash registers in the shop, goods yards, shop storerooms, near safes and in other locations where money is handled. In connection with CCTV, the following applies:

- The purpose of CCTV is to prevent and solve burglaries and any internal theft etc.
- The store manager or department manager conducts spot checks and views the CCTV recordings in the case of suspected irregularities.
- CCTV footage must not be used to assess the employee's performance.
- The CCTV recordings of customers and staff are personal data and must be treated as confidential material. The recordings must never be filmed with your mobile phone, and must not be shown or handed over to other customers, suppliers, etc. and must not be shared on social media. The recordings may be passed on to the police for use in their investigation.

Violation may have consequences for your employment and result in termination of employment or summary dismissal.

### **Tech Security**

IT is an important part of everyday work, and good habits help protect both you, your colleagues, and our workplace. As many employees rely on IT to perform their jobs, clear guidelines apply to the use of IT systems, including requirements for strong passwords and secure behaviour. We expect you to be familiar with and comply with these guidelines.

The guidelines can be found in the employee app under Tech Security, and your immediate manager can assist you if you are unsure or need guidance. The purpose of these guidelines is to support you in working safely and responsibly, but violations may result in employment-related consequences, such as a warning, termination, or dismissal, depending on the nature of the violation.

# Clothing, appearance and personal hygiene

**The rules governing your clothing, appearance and personal hygiene are intended to ensure that we are always perceived as being presentable and professional vis-à-vis our customers. Please note that special rules may apply for the particular area in which you work.**

## **Staff clothing**

If your job involves staff uniform, you will be provided with clothing, a name badge and, depending on where you work, trousers and shoes where necessary. You must make sure that your clothes are clean, ironed and intact. If you are employed in the deli, bistro, canteen, bakery, Quickfood or butcher's production, we will take care of washing the clothes, unless otherwise determined by the format.

The rules for wearing your staff clothes and your name tag are gathered in clothing regulations. The clothing regulation for the format where you are employed must be followed at any time. There may be rules for managers to wear tie or scarf.

Your manager will teach you how to wear your badge. Contact your manager if you are in doubt if you are compliant with the rules.

## **Use of own clothes**

If you are using your own clothes completely or in part - when you are at work, it must of course be clean, without holes or tears and otherwise be suitable for the work you are doing.

Among other things:

- Employees must always wear presentable and proper attire.
- Employees must wear footwear that suits their clothes/ uniform.
- Employees are not allowed to wear jogging/ training pants, leggings or thigh-short/ mini dresses/ skirts, and underwear and long-sleeved T-shirts must not be visible under clothing/uniform.
- Employees can wear shorts of an appropriate length in non-customer-facing areas suitable for the work they do. Shorts, like trousers, must be presentable.
- Always be aware of whether special rules apply to the use of clothing in the part of the company in which you are employed.

If your clothes are damaged beyond repair during working hours, you can apply to have them replaced in exchange for handing in the old clothes. Contact your manager, who can check if there is insurance that covers.

## **Appearance and personal hygiene**

When you arrive at work, you must be presentable and generally exude good hygiene and be well groomed.

To ensure compliance with food hygiene and bacteriology requirements, artificial nails and jewellery on hands and arms are not permitted for employees in the production departments. A wedding ring with smooth surface may be worn provided

that gloves are also worn.

### **Headgear**

Headgear may be worn if the wearer follows a religion which is recognized and approved as a religious community.

Salling Group has a company headscarf which must be used for this purpose. The scarf must be tied so that the ends of the scarf are within the clothes and it does not cover the uniform. As with your own clothes, the headgear must be in neutral colors, and you must make sure that the headgear is clean and intact.

If you are employed in a delicatessen, bistro, canteen, baker, Quickfood or butcher's department, your headgear is cleaned by the company.

If your religion stipulates a different sort of headgear to scarves, you must ensure that it is in neutral colors, and that your face and neck are exposed so that your facial expressions are visible.

Headgear can only be worn if it complies with the hygiene and safety requirements which apply at your workplace.

### **Jewellery, piercings and tattoos**

Simple and discreet jewellery is permitted, except if you are employed in one of our production departments . A visible tattoo is allowed as long as it cannot be considered discriminatory or offensive.

# Working environment and well-being

**The safety, health and well-being of its employees are high priorities for Salling Group. The safety of our customers is also a priority.**

## Working environment

We want to ensure a good working environment in our day-to-day running of the company. Our aim is to prevent accidents at work and injuries. As an employee, you are expected to play your part in cooperating on safety and health. You have a duty to comply with and observe guidelines (for example lifting techniques) and to call attention to errors and non-conformities so that we can prevent accidents at work. You can always contact your occupational health and safety (OHS) representative if you have any questions.

If you are pregnant, it is important that you inform your manager as soon as possible, and no later than three months before the due date so that your individual situation can be taken into account and changes to your tasks planned and implemented. When your manager becomes aware of your pregnancy, you will jointly work out a workplace risk assessment (in Danish known as “arbejdspladsvurdering” abbreviated to APV). The aim is to enable you to continue working for as long as possible.

The psychological working environment is just as important as the physical working environment. It is important that staff treat each other properly and contribute to a healthy

psychological working environment. It is important that you enjoy your job and that you get on well with both your colleagues and customers.

In Salling Group, we also have a policy to prevent offensive behavior, and there is zero tolerance when it comes to all manner of offensive behavior. Therefore any enquiry regarding offensive behavior is treated with great seriousness, confidence and thoroughness. You can read the policy in its entirety on myKnowledge.

## Employee satisfaction survey – “myVoice”

At Salling Group, our employees are our most important resource. Therefore, how you experience your workplace is important. Every year, Salling Group conducts an employee satisfaction survey, “myVoice”, in which you are able to say exactly what you think about your workplace in complete anonymity. We process the results of the survey so that we can quickly implement improvements for you and your colleagues.

## Diversity

Salling Group is a socially responsible company, and we therefore offer job schemes to particularly vulnerable groups. The purpose of the job schemes is to retain and integrate these people in the labour market.

We welcome employees who, for various reasons, start on a practical placement course with us. These new employees

must be treated on an equal footing with all other employees while respecting their special needs. It is our responsibility to give these new employees a chance to test their skills within the retail trade with a view to clarifying their situation and/or offering ordinary employment or employment on special terms such as flexor sheltered jobs. We show a high degree of inclusiveness towards all employees in Salling Group.

### **Senior policy**

We know that age and experience go hand in hand, and our senior policy therefore seeks to give you the best possible working conditions while you are a 'senior' employee. At Salling Group, you are a 'senior' employee from the age of 58 until retirement. As a 'senior' employee, you are invited to attend an interview with your manager, after which interviews are offered at suitable intervals or as desired.

If you are covered by a collective agreement, you may have the option of senior days. For further information about our senior policy or senior days, please see myKnowledge.

### **Alcohol and drugs**

It is not permitted to consume or be under the influence of alcohol during working hours or breaks. Your manager is authorized to waive this rule for special occasions. It is not permitted to take, possess or be under the influence of euphoricants during working hours or in breaks. This also applies to parties/ events organized by the company. To be intoxicated or under the influence and/or in possession of drugs during working hours may result in immediate dismissal.

These rules also apply when you are attending courses or schooling. Alcohol

may be enjoyed in limited quantities according to the rules stipulated by the school or course venue. If an employee is suspected of either alcohol or drug misuse, they will be summoned to attend an interview with their manager. At the interview, an agreement will be made on the subsequent course of action.

### **Smoking**

Salling Group generally has a total smoking ban at all locations, including temporary rented premises/ warehouses and other places where the company has an interest. This applies to both regular cigarettes, e-cigarettes and all forms of smokeless tobacco (e.g. snuff, nicotine pouches and chewing tobacco) are covered by the smoking policy.

Smoking in smoking rooms or in outdoor areas must follow local guidelines.

# Absence due to illness and doctor visits

**Read here what to do if you fall ill or if you need to go to the doctor or dentist.**

## **Calling in sick**

If you are ill, you must always call your manager before you are due to start work, at the latest. It is not acceptable to call in sick by sending a text message, an e-mail or by using other media.

Failure to call in sick is considered illegal absence, which can result in you being dismissed from your job.

You are obliged to keep your manager informed on an ongoing basis during your absence due to sickness, so the right resources can be used and it is possible to plan – taking your health into consideration – how and when you can return to work as soon as possible. Furthermore, you are obliged to notify your manager when you recover and is well enough to come back to work.

## **Documentation of absence due to illness**

Absence due to illness must always be documented with a solemn declaration. For absences of up to three days, you must deliver the declaration to your manager when informing of your recovery.

If you are sick for more than three days (including work-free weekdays), the solemn declaration should be with the store no later than on the fifth day of absence. For more information, please go to myKnowledge. We accept that the declaration will be sent to your manager's

work e-mail. For good measure, you should follow up with your manager that the declaration is received.

Whenever you are sick, you should always ensure that you make a self-declaration, which you can print out from [sallinggroup.com](http://sallinggroup.com) or fill out digitally on mySupport. In exceptional circumstances, your manager may require medical evidence that your absence occurred due to illness.

## **Sickness policy**

At Salling Group, we have an absence due to illness policy. The intention is to ensure a sound basis for collaborating on absence due to illness and returning to your workplace. Through seeking to prevent illness and taking other measures in good time, we can improve job satisfaction and well-being for the individual employee while creating a healthy business. See more about our sickness policy on myKnowledge.

## **Doctor's/dentist's appointments**

Appointments with your doctor and dentist must be arranged outside of working hours. If this is not possible, ask your manager whether you can take time off. Emergency visits to the doctor/dentist can be equated to illness and will be treated as such.

# Development and education

**Salling Group attaches importance to education and development and to ensuring that you constantly improve your skills in your job.**

## **Your training plan**

You will receive a welcome e-mail when you are employed. Here you will find a link to download the app for the format you are employed in. When you log into the app, you will be able to find the Skills module and myWorkplace, which is our digital employee platform. Here you will find the digital learning modules that we recommend you complete during the first weeks of your employment. When you log in, you can see what activities you are participating in on your training plan, as well as when they should be completed. It is also important that you complete your employee profile in myWorkplace.

If you experience difficulties with your login, you should contact your manager first of all.

## **You can always improve your skills**

At Salling Group, the training and development of employees and managers is a focus area. It is important that our employees have the right skills to perform and develop in their jobs. This is why we continuously hold ongoing training and development activities that make you — and Salling Group — even better. We have one of the best education programs for trainees in Denmark, a management trainee education for those with ambitions to become a manager, our brand new retail manager education which is a formal higher educational module to add to the sales assistant education for you who want to improve

your skills in retail and have ambitions for a management position, and various talent programs to attract, retain and develop employees who have the ambition and skills to make a career at Salling Group, and through this process evolve towards a management position.

We also have targeted specialist and management training and development all the way up to senior management level.

## **Career opportunities**

At Salling Group, we offer Denmark's best trainee and Management Trainee programmes. As a trainee and Management Trainee at Salling Group, you will receive an education in an international company, where you combine theory and practice. You follow an individual education plan, where the work in the shop is supplemented with learning modules at, among others, the Salling Group Academy.

This makes the apprenticeship a strong springboard for a future career both inside and outside the retail industry.

We also offer training for Retail Manager. This education is a formal extension of the sales assistant education for you who want to improve your skills in retail and have ambitions for a management job.

At Salling Group, we constantly focus on identifying and developing the company's talented employees at all levels. It is crucial to our success that we always have a pipeline of skilled employees and managers — ready to step in when the organization needs it.

At Salling Group, we rarely have to look beyond our own organization to find future talented leaders.

Therefore, we also invest in various development programs that ensure that we develop both personal and professional skills early in the career. This ensures that the person is ready to take on the role of manager when a vacancy arises.

Ask your immediate manager if you have questions about your specific opportunities.

### **The Competence Fund – self-chosen training**

If your contract of employment is covered by a collective agreement, you can attend courses with financial support from the Competence Fund. There are many courses and continuous education programmes you can attend. However, the courses must be relevant to your work in the shop, warehouse or administration. You can find out more about the Competence Fund from your immediate manager or at myKnowledge.

### **Performance appraisal review**

Your manager will invite you to an employee appraisal review once a year. In this interview, you and your manager can discuss both your work and your department's work. You will also discuss the future, your expectations, plans and the opportunities available to you.

The interview is an important part of our personnel policy and requires thorough preparation by both parties.

# Staff benefits

**There are many advantages to being employed by Salling Group. Read here about which staff benefits we offer our employees.**

## **Associations, sports activities, etc.**

There is a staff association or club in every store. The purpose of the staff association or club is to arrange social, sporting and cultural events for you and your colleagues. You will be registered automatically for your staff association or club upon your employment, and the fee will be automatically deducted from your salary. If you do not wish to be a member, please contact the person responsible for salaries in your store or People & Culture Support, who can sign you out.

Salling Group has a wide range of sporting activities; for example, we invite all employees to participate in the annual DHL relay race. Salling Group provides clothing.

Salling Group also has a range of beneficial discount schemes. You can read more about these schemes on the following pages.

## **Holiday homes and holiday apartments**

Salling Group's holiday fund owns many holiday homes and holiday apartments both in Denmark and abroad and more are continuously being added. In your employee-app under "employee benefits" you can read much more about the holiday fund. Here you can see prices, locations, pictures etc. and there will be regular news on the site. If you wish to book a holiday home, it must also be done via your employee-app.

## **Anniversary rules**

We like it when our employees stay with the company for many years.

Therefore we celebrate 5, 10, 15, 20, 25, 30, 35, 40, 45 and 50-year anniversaries according to the applicable rules.

## **Special days off**

For special occasions, you can take paid time off work if it clashes with a normal working day. These special occasions are: your own wedding, silver wedding anniversary, golden wedding anniversary, 25th, 40th and 50th anniversary as well as milestone birthdays from 50 years onwards (i.e. 60, 70 etc.). The same rules apply in the event of a death in your immediate family on the day of death and the funeral day.

## **Discount card – Salling Group staff card**

All salaried employees in Salling Group receive a staff card which gives a discount in our stores. On this and the following pages you can read more about rules and guidelines for the card as well as discount rates for the scheme.

You will receive your physical Salling Group staff card no later than four weeks after you have started your contract, but no earlier than your first day of work.

The staff card is also available in an online version, which is accessible shortly after you start your position.

This card is available in your employee-app under your profile > “personale kort”/“member card”.

The digital card can be used and displayed to the same extent and in the same way as the physical card. You can use the card immediately upon receipt.

Salling Group uses information about your purchase history anonymously for statistical and analytical purposes.

When you use Salling Group's discount schemes, your purchase history will thereby be utilized for these purposes.

**If you have questions about the staff card or the discount scheme please contact People & Culture Support by phone +45 87 78 52 00 or via ask mySupport on mySupport.**

## Staff card "Personalekort" - terms and conditions

There are two versions of the staff card - one blue and a newer version which is white - both are still equally valid. You do not have to order a new staff card if you are in possession of a valid blue staff card. You can see the two versions of the staff card pictured here on the page.

The staff card can be used by you, your spouse / cohabitant partner, children living at home and - if you live at home - your parents and siblings living at home at your residential address. The card cannot be used by cohabiting friends or other acquaintances. The physical card and digital card, including the staff card number, are personal and may not be shared with anyone other than the people already mentioned in this section. The card information may also not be shared or stored on common online discount code services.

The staff card may be used for the household's own consumption (residential address). You can buy gifts with your staff card to a reasonable extent. In Salling, you must state that this is a staff purchase before the gift is wrapped.

To get your discount you have to get your staff card scanned by the cashier before payment at checkout. You must show either the physical card or the digital card directly in the app. You cannot obtain discount by showing a picture/ screen dump of the discount card. It is your own responsibility to ensure that the staff card is registered on your purchase. In the event of errors on your receipt, you must contact the cashier at the store or customer service immediately after your purchase to have the error corrected. Once the purchase is completed online and/or the store has been left, the staff discount cannot be applied retroactively.

Items you have purchased on which you have received a staff discount may not be resold. Violation of the rules and misuse of the card will result in you losing the right to the card immediately, and

may result in immediate dismissal or other consequences for your employment.



You can get a full overview of the discount scheme's rates and how the discount is obtained on the next page.

The discount is paid monthly via your salary. The period for obtaining discount runs from the 16th of a month to the 15th of the month after. In Salling, the discount is immediately deducted on your purchase. On your payslip you can see the staff discount you have obtained. You can see the specification for your discount payments on myWorkplace.

You can find your staff card digitally via the app in the format you are employed in (e.g. mitBilka, mitFøtex, allSallingGroup, mitNetto etc.).

When you resign, your staff card will be closed, which is why you are asked to cut the card into pieces and throw it out. After the effective date of termination, the card is worthless and you do not earn a staff discount when using it. Should you be employed by Salling Group at a later date, you will receive a new staff card. You are responsible for always using your latest staff card. Staff discounts can only be earned on the latest staff cards. If you use an outdated/ invalid staff card on your purchase, the right to the discount is lost.

If you have been employed by Salling Group continuously for at least 15 years and you leave for pension or early retirement, you can have your staff card exchanged for a gold card and thus keep your discount schemes. Your manager must order a gold card for you via mySupport. Your gold card is used in the same way as the staff card and the same rules apply. The discount is paid to your NemKonto monthly.

**If you lose your staff card, you can order a new one via mySupport.**

# Discounts

The discount agreements below, as well as other external discount agreements, can also be found in your app.



**Bilka:** 7% on non-food items and 5% on food, Bistro/Quick Food. The discount is obtained by presenting your staff card at the checkout.

When using Scan & Go, the discount is obtained by scanning your staff card with Scan & Go, just like you scan a product, the first time you shop using Scan & Go. After that, your staff card will be automatically registered.

**Bilka.dk, Bilka ToGo:** 5%

The discount is obtained by entering your staff card number as a promotional code.



**føtex:** 7% on non-food items and 5% on food, Quick Food. The discount is obtained by presenting your staff card at the checkout.

When using Scan & Go, the discount is obtained by scanning your staff card with Scan & Go, just like you scan a product, the first time you shop using Scan & Go. After that, your staff card will be automatically registered.

**føtex.dk:** 5%

The discount is obtained by entering the barcode number as a promotional code.

No staff discount is available in føtex GO!



**Netto:** 5%

The discount is obtained by presenting your staff card at the checkout.

When using Scan & Go, the discount is obtained by scanning your staff card with Scan & Go, just like you scan a product, the first time you shop using Scan & Go. After that, your staff card will be automatically registered.



**BR:** 10%

The discount is obtained by presenting your staff card at the checkout.

**BR.dk:** 5%

The discount is obtained by entering the barcode number as a promotional code.



**Carl's Jr.:** 20%

The discount is obtained by presenting your staff card at the checkout.

When using the self-service kiosk, the staff card is registered by scanning the barcode. When using the Carl's Jr. app, the staff card is registered by entering the barcode as a promotional code.



**Starbucks:** 20%

The discount is obtained by presenting your staff card at the checkout. Not valid at Starbucks locations at the central station or at the airport.

**Salling department stores:** minimum 35%; however, for items marked "Skarp pris" (Sharp Price) in the department stores, the discount is 20% instead. The "Skarp pris" discount does not apply in Salling Super. The discount is obtained by presenting your staff card at the checkout. The discount is deducted immediately. The staff discount cannot be combined with other discounts, neither in the department stores nor in the employee shop.

No staff discount is granted on the following items/brands: Gamst Blomster, Statement Copenhagen, and We Do Vintage. The discount also does not apply to repairs and alterations, such as tailoring or watch battery replacements.

**Salling ROOFTOP cafés:** 20%

The discount at Salling ROOFTOP cafés applies to up to 8 people when you pay the bill. Not valid for events booked via Billetto.



**Salling Super:** 10% – including wine and spirits (also applies to already discounted items)

**Salling Bageren:** 20% (also applies to already discounted items)

**"Takeaway food" from SmagSalling:** 20%

**NOTE:** Screenshots of your staff card are not accepted as valid and will be rejected.

**Salling Employee Shop:** minimum 35% (<https://employee.salling.dk>) Prices in the employee shop are shown with the discount already applied. You must log in with a Salling Group profile or create one at first login. Add your staff card (8 digits, without punctuation) to your profile to access the discount. The rules for using the staff card apply correspondingly to the employee shop.

As an employee, you must always use the employee shop if you wish to shop online with a discount. The discount is no longer available on [salling.dk](https://salling.dk).



**Matinique:** 35%

Matinique Concept Stores, where Salling Group is the franchisee: Bruuns Galleri, Rødovre Centrum, Fisketorvet, Kolding Storcenter. The discount is obtained by presenting the card at the checkout. The employee discount cannot be combined with other discounts.



**HUGO BOSS:** 35%

HUGO and BOSS Stores, where Salling Group is the franchisee: BOSS Store Fisketorvet, HUGO Store Fisketorvet, BOSS Store Kolding Storcenter, HUGO Store Kolding Storcenter. The discount is obtained by presenting an employee card at the checkout. The employee discount cannot be combined with other discounts.



**FLOWR.DK og PlantsByFLOWR.DK:** 10%.

The discount is obtained by entering the discount code "MR10" in the "Apply discount code" field.



**Skagenfood.dk:** 10%

The discount is obtained by calling or writing to Skagenfood and providing your order number and employee card number after placing your order.

*The discount does not apply to items such as Apple products, home appliances, infant formula, tobacco, alcohol, newspapers, magazines, lottery tickets, deposits, gift cards, and experience gift cards. The staff discount may vary on selected sales days (e.g. Black Friday).*



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