



Sustainability standards

Employee relations

November 2022



Our approach

Our people make the difference. It is our employees and their competences that give mBank a competitive edge. We build an organisational culture based on trust and good intentions so that everybody at mBank can be the best version of themselves. We are aware of our responsibility for the employees. When managing human resources, we take into account ESG factors:

- we put strong emphasis on employee satisfaction, offer attractive working conditions and apply a transparent remuneration policy,
- we treat all the employees equally, foster diversity and create an inclusive working environment,
- we prevent mobbing and other unacceptable behaviour,
- we support our employees' in their professional development based on their strengths and help them gain skills of the future,
- we support the physical and mental well-being of our employees,
- we respect labour rights, cooperate with the Works Council and the trade union,
- we ensure occupational health and safety.

Our policies and procedures

Anti-mobbing policy

We apply mBank's Policy on Counteracting Mobbing, Discrimination and Other Unacceptable Behaviour. It reflects the fact that we do not accept mobbing, harassment, sexual harassment, discrimination, unlawful or unethical behaviour and violating the rules of social coexistence. We universally define such behaviours as unacceptable and counteract them. In the policy, we describe the manner of filing and handling complaints. Employees can, among others, use [mSygnal](#), an anonymous whistleblowing application. We want to build good relations between employees and a friendly working environment. Therefore, every employee, including managers and management board members, must avoid unacceptable behaviour towards other employees, co-workers, clients and suppliers. If someone creates a situation which encourages unacceptable behaviour or behaves in such a way, they are in breach of basic employee duties. mBank as an employer may then apply sanctions as provided by labour law and our Work Rules.

Diversity and inclusion policy

This policy reflects our openness to diversity and underlines our commitment to anti-discrimination. It defines our objectives and the actions we take to support diversity and inclusive practices. The principles of equal treatment and respect for diversity underpin all employee processes, including especially:

- recruitment,

- access to training,
- succession planning,
- remuneration,
- protection against mobbing, and
- protection against unjustified dismissal.

We are actively involved in building an inclusive work environment as part of our organisational culture. We strive to make mBank a workplace where everyone feels respected, develops professionally and gets involved. We want to build good relations between employees and foster a sense of fairness and security.

We oppose discrimination in employment on the basis of sex, age, disability, race, religion or lack of religious belief, nationality, political opinion, trade union membership, ethnic origin, sexual orientation, gender identity, family status, and form of employment. Our policy describes how to deal with breaches of diversity and inclusion principles.

Employee remuneration policy

This document sets out the rules for the remuneration of mBank employees. Its main objectives are:

- to build high employee engagement by providing a market-driven and performance-based remuneration package,
- to retain the best employees and attract talent to the organisation,
- to protect the rights and interests of clients and prevent conflicts of interest,
- to support the implementation of the bank management strategy,
- to discourage employees from taking excessive risks in order to support proper and effective risk management,
- to ensure cost efficiency in terms of the salary budget.

Our remuneration policy is gender neutral. The bank conducts pay surveys at least once a year, which helps us ensure market-level salary.

Work rules

This document defines obligations of the employer and employees in line with labour law. It also governs the organisation of work at mBank and sets out the rules for signing agreements and hiring new employees. Furthermore, our Work Rules define matters relating to full and part-time employment, working hours, work attendance, holidays, remuneration, awards and bonuses. Other matters governed by the document include:

- liability for breach of employee obligations,
- occupational health and safety, fire protection,
- rules for protection of women and minors at work.

The President of the Management Board or its authorised member oversees the implementation of the rules at mBank, with the support of the Employee Relations and



Organisation Culture Department and directors of the mBank's organisational units. The Work Rules apply to all employees of the bank working under employment agreements irrespective of position, full or part-time employment, and term of the agreement. They are obliged to abide by the rules and sign a relevant statement on their first day at work at the latest.