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1. Purpose

The document describes the life circle of an employment relationship:

- Recruitment
- Employment and induction
- Off-boarding

DigiPlex recognises its staff as being fundamental to its success. The purpose of the procedure is to achieve effective and consistent practices to ensure a fair treatment of all applicants and employees. It is also a help to avoid mistakes in process performances regarding HR.

2. Scope

a. From: Employing people with the right skills and attitude to meet the DigiPlex's requirements and need.

b. To: Giving all employees a best start foundation, possibility to develop within the Company, and at the end get a good and positive termination of the employment.

3. References

- Employee Handbook for DigiPlex in HR System

4. Definitions

Company = DigPlex Group, including all Sites

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5. Responsibilities

<u>Chief HR Officer</u> = Document Owner and responsible for always keeping the document à jour and updated

<u>QA Manager</u> = Control on Document to ensure the document are in compliance with all requirements

Further responsibilities are expressed directly in in this procedure and Process Maps included in the procedure

6. Organisation structure

6.1 Oragnisation Chart

The Organisation Chart gives an overview of the company structure. Department and sub-department names are described with exsisting posistions, who holds the different posistions and whom they reports to.

Any changes in the organisation must be discussed with the Chief HR Officer before information is officially announced. Changes in the orgnaisation sould lead to changes in the Organisation Chart and as well as in the Job Descriptions.

6.2 Job Descriptions (JD)

A JD shall be developed for every position in the Organisation Chart. Line Managers in each department /sub-department are responsible for developing the JD's, using the JD-template (HR-PROC-01-02-DGS), and update them when changes occurs. The document Information-matrix in the template shall be filled in.

Note that also old JD's should be reviewed when a new one is made. This to prevent overlapping tasks and responsibility.

6.3 Organisational Change Management

Any changes in Job Roles such as Job title changes or dperatmental changes shall be undertaken in consulation with HR to ensure the Organisational Change Management Process (MAN-PROC-08-00-DGS) is followed. This to ensure that job desciriptions, employee contractual documentation is updated in the employee file, changes to the Email directory are updated. Organisation changes are to be communicated to the indiviudal , their team and where necessary to a wider audience as determined by HR.

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7. Recruitment

The Recruitment Procedure is described in the following Process Map:

RESPONSIBLE	PROCESS	ADDITIONAL INFO
Line Manager	Identify and report / communicate need of recruitment	Report / communicate need and reason why to superior Manager
Superior Manager	Approve the recruitment	
Line Manager / HR	Write / rewrite the Job Description to fit the vacancy	If Job Description does not exist, use HR-PROC-01-02-DGS Job Description Template
Line Manager	Discuss the vacancy with HR	
HR / Line Manager	Consider and choose recruitment strategy	
HR	Start recruitment	
Line Manager / HR	Select applicants for interviews	
HR / Line Manager / Superior Manager	Conduct interviews	
Line Manager / HR	Make verbal offer to the best suited candidate	
HR / Line Manager	Prepare and submit Contract Offer to the chosen candidate	

Note: If the need for recruitment also gives a significant organisational change, follow MAN-PROC-08-00-DGS Organisational Change Management.

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7.1 Equal Opportunities and Diversity

DigiPlex should comply with acts concerning Equal Opportunities / Equality and Diversity at every stage of the recruitment process including production of job descriptions, advertising material, instructions given to recruitment agencies, shortlisting of applications, interviewing, selection decisions and offers of employment.

All employees discriminated in any way during the recruitment process will be subject to the disciplinary procedure and may be liable to dismissal.

HR is responsible to ensure that also external advisers or recruitment agencies participating in recruitment on behalf of the company are in compliance with the mentioned act.

7.2 Advertising for Vacancies

All vacancies will be, when necessary, advertised within the Company to all members of staff prior to external recruitment advertising. Wherever possible internal candidates will be considered in preference to external candidates and reasonable training and coaching will be provided to enable employees to achieve career advancement. Where it has not been possible to recruit within the Company, then external methods of recruitment should be considered.

7.3 Information of Application Outcome

Candidates who have applied for positions will always be informed of the outcome of their application as quickly as possible.

7.4 References and Additional Checks

All employment offers are conditional upon receipt of two professional references. The referees should usually be the applicant's current and previous employers, although in the case of a college or school leaver the college tutors or teachers will be acceptable.

The Company carry out a routine background check for all future employees due to the sensitive nature of our business. A professional supplier do the background checks for us and focus on the security side of the hiring process. It does not pay attention to any suspicion of irregularities. Documentation and other information submitted in connection with an application is verified, and other relevant security-related information can be searched for depending on the role in question. In countries where permitted, the Company may obtain criminal records and security clearance.

A background check is voluntary and can not be done without a written agreement between the Company and actual candidate. The consent can be revoked at any time, but a revocation of consent may result in that the Company wish to terminate the employment.

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The same procedure goes for current employees not having undergone a professional background check.

Documents involved in background checks are:

- SEMAC: Letter of Consent for a Background Check (NO and EN)
- HR-PROC-01-07-DGS Employee Information for Background Checks

7.5 Work Permit

It is against the law to employ a person who does not have permission to live and work in the country concerned. In cases of doubt, the potential employee is required to provide original documented evidence.

It is HR's responsibility to ensure that relevant and satisfying documents have been supplied and filed, in case of employment.

7.6 Personnel Record

HR is responsible for keeping a file for personnel records. Relevant records are, but not limited to:

- Employment Agreement
- New Starter Form
- Relevant personal information
- Changes to terms and conditions
- Absence
- Current disciplinary details
- Competence and certificates
- Career Talks

All employees are responsible to fill in their own CV in the HR System. This is recorded to have an overview over competence in the Company as well as being able to provide information on this if required in bids or similar.

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8. Initial Employment Induction

To enable all staff to become familiar with the Company as well as efficient in their role as quickly as possible, it is essential to provide new staff in DigiPlex a timely induction. The induction also includes safety and security precaution information connected to where the new employee is going to be located.

The superior process is described in the map below.

RESPONSIBLE	PROCESS	ADDITIONAL INFO
HR	Send out New Starter Documentation Package	Content in New Starter Documentation Package: see *)
Line Manager / IT	Arrange equipment and accesses	IT–PROC-02-01-DGS IT New User Form, etc.
HR / Line Manager	Plan and conduct Induction Programme	All appointments shall be created as Calendar Appointments in Outlook
Line Manager	Arrange Site Visits	To be done for all personnel at day 2 if possible. Latest within the first 1 month after employment
HR	Send out Induction Record Questionnaire	Questionnaire is sent out within 5 months employment
Employee	Answer the Induction Record Questionnaire	
Line Manager / HR	Evaluate recruitment and plan the 5 Months Evaluation Talk	
Line Manager	Conduct the 5 Months Evaluation Talk	At 5 months employment. Answer / use questionnaire "Follow up 5 Months" in Virke
Line Manager / HR	Carry out relevant actions due to results from the 5 Months Evaluation Talk	Note: the employee shall be given clear feedback on positive and negative findings, and shall have opportunity to correct negative issues before the end of the probationary. To be documented.

*) New Starter Documentation Package consists of:
- HR-PROC-01-02-DGS   Employment Agreement
- HR-PROC-01-04-DGS   New Starter Form

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- HR-PROC-01-05-DGS   Declaration of Confidentiality for Employees
- HR-PROC-01-06-DGS   Duties with Regard to Inside Information
- Employee Handbook
- Information on Insurance & Pension
- Documents for Background Checks:
    - SEMAC: Letter of Consent for a Background Check (NO / EN)
    - HR-PROC-01-07-DGS   Employee Information for Background Checks

The New Starter Documentation Package provides information to the newly employed as well as forms to sign and return before start-up.

8.1 Job Induction

Specific activities within job induction has to be planned, in most cases by the Line Manager. The content depends on the role, skills and knowledge that the individuals brings with them.

Use HR-PROC- 01-08-DGS   Induction Program & Planning

Employees are expected to be proactive in their own induction, and ensure that they receive relevant information and support that enables them to fill their role in the Company.

HR is doing an evaluation of the Job Induction by sending out an electronical **Induction Record Questionaire** to the employee after 5 months employment.

9. Training, Development and Awareness

DigiPlex is committed to develop knowledge, understanding, skills and attitudes of our employees to meet present and future needs of our company's activities. It is necessary to be aware of this due to fast changing environments within our industry, influenced by technological advancements, new regulations and increased customer needs and expectations. Training and awareness programs should be established also to address mandatory certifications /authorisations needed to operate and maintain the data centres.

9.1 Training: Identification, Requests and Evaluation

Need of training should be identified:

- On daily basis for each job, main tasks, operations and duties performed
- When changes occur in the role / job
- In annual Career Talks

Line Managers have to consecutively inform the Chief HR Officer about all identified training needs to approve the budget for it. This should be done pr. e-mail and required information is:

- Name of Training Course and Supplier

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- Date
- Employee name
- Objectives for the training

The effectiveness of all training should be evaluated and the increased competency confirmed. Aslo Training and Training Supplier should be evaluated against objectives set. HR is therefore sending out an electronical **Training and Development Evaluation Form** to all employees having undergone external or internal courses / training. Any shortfalls identified in connection with the training to meet the objectives, should be addressed.

All Training Records should be uploaded in the HR System.

9.2 Eazy Safe Learning Centre web-based courses

DigiPlex has developed web-based courses on several topics and are assigned to individuals depending on their role within DigiPlex courses that are for all DigiPlex staff are:

- Workstation Safety

- Fire Safety

- Information Security Awareness

- Data Protection

- Environmental Awareness

- Working Height

- Slip Trips and Falls

The courses should be taken during the first 3 months of employment. It is Line Managers' responbility to provide information and log-in access for new employees to the Eazy Safe Learning Centre.

Further course allocation can been found on the Online traning matrix (HR-PROC-01-09-DGS) records of training are recorded in the online system.

9.3 Career Talk

All line managers should convene and conduct a Career Talk with their employees annually by the end of May. Within the next 6 months, a follow-up meeting should take place. This to check out if you are on track with plans or changes that have appeared in the meanwhile. It also is to ensure the individual's Job description remains current and supports business objectives. Line Managers are responsible to review job descriptions with their employees. The reviewed Job descritpion is to be forwarded to HR to be uploaded to SharePoint.

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In order to be better prepared for the Career Talk, there is available an electronic form in the HR System. The date for the Career Talk should be set minimum a week in advance and form made available for the employee in the HR System. The result of the Career Talk will be best if both Line Manager and employee are well prepared for the meeting.

Purpose: Provide all DigiPlex employees with a concrete, individual growth plan for the year, bridging the needs of the organisation with the capabilities and desires of the individual.

Objectives: Achieve mutual commitment to the planned growth enabling activities, from individual and leader. Decide on how to determine when the growth objectives have been met. These should be personal development goals, not performance goals, though these may be connected.

A good Career Talk is built on reciprocity, equality, openness and honesty and that Line Manager and employee meet with a positive attitude to the conversation. Both Line Manager and employee must have the opportunity to express desires and talk about what is important to them. Bidirectional communication and active listening should characterize the conversation and the parties must be prepared to give and accept constructive criticism.

10. Absence

All absences of any reasons shall be registered in the System – Xledger. Employees must provide supportive documentation, e.g. sick leave certificates on their return to work to cover the period of absence.

Employees shall inform their Line Managers about sick leaves as soon as possible, and latest the 1st day of absence. Line Managers are responsible to notify HR immediately.

Further information in connection with sick leaves; see the Employee Handbook.

11. Bonus Evaluation

Annual bonus is based on tangible individual goals and company goals. The Bonus Process is to be completed within end of April each year.

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RESPONSIBLE	PROCESS	ADDITIONAL INFO
HR	Set up each employee eligible for bonus in Bonus Excel Sheet	
HR	Send Bonus Excel Sheet to relevant managers	Return to HR for consolidation
HR	Present Bonus Excel Sheet to CEO for approval and / or counter-proposal	
HR	Send information e-mail to bonus-eligible employees about their bonus award for previous year	

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12. Salary Review

An annual salary adjustment process is driven by the Market Situation and Consumption Price Index. The process is necessary to make sure we have competitive salaries, and should be completed within end of May.

RESPONSIBLE	PROCESS	ADDITIONAL INFO
HR	Set up and propose a Salary Budget	
HR	Get budget approval from Senior Leadership Team and Chair Man	
HR	Establish a Steering Group	Consisting of CEO, Finance, HR
HR	Set up proposal for new salary pr. employee	In Excel Salary Review Template
HR	Get input on proposed salary adjustments from all mangers with personnel responsibility	By distributing the Excel Salary Review Sheet
HR	Execute meeting with Steering Group within mid May	Go through, discuss and approve the salary adjustments
HR	Get a Sign Off from CEO	
HR	Send out information on salary adjustment on e-mail to all employees	

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13. Disciplinary Process

Managers are responsible for maintaining an efficient and successful business by:

- Review performance and ensuring that all are working to the requirements
- Where practicable, the manager should raise and discuss the issue informally with the employee prior to the implementation of the formal Disciplinary Procedure
- If no progress or improvements, as soon as possible document issues and corrective actions by following the Disciplinary Procedure

13.1 Misconducts, procedure and documenting

Reasons for taking disciplinary action fall into two main categories:

- Misconduct. Examples:

  - Not performing according to expected / acceptable level regarding process quality, HSE and efficiency
  - Poor timekeeping
  - Negligence or inadequate attention to work
  - Personal conduct that is not appropriate to a member of staff, client or customer
  - Unauthorized absence or failure to follow the absence reporting procedure
  - Failure to observe and comply with security regulations

Misconducts leads to documented formal warning. If formal warnings are not taken into account by the employee and behavior not adjusted, this will lead to a Gross Misconduct.

- Gross Misconduct. Examples:

  - Information security breaches
  - Theft from the Company, clients, staff or the public
  - Other dishonesty such as falsification of records, reports, accounts, expense claims, etc. whether or not for personal gain
  - Sexual misconduct at work
  - Discrimination or harassment of a colleague on the grounds of sex, sexual orientation, race, disability, age or religion or belief
  - Misuse and / or serious damage of the Company's property
  - Drunkenness or influence of illegal drugs while at work

Gross misconducts may lead to termination of the employment contract without notice or pay in lieu of notice.

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13.2 Disciplinary Procedure and Documenting the Process

The following procedure should be followed to secure the Disciplinary Process:

RESPONSIBLE	PROCESS	ADDITIONAL INFO AND OUTPUTS
Line Manager	Conduct a confidential but informal meeting with the employee	Take a note in the meeting outlining the actions to be corrected and expected behaviour / levels of improvement. Both Line Manager and employee sign the meeting / agreement note.
Line Manager	File the Meeting Note	To be kept in the employee's personnel file for a period of 12 months from when the incident occurs
Line Manager / Employee	Perform the agreed improvements and actions	
Line Manager	Review performance — Improved?	Delete the Meeting Note after 12 months and inform employee. Case closed
	Not improved or Gross Misconduct?	
Line Manager	Inform / involve HR in the situation	
Line Manager / HR	Call in employee to a Formal Meeting	State the employee's rights in the written invitation, and that the Employee can bring with a person to support their case, whether it is a Trade Union Representative or other
Line Manager / HR	Conduct a Formal Meeting and raise Written Warning	• Set out the nature of the offence committed • Inform that further misconduct can result in further, more serious disciplinary actions
	Store Written Warning	To be kept in the employee's personnel file for a period of 9 months
	Review performance — Improved?	Delete 1. Written Warning after 9 months and inform employee. Case closed
	Not improved?	
Line Manager / HR	Call in Employee to a Formal Meeting	State the employee's rights in the written invitation, and that the Employee can bring with a person to support their case, whether it is a Trade Union Representative or other.
Line Manager / HR	Conduct Formal Meeting and raise a Final Written Warning	• Set out the nature of the offence committed • Inform the employee that further misconduct is likely to result in his/her dismissal
	Store Final Written Warning	To be kept in the employee's personnel file for a period of 12 months

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The procedure must be applied consistently but paying due regard to the particular circumstances of each case.

All disciplinary procedures are followed by national laws and regulations.

13.3 Immediate Suspension on Duty

Immediate suspension from duty should only occur in cases of potential gross misconduct, where there is a breakdown in relationships or where there are risks to Company property or responsibilities to its Clients or other parties. The company can suspend the employee on full pay as a precautionary measure where there are grounds for concern. An employee will normally remain suspended pending the outcome of the investigation.

The manager must inform HR who will normally write to the employee confirming the suspension.

In such cases, a formal Interview shall be held as soon as possible in line with the investigation. Full payment is normally paid during suspension. The fact that an individual has been suspended should not influence the outcome of any disciplinary.

Whilst on suspension, the employee must not enter Company premises. The employee must also not contact colleagues unless instructed to do by their manager or unless it is to organise a Companion and/or witness to attend meetings.

14.   Grievance Process

See Appendix A: HR-PROC-01-01-DGS   Grievance Process & Procedure

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15. Off-boarding due to Dismissal by Employee or Employer

Whether the dismissal starts by the employee or employer, the Off-boarding procedure itself should be as described:

RESPONSIBLE	PROCESS	ADDITIONAL INFO
HR / Employee	Send formal, signed Termination Letter	In Norway, the Period of Notice starts from the 1st the following month. In GB and Sweden the period starts at the date in Termination Letter
HR / Line Manager	Is recruitment needed to replace the employee?	
HR / Line Manager	Start Recruitment Process: see Chapter 6	
Employee	Notify HR if new workplace is in competing business, or if he/she think it can be	
HR	Is it a clause relating to a quarantine period in the employee's contract?	
HR	Send a formal written notice to employee if clause in contract / Notify employee if no clause in contract	If clause, the employee has to be notified within 2 weeks
HR	Start Off-boarding	Follow the Off-boarding Check List in Virke and make sure all ball points regarding off-boarding is executed
Employee / Line Manger / HR	Write Letter of Recommendation	Employee writes the draft. Line Manager review and finalize the Letter. HR is accountable for sending out the final version. Letter to be stored in Virke
Line Manger	Inform the Company	

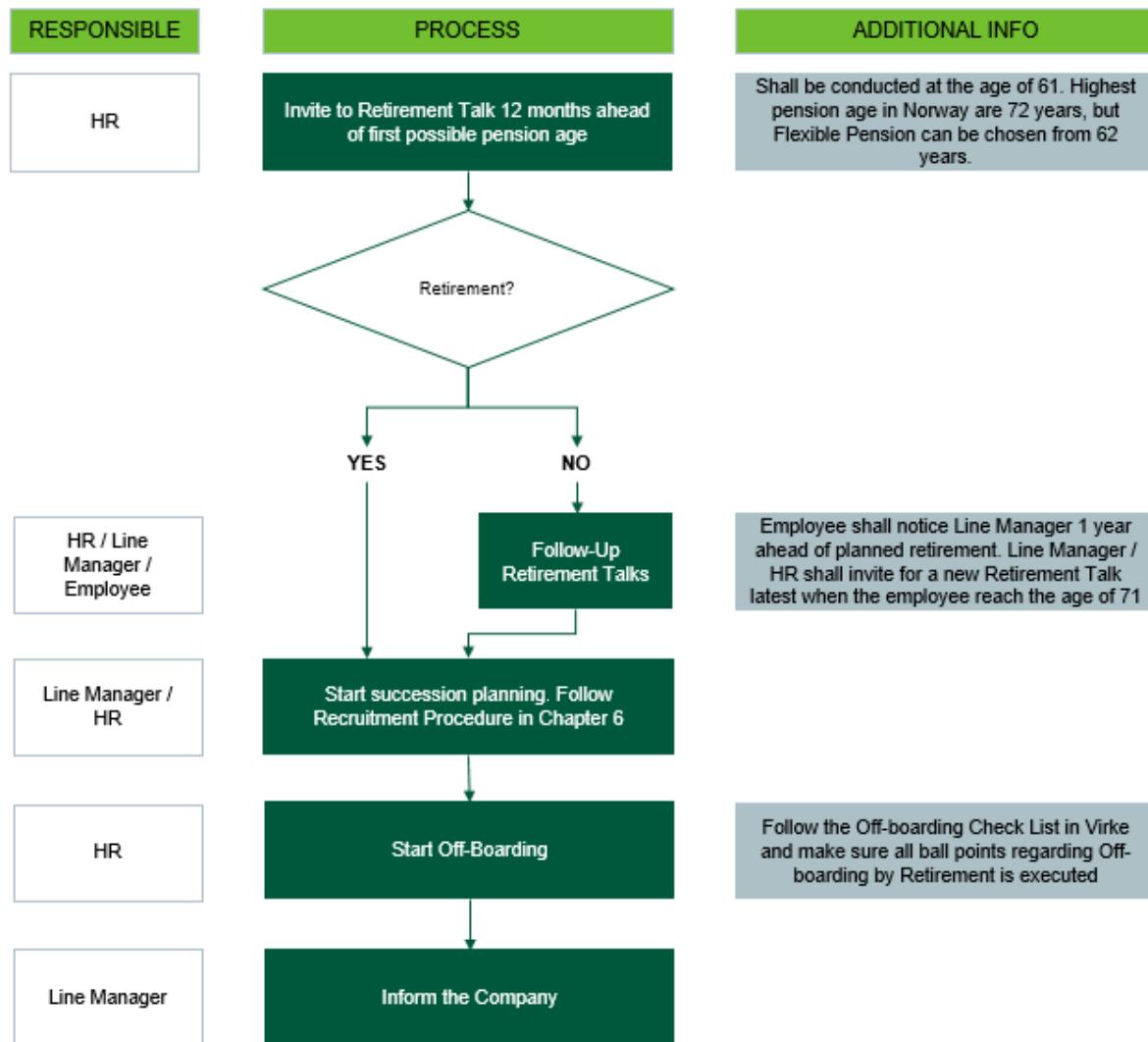Note: Access card and other DigiPlex equipment handed over to the employee, shall be collected and handed over to HR.

If the need for recruitment also gives a significant organisational change, follow MAN-PROC-08-00-DGS Organisational Change Management.

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16. Off-boarding by Retirement

The procedure for off-boarding due to retirement are as followed:

RESPONSIBLE	PROCESS	ADDITIONAL INFO
HR	Invite to Retirement Talk 12 months ahead of first possible pension age	Shall be conducted at the age of 61. Highest pension age in Norway are 72 years, but Flexible Pension can be chosen from 62 years.
	Retirement?	
	YES / NO	
HR / Line Manager / Employee	Follow-Up Retirement Talks	Employee shall notice Line Manager 1 year ahead of planned retirement. Line Manager / HR shall invite for a new Retirement Talk latest when the employee reach the age of 71
Line Manager / HR	Start succession planning. Follow Recruitment Procedure in Chapter 6	
HR	Start Off-Boarding	Follow the Off-boarding Check List in Virke and make sure all ball points regarding Off-boarding by Retirement is executed
Line Manager	Inform the Company	

Note: Access card and other DigiPlex equipment handed over to the employee, shall be collected and handed over to HR.

If the need for recruitment also gives a significant organisational change, follow MAN-PROC-08-00-DGS Organisational Change Management.

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17.   Forms and Templates

The following forms and templates are an integral part of this procedure:

DOCUMENT NAME	REFERENCE
Appendix A: Grievance Process & Procedure	HR-PROC-01-01-DGS
Job Description Template	HR-PROC-01-02-DGS
Employment Agreement Form	HR-PROC-01-03-DGS
New Starter Form	HR-PROC-01-04-DGS
Declaration of Confidentiality for Employees (NO, SE, EN)	HR-PROC-01-05-DGS
Duties with Regard to Inside Information	HR-PROC-01-06-DGS
Employee Handbook	HR System
Information on Insurance & Pension (NO)	HR System
Employee Information on Background Checks	HR-PROC-01-07-DGS
Letter of Consent for a Background Check (NO and EN)	SEMAC
IT New User Form	IT-PROC-02-01-DGS
Induction Program & Planning	HR-PROC-01-08-DGS
Induction Record Questionaire	Electronical questionaire
Follow up 5 Months	HR System
Career Talk	HR System
Training and Development Evaluation Form	Electronical questionaire
Eazysafe Training Matrix	HR-PROC-01-09-DGS

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