

00 - Employee Handbook

| | | |
|-----------------|----------------|--|
| Owner | Laura Kuhlmann | use @mention |
| Last review | 07 May 2024 | use date picker |
| Status | PUBLISHED | Draft WiP In Review Published Deprecated |
| Confidentiality | DCS INTERNAL | Public DCS Internal DCS and partners Confidential Strictly confidential, |

| | |
|-------------|---|
| blocked URL | <p>The Employee Handbook provides an orientation to all employees, especially the newbies!</p> <p>It provides a short overview of important information regarding people topics and behavioral guidelines.</p> <p>The Handbook is glossary structured and every subject is divided into a description of the general framework,</p> <p>the process and the need-to-know with further links and the responsible persons.</p> <p>for further suggestions on topics to be covered, please contact the People & Culture team!</p> |
|-------------|---|

| A | B | C | D | E | F |
|---|--|---|--|---|--|
| <ul style="list-style-type: none">• Abbre via tions• Access Card | <ul style="list-style-type: none">• BAV-Allowance• Buddy Concept• BEV Program (FINN) | <ul style="list-style-type: none">• Certificate of Employment / Reference Letter• Candidate Journey• Code of ethics• Compensation & Benefits• Compliance• Culture Crew | <ul style="list-style-type: none">• Data Protection & Info Security• Development (New Growth Framework) | <ul style="list-style-type: none">• Employer Branding• Employer's liability regulations and laws• Effort Tracking | <ul style="list-style-type: none">• Feedback• Fitness Cooperation (Egym Wellpass) |
| G | H-I | J-L | M | O | P |

| <ul style="list-style-type: none"> • Grading • Gift & Invitation | <ul style="list-style-type: none"> • Hybrid Work • Internal application | <ul style="list-style-type: none"> • Japan • Lunch Benefit Bella&Bona • Language Tandem | <ul style="list-style-type: none"> • Meeting Rules • Mobility budget Mobiko | <ul style="list-style-type: none"> • Office dogs • OKRs (Objective Key Results) • Onboarding • Offboarding | <ul style="list-style-type: none"> • Parking Card • Payslips, Payment (DATEV /Arbeitnehmeronline-Portal) • Pension • Performance Management • Pool Car • Procurement Processes • Product |
|--|---|--|---|--|---|
| Q | R | S | T | V | W |
| | <ul style="list-style-type: none"> • Referrals • Resources • Ronspot | <ul style="list-style-type: none"> • Sick Leave • Special Vacation • Social Security | <ul style="list-style-type: none"> • Team Events • Title Policy • Training • Travel | <ul style="list-style-type: none"> • Vacancies • Vacation • Values • Visa • Visitors | <ul style="list-style-type: none"> • WFX - Work from X • Working Hours Recording (Arbeitszeiterfassung) • Working Students • Work Safety and Health |

Abbreviations

| | |
|--------------|--|
| Need-to-know | <ul style="list-style-type: none"> • Find all the abbreviations and lingo that we use at DCS here: Glossary |
|--------------|--|

Access Card

| | |
|-------|--|
| Frame | <p>Munich and Berlin Employees receive their own access cards/keys during the onboarding.</p> <p>In addition an access card can be requested for visitors/externals.</p> |
|-------|--|

| | |
|--------------|--|
| Process | <ul style="list-style-type: none"> • Munich: <ul style="list-style-type: none"> ◦ You will receive your access card during the onboarding from Petra automatically ◦ In case your access card is broken/lost, please reach out to Petra ◦ In case you need an access card for externals, please also reach out to Petra • Berlin: Please reach out to Tony or Julia for any questions about access in Berlin |
| Need-to-know | <ul style="list-style-type: none"> • Externals only get access cards in case of regular visits (~3x per week) • For access to the garage, please see Parking Card • Your contact person in this matter for Munich: Petra and Zoe (for permanent and guest or temporary cards) • Your contact person in this matter for Berlin: Tony and Julia Olf |

BAV-Allowance

| | |
|--|---------------------------------------|
| | See DCS Green Pension |
|--|---------------------------------------|

BEV Program (FINN)

| | |
|--------------|---|
| Frame | The BEV program enables all permanent DCS employees to lease a FINN JobAuto, incl. all BEV models offers via the FINN homepage . |
| Process | <ul style="list-style-type: none"> • Get more information here: BEV Program |
| Need-to-know | <ul style="list-style-type: none"> • Your contact person in this matter are Elena , Ramon and Laura via pac@digitalchargingolutions.com |

Buddy Concept

| | |
|---------|--|
| Frame | The Buddy Concepts' aim is to give newbies a quick and good integration into our company, its culture and the respective department. |
| Process | <ul style="list-style-type: none"> • Line manager names peer buddy team member • Tasks of peer buddy: welcome newbie and introduce to other peers and functions, dedicated person to encourage networking, discuss practicalities, reference for any question, organize birthday card & present... |

Need-to-know

- Your contact person in this matter is [Emilia](#)

Certificate of Employment / Reference Letter

Frame

A certificate of employment / reference letter describes the scope of duties and evaluates the individual performance.

Process

- A certificate is created in the case of exit, change of supervisor or change of position
- If you need a certificate regardless of the above situation, please contact your supervisor
- You can choose whether you want to have the certificate in German or in English.

Need-to-know

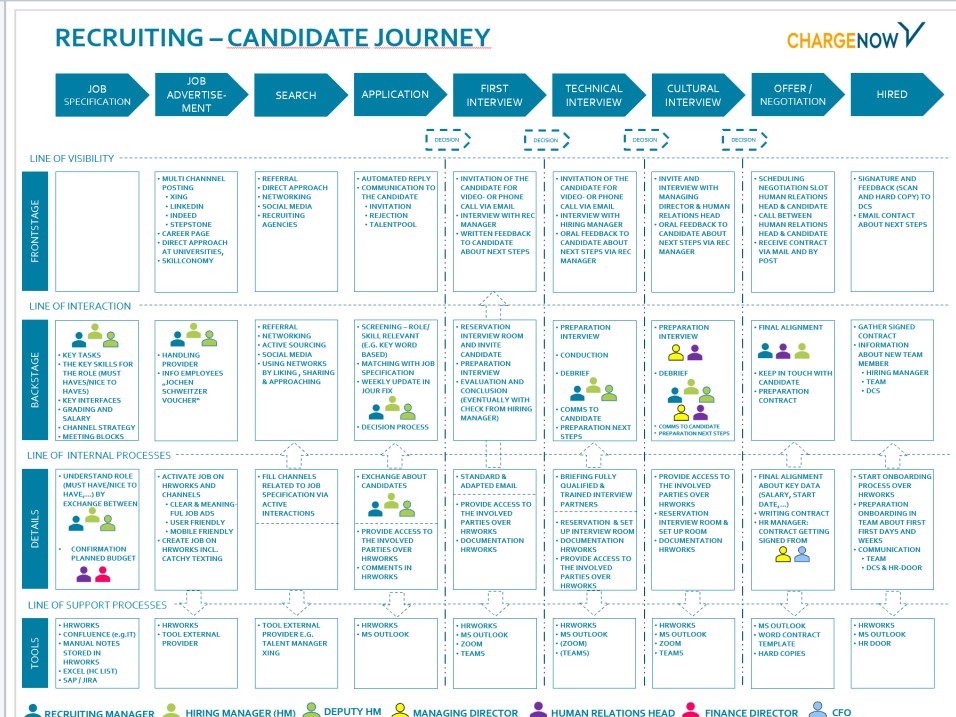
- Your contact person in this matter are [Ramon](#) and [Laura](#) via pac@digitalchargin.gsolutions.com

Candidate Journey

Frame

The candidate journey shows the workflow from job specification to the occupation of the vacancy.

Process



| | |
|--------------|---|
| Need-to-know | <ul style="list-style-type: none"> Your contact persons in this matter is Emilia |
|--------------|---|

Code of Ethics

| | |
|--------------|--|
| Frame | The Code of Ethics is intended to govern our conduct towards each other, our customers, our business partners and all other parties. |
| Need-to-know | <ul style="list-style-type: none"> for more information please see Code of Ethics Carolyn is our Compliance Officer and your contact person in this matter |

Compensation & Benefits


| | |
|--------------|--|
| Frame | <p>Benefits in Germany include</p> <ul style="list-style-type: none"> Mobility (mobiko wallet) Sport/Fitness (EGYM Wellpass) Discounts (Corporate Benefits) Lunch Benefit (Bella&Bona) L&D budget BAV-allowance BEV Program <p>Benefits in Japan also include the L&D budget, but other topics are different.</p> |
| Process | <ul style="list-style-type: none"> Please see subpages for further information. |
| Need-to-know | <ul style="list-style-type: none"> for further information please see 05 - Compensation & Benefits Your contact person in this matter is Ursula or Laura |

Compliance

| | |
|---------|---|
| Frame | The Compliance Management Documents need to be confirmed by every employee. Compliance Management also involves trainings which need to be completed. |
| Process | <ul style="list-style-type: none"> You receive a request via HRworks to confirm the documents Complete the training if needed (normally included in company onboarding) |

| | |
|--------------|--|
| Need-to-know | <ul style="list-style-type: none"> • If you notice noncompliant behavior, do not hesitate to contact her or share it anonymously on the Whistleblower Channel • Carolyn is our Compliance Officer and your contact person in this matter |
|--------------|--|

Culture Crew

| | |
|--------------|---|
| Frame | The Culture Crew is a group of volunteers who act as a sounding board to voice their opinions on various cultural topics |
| Process | <ul style="list-style-type: none"> • Culture Crew meets monthly every first Friday and throughout the month as topics arise <div data-bbox="290 646 594 951">  <p>20210223_...Crew.pptx</p> </div> |
| Need-to-know | <ul style="list-style-type: none"> • Become part of the Culture Crew: After 6-9 months there is a change within the culture crew, so that a current member finds a successor • Your contact person in this matter is Kai • If you have topics you would like discussed within the Culture Crew, please send a message with a brief description to Kai or address it to one of our Culture Crew members |

Development / New Growth Framework

| | |
|--------------|---|
| Frame | <p>With the launch of the New Growth Framework in July 2022, we put learning and development of all team members in the center.</p> <div data-bbox="215 289 1140 787"> <p>IN OUR GROWTH FRAMEWORK WE PUT LEARNING & DEVELOPMENT OF ALL TEAM MEMBERS IN CENTER</p> <p>DIGITAL CHARGING SOLUTIONS</p> <p>Focus on skill development along the defined competencies</p> <p>Embedded progression cycles made through scalable growths conferences</p>  <p>A two-track career approach for leadership and experts</p> <p>Clear expectations for each level with an eye toward the targeted progression</p> </div> |
| Process | <ul style="list-style-type: none"> • At least biannually a Growth dialogue takes place - but good feedback should happen on a regular basis! • Every employee is allocated a yearly Growth budget (former Learning & Development budget) of 2.000€ (Status: January 2023). You can see the approval & booking process 04.II Growth Budget (Former Learning & Development Budget) • On the L&D Exchange Board, employees can share their learning experiences. It encourages and reminds to invest the yearly allocated L&D budget sensibly. |
| Need-to-know | <ul style="list-style-type: none"> • For further information please see 04 - New Growth Framework (NGF) OLD • Your contact person in this matter is Kai |

Data Protection & Info Security

| | |
|--------------|---|
| Frame | Data protection and info security trainings are covered in the scope of Compliance Management . |
| Need-to-know | <ul style="list-style-type: none"> • Carolin is our Compliance Officer and your contact person in this matter • Carolin and Timo are your contact person for data protection • Adeel is your contact person for information security |

Effort Tracking

| | |
|--------------|--|
| Frame | Effort tracking at DCS is used to compile efforts for dedicated project work for proper invoicing and workforce capacity planning. |
| Need-to-know | <p>For further information see:</p> <ul style="list-style-type: none"> • Effort Tracking - Procedure and Q&A • How to do Effort Tracking |

Employer Branding

| | |
|--------------|--|
| Frame | <i>In preparation.</i> |
| Need-to-know | <ul style="list-style-type: none"> • Submit your evaluation about our company at Kununu - Digital Charging Solutions • Follow us on our LinkedIn Page • Check out our Employee Videos advertised on our career page • Your contact persons in this matter are Emilia and |

Employer's liability regulations and laws (aushangpflichtige Gesetze)

| | |
|--------------|---|
| Frame | Based on the employer's liability insurance association regulations and laws, here are a selection of the most important laws with a focus on employee rights and occupational health and safety. More infos can be found here: www.gesetze-im-internet.de |
| Need-to-know | <ul style="list-style-type: none"> • General Equal Treatment Law / Allgemeines Gleichbehandlungsgesetz (AGG+ArbGG) • Service Agreement / Dienstvertrag (§§611-630 BGB) • Working Time Act / Arbeitszeitgesetz (ArbZG) • Maternity Protection Law / Mutterschutzgesetz (MuSchG) • Minimum Wage Law / Mindestlohngesetz (MiLoG) • Occupational Health and Safety Act / Arbeitssicherheitsgesetz (ASiG) • Workplace Regulations / Arbeitsstättenverordnung (ArbStättV) • Federal Vacation Act / Bundesurlaubsgesetz (BUrlG) • Continued Payment of Remuneration Act / Entgeltfortzahlungsgesetz (EntgFZG) • Termination Protection Act / Kündigungsschutzgesetz (KSchG) • Evidence Act / Nachweisgesetz (NachweisG) |

Feedback

| | |
|--------------|--|
| Frame | At DCS, we want to foster a feedback culture as from time to time it is good to synchronize views and perspectives. Generally it is recommended to exchange on a regular basis. |
| Process | <ul style="list-style-type: none"> • Especially for Newbies, feedback helps to align his/her "as is world" to the new environment and expectations • Newbies ask for it and put it in the calendar of the line manager and peers 😊 |
| Need-to-know | <ul style="list-style-type: none"> • For more information please see Feedback within the employee lifecycle • Your contact person in this matter is Kai |

Fitness Cooperation EGYM Wellpass (former Qualitrain)

| | |
|--------------|--|
| Frame | <p>All employees (except externals) can become member of EGYM Wellpass at special DCS conditions.</p> <p>You can add a friend as "plus1", who doesn't work at our company. The partner's membership is directly linked to your membership.</p> |
| Process | <ol style="list-style-type: none"> 1. Go to the EGYM Wellpass lading page 2. Register till 20th of a month 3. Start your training on 1st day of the following month |
| Need-to-know | <ul style="list-style-type: none"> • for further information please see 05-II. EGYM Wellpass - Fitness Cooperation • Your contact person in this matter is Laura |

Gift & Invitation

| | |
|--------------|---|
| Frame | You can find the gift & invitation policy here: 20-Processes, policies and compliance |
| Need-to-know | |

Grading - under construction

| | |
|--------------|--|
| Frame | New Growth Framework launched in July 2022 |
| Process | Get more information here: 04 - New Growth Framework (NGF) OLD |
| Need-to-know | Your contact person in this matter is Kai |

Hybrid Work

| | |
|-------|--|
| Frame | |
|-------|--|

The DCS Hybrid Working Model offers the employees to work from home. The weekly distribution of office and home office days is based on the 40:60 rule (minimum 40% office, maximum 60% home office).



Hybrid_working_Q&A.pdf

-



DCS_Hybrid Work Model.pdf

-

- FAQ



20230329_FAQ_Hom...e Office 2-3.pdf

| | |
|--------------|---|
| Process | <ul style="list-style-type: none"> • Home Office days: Please create an MS Outlook appointment for the days you work from home and share it with your CC & VT Leads & colleagues. • Office days: Please book a desk via the Ronspot app. |
| Need-to-know | <ul style="list-style-type: none"> • The Hybrid Work policy does not affect the WFX policy. Please see important information about working from abroad • Your contact person in this matter are Ursula or Laura |

Internal Application (recruitment)

| | |
|--------------|--|
| Frame | All openings are listed in our Internal Job Board . Some positions are limited to internal applicants for the first 2 weeks. |
| Process | <ol style="list-style-type: none"> 1. Reach out to your current lead and say that you are interested in another position. 2. Reach out to the line manager to share your interest in that role. 3. After you apply via internal job board, TA will reach out to you to schedule a calibration call. 4. Interview with line manager is being scheduled. 5. Line Manager presents proposal for the transfer to LSB to align on details of the transfer. |
| Need-to-know | Your contact person in this matter the TA team (Emilia) |

Japan - Vacation

| | |
|--------------|--|
| Frame | For Japan we follow country specific rules concerning vacation. |
| Process | <ul style="list-style-type: none"> • Annual paid holiday entitlement: 10 days • Entitlement increases with longer service • 15/16 national public holidays granted, shutdown over New Year • 5 days congratulatory leave: paid leave when employee gets married • 3-5 days condolence leave: paid leave on a death in employees family <p>HR works is used for absence planning</p> |
| Need-to-know | <ul style="list-style-type: none"> • Your contact person in this matter is Ursula or Laura |


Language Tandem

| | |
|--------------|---|
| Frame | We have an open space for those interested in pairing up and practice a different languages |
| Process | <ul style="list-style-type: none">• Go to the confluence page and register in the board to start practicing• Join our Teams channel to be updated <p>Monthly face2face meetings in the offices (more information in the confluence page)</p> |
| Need-to-know | <ul style="list-style-type: none">• Your contact person in this matter is Maria |

Lunch Benefit Bella&Bona

| | |
|--------------|---|
| Frame | <p>Order (or cancel) by 9:30 and get your food delivered between 11:30 and 12:00. You can order up to 2 weeks upfront.</p> <p>DCS will subsidize daily 3,70 € for one main meal per order – the remaining 3,80 € will be covered by you.</p> <p>Any additional add-ons to your main meal (dessert, smoothies) will be covered by you, as well if you order only a dessert or smoothie, this won't be subsidized. You can order a subsidized lunch up to 15 times every month.</p> |
| Process | <ul style="list-style-type: none">• Go to the Bella & Bona page and register on their platform to order your lunch |
| Need-to-know | <ul style="list-style-type: none">• Your contact persons in this matter are Laura and Ramon |

Meeting Rules

| | | |
|--------------|---|---|
| Need-to-know | <p>7 + 1 GOLDEN MEETING GUIDELINES </p> <ol style="list-style-type: none"> 1 ONLY MEET TO CREATE VALUE Not every alignment requires a meeting. Be mindful when sending out meeting invites and keep list of participants short. 2 PLAN THE MEETING IN ADVANCE AND BE PREPARED Meetings have a clear target, agenda and moderator. Plan time and agenda realistically. Inform participants how they should prepare. 3 CHOOSE THE RIGHT MEETING DURATION AND CONTRIBUTORS 45 Minutes are better than 60, 20 Minutes are better than 30. Be mindful with others time and only invite people that add or receive value. 4 RESPECT CORE MEETING TIMES Keep meetings between 9am and 5pm (except for Japan, China, US) and respect lunch break (12am - 1pm). 5 START ON TIME, BE MINDFUL AND PRESENT Start on time and begin with the target and purpose of the meeting. As participant, be mindful, present and accountable. 6 STAY FOCUSED AND TIME BOXED Everything should be said, but not by everyone. Define a time-keeper, be time boxed and keep to the agenda. 7 DOCUMENT DECISIONS AND CLARIFY HOW TO FOLLOW UP Take meeting minutes and note actions and decisions. Do a wrap up and make sure that everyone knows how to proceed and follow-up. 8 SEEK FOR CONTINUOUS IMPROVEMENT Reserve the last minutes of the meeting to evaluate on how you implemented the 8 golden meeting guidelines. | <ul style="list-style-type: none"> • Meeting times: 9 am - 5 pm • Break 12-1pm • Try regular meetings in the morning • Power Hour (meeting free time): Tuesday morning • Shorter meetings highly appreciated (25 minutes instead of 30,...) |
|--------------|---|---|

Mobility Budget Mobiko

| | |
|--------------|---|
| Frame | Permanent employees (100€) & working students/interns (50€) can register at Mobiko for receiving a monthly mobility budget. |
| Process | <ul style="list-style-type: none"> • As an initial step it is important to confirm the additional Mobiko Agreement in HRworks compliance documents (only if confirmed, we can create your Mobiko account) • After confirming the compliance document, you will receive a registration email and the request to download the app |
| Need-to-know | <ul style="list-style-type: none"> • for further information (also on the activation process) please see 05-IV. Mobiko - Mobility Budget • Your contact person in this matter are Laura or Ramon via pac@digitalchargingsolutions.com |

OKRs

| | |
|--------------|--|
| Frame | <p>OKRs (Objective Key Results) focus on a few priorities, define how to measure success and align cross-functionality on a quarterly base:</p> <ul style="list-style-type: none">• Objectives: what to be achieved, significant, concrete and action oriented, objective is the direction• Key Results: benchmark and monitor how we get to the objective and measure success, should be specific and measurable, typically include hard numbers |
| Process | <ol style="list-style-type: none">1. We started to implement the OKR approach at DCS in the beginning of 20192. The master of quarterly OKRs on company and department level can be found on Confluence3. The progress is updated bi-weekly4. At the end of the quarter there is a retro followed by the definition of the new set of the OKRs for the next quarter |
| Need-to-know | <ul style="list-style-type: none">• Find the master file plus more background information on OKRs - Objectives & Key Results• Your contact person in this matter is Kai |

Office dogs

| | |
|--------------|---|
| Frame | Employees who have dogs are allowed to bring them to work. |
| Process | There should be only one dog at a time at the DCS office. In order to make this sure, employees should agree on this using the office dog calendar. |
| Need-to-know | <ul style="list-style-type: none">• Take a look at our DCS Office Dogs! |

Onboarding

| | |
|---------|--|
| Frame | All Newbies at DCS take part of the onboarding process. In the onboarding, new employees are introduced to the company culture and the departments and receive information on important processes. |
| Process | Tasks are sent out via HRworks. |

| | |
|--------------|--|
| Need-to-know | <ul style="list-style-type: none"> • This page links material that new team members should check or be aware of. • Your contact persons in this matter is Emilia |
|--------------|--|

Offboarding

| | |
|--------------|---|
| Frame | When an employee is offboarded, he/she basically has to organize the handover of tasks and give back the technical equipment. |
| Process | Tasks are sent out via HRworks and offboarding meetings are sent out by the PaC Operations team. |
| Need-to-know | <ul style="list-style-type: none"> • Your contact persons in this matter are Laura and Ramon |

Parking Card

| | |
|--------------|--|
| Frame | Munich office provides ~30 parking lots in the Highlight Tower Garage. Parking cards can be requested. |
| Process | Please contact Petra with your parking card request. |
| Need-to-know | <ul style="list-style-type: none"> • The DCS parking lots can be found in the 1st (6 lots) and 3rd basement floor. They are all marked. • Parking with private vehicles is allowed as long as there are enough spaces available. The card can be withdrawn at any time due to company car prioritization. • Your contact person in this matter is Petra |

Payslips, Payment (DATEV/Arbeitnehmeronline-Portal)



| | |
|---------|--|
| Frame | <p>We are using Datev as payroll provider in cooperation with our tax office.</p> <p>The platform Datev Arbeitnehmer Online can be entered for receiving your monthly payslips and annual information.</p> |
| Process | <p>At the end of your first month with DCS you receive 2 letters to register on the Datev platform.</p> <p>You can afterwards enter Datev whenever you want and have a full overview of all documents, ready to print, download or forward (e.g. to provide it to a new landlord, to request your visa, etc..)</p> |

| | |
|--------------|---|
| Need-to-know | <ul style="list-style-type: none"> • You only have some weeks time for your initial registration, the codes become invalid afterwards • You do not receive any further pay slips via post, once you registered (saving paper!) • Your contact person in this matter is Ursula / Laura / Ramon via pac@digitalchargingsolutions.com |
|--------------|---|

DCS Green Pension

| | |
|--------------|---|
| Frame | <p>Cooperation with Stuttgarter (Grüne Rente) as part of our compensation & benefits package, to offer an attractive, sustainable and social pension benefit (bAV) for our employees.</p> <p>The employee pays in the desired amount via deferred compensation and DCS adds 15% or 30% on top.</p> |
| Process | <ol style="list-style-type: none"> 1. Get in touch with HR or directly with our external consultant frank.riemer@tecis.com 2. Individual consulting and if interested definition of amounts 3. Insurance payment via deferred compensation plus DCS' subsidy. <p>Employees less than 2 years with DCS get 15% subsidy / Employees more than 2 years employed with DCS get 30% subsidy</p> |
| Need-to-know | <ul style="list-style-type: none"> • Your contact person in this matter are Ursula / Laura / Ramon via pac@digitalchargingsolutions.com • More information on 05-III. DCS Green Pension |

Performance Management

| | |
|--------------|--|
| Frame | <p>IN OUR GROWTH FRAMEWORK WE PUT LEARNING & DEVELOPMENT OF ALL TEAM MEMBERS IN CENTER</p> <p>DIGITAL CHARGING SOLUTIONS </p> <div> <div>Focus on skill development along the defined competencies</div> <div>Embedded progression cycles made through scalable growths conferences</div>  <div>A two-track career approach for leadership and experts</div> <div>Clear expectations for each level with an eye toward the targeted progression</div> </div> |
| Need-to-know | <ul style="list-style-type: none"> • For more information please see Development • Your contact person in this matter is Kai |

Pool Car

| | |
|--------------|---|
| Frame | The pool cars can be used by every employee. |
| Process | Sign up via Fleetster and check the Pool Car confluence page . |
| Need-to-know | <ul style="list-style-type: none"> • The Pool Car Policy defines and describes regulations governing DCS pool vehicle usage by the employees of DCS as well as employees of all future subsidiaries • Your contact person in this matter is Petra and Andreas |


Procurement Processes

| | |
|--------------|--|
| Need-to-know | <ul style="list-style-type: none"> • For more information please see the Purchasing Policy • Your contact person in this matter is Andreas |
|--------------|--|

Product

| | |
|--------------|---|
| Need-to-know | <ul style="list-style-type: none"> • To understand our products and services see DCS Standard Product and Services • Your contact person in this matter is Lorenz |
|--------------|---|

Referrals

| | |
|--------------|---|
| Frame | Support the company growth by helping in our organization to earmark the best people in the market. |
| Process | <ul style="list-style-type: none"> • Visit our 01-II. Employee Referral Program for eligibility of the referrals • Referrals are made via our Tool (Softgarden) - Please check the PDF below for further instructions |
| Need-to-know | <ul style="list-style-type: none"> • Your contact person in this matter is our TA Team (Emilia) <div data-bbox="316 938 620 1241">  <p>How to re...oyees.pdf</p> </div> |

Sick Leave

F When you feel sick, rather stay at home and reload your batteries so that you can come
r back with full power again!

a
me

**TO ENSURE A SAFE ENVIRONMENT DURING THE WINTER TIMES FOR
ALL OF US, PLEASE FOLLOW THE OFFICE GUIDELINE**



Please stay at home if you

- have symptoms of illness such as a cold, flu or covid-19 (corona)
- been tested positive with a covid-19 (corona) quick test

Covid-19 quick tests are available in the
office



P
r
o
c
e
s
s

- When you feel sick, inform your line manager and team members by email/teams in the morning and enter your sick leave in HRworks till noon the same day.
- We need a sick note latest from day 4 on (**please note that weekends also count into these 4 days**).
- In case of child sickness, we need a sick note from day 1.
- Since January 1, 2023, the **electronic sick note** (eAU) procedure applies to employees who are insured under the **statutory** health insurance scheme (gesetzlich krankenversichert). In that case your sick note will be sent from your doctor to the health insurance automatically via an electronic system and we can retrieve the data from there (an upload of a sick note in HRworks is not necessary anymore). As you are still receiving a hardcopy of the sick note from your doctor for your documents, you can still upload it in HRworks (you are not obliged to do that, but this would greatly simplify our process).
- If you are **privately insured** or want to report a **child sickness**, please **still upload a photo of the doctor's certificate in HRworks** (latest on day 4 for your own sickness, on day 1 for a child sickness)
- Please see more information about the new eAU process here:



eAU_Info.pdf

- When you get **sick during your vacation**, you need a doctor certificate from day 1 and report sick via HRworks immediately on day 1 (to inform your Lead and People & Culture). Only in this case you can reclaim your vacation days.


N
e
e
d
-
to
-
k
n
ow

- Your contact person in this matter is [Laura](#) and [Ramon](#) via pac@digitalchargingsolutions.com

Special Vacation

| | |
|--------------|--|
| Frame | Additionally to annual vacation DCS grants special leave for several circumstances. (The regulations are different between Germany and Japan because the basic legal regulations on topics like leave etc. differ between the countries). |
| Process | <p>Germany:</p> <p>One day each:</p> <ul style="list-style-type: none">• Relocation• Birth of your child, adoption of a child• Wedding (own, children, siblings)• Family death (first grade) <p>Japan:</p> <ul style="list-style-type: none">• Wedding: 5 days• Family Death:<ul style="list-style-type: none">◦ First grade: 5 days◦ Second grade: 3 days <p>Please announce it as early as possible and request it by email to PaC and your line manager.</p> |
| Need-to-know | <ul style="list-style-type: none">• Your contact person in this matter are Laura and Ramon via pac@digitalchargingolutions.com |

Social Security

| | |
|-------|---|
| Frame | <div><p>Social security system DCS.pdf</p></div> <p>And here you find information on German Pension Insurance agreements with other countries.</p> |
|-------|---|

| | |
|--------------|---|
| Need-to-know | Your contact person in this matter is Laura and Ramon . |
|--------------|---|

Team Events

| | |
|--------------|---|
| Frame | <p>There are two types of team events:</p> <ol style="list-style-type: none"> 1. Company events (off-sites): biannually, for all fixed employees and one year interns 2. Department team events: once a year team charter workshop off-site, quarterly retros recommended. Learning & Development budget can be also used for team building related activities. |
| Need-to-know | <ul style="list-style-type: none"> • Your contact person in this matter is Kai |

Title Policy

| | |
|--------------|---|
| Frame | Please find all information in the Title Policy Presentation: Title Policy |
| Need-to-know | <ul style="list-style-type: none"> • Your contact person in this matter is Kai |

Training

| | |
|--------------|---|
| Frame | Please see Development . |
| Need-to-know | <ul style="list-style-type: none"> • Your contact person in this matter is Kai |

Travel


| | |
|---------|--|
| Frame | All travels are managed via HRworks, bookings are managed via Onesto . |
| Process | <ul style="list-style-type: none"> • Balance the costs and benefits related to the travel is an in person meeting really necessary? |

| | |
|--------------|---|
| Need-to-know | <ul style="list-style-type: none"> The Travel Policy defines the rules to which all employees of DCS are obligated in case of travel, entertainment and incidental expenses Finance is the travel process owner - feel free to contact Thuy (June) in this matter |
|--------------|---|

Vacancies

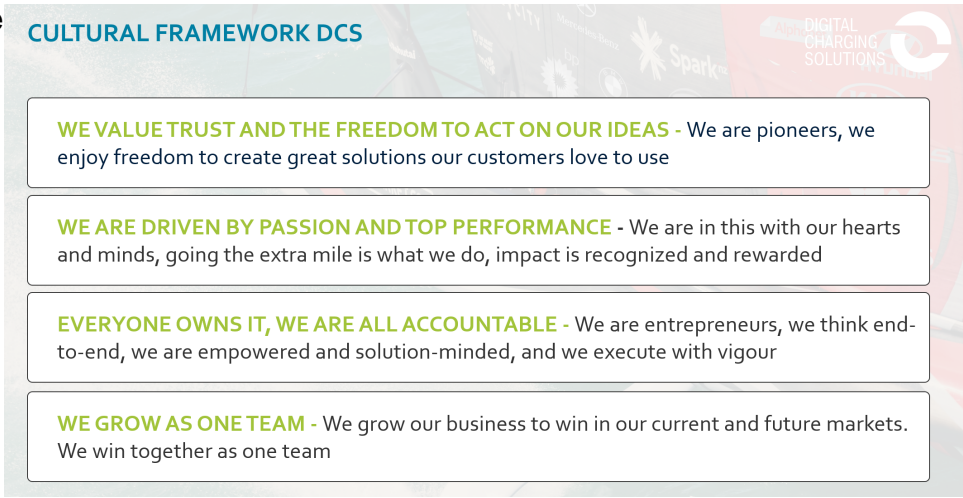
| | |
|--------------|---|
| Frame | Our current open positions are posted on our website. From time to time they are also pushed in DCS LinkedIn messages. Happy if you like them and even share them! |
| Need-to-know | <ul style="list-style-type: none"> For current open positions please see https://digitalchargingsolutions.softgarden.io/en/vacancies |
| Need-to-know | <ul style="list-style-type: none"> Your contact person in this matter is the TA -Team (Emilia) |

Vacation

| Frame | <p>For every employee in Germany 30 days of vacation per year are granted, when you work Mo-Fri. Additionally DCS gives special vacation for specific circumstances.</p> <p>You can transfer up to 3 days into the following year and use them until 31st January. For any special cases, please reach out to your Lead.</p> <div style="display: flex; align-items: flex-start;"> <div style="flex: 1;"> <p>VACATION DAYS 2024 - GENERAL RULES</p>  </div> <div style="flex: 2;"> <table border="1"> <thead> <tr> <th colspan="2">GENERAL RULES ABOUT VACATION DAYS</th> </tr> </thead> <tbody> <tr> <td>Transfer of vacation days</td><td>Maximum 3 vacation days can be transferred to the following calendar year, any additional days expire on 01. January of the following year</td></tr> <tr> <td>Expiry of transferred days</td><td>Vacation days from the previous year have to be used up by 31. January, unused days will expire on 01. February of the following year</td></tr> <tr> <td>Special Cases Approval</td><td>For different handling of special cases approval to be obtained by respective LSB member + Maggie (lead to send request with reasoning via email to pac). Exceptions without approval: maternity/parental leave, sickness during the last days of the year without any chance to postpone planned vacation</td></tr> <tr> <td>Mandatory Vacation (1)</td><td>24. & 31. December: 1/4 day holiday granted by DCS, other 1/4 day must be taken as vacation day (entered in HRworks by PaC beginning of the year, please note, this rule was always in effect, only during the last 2 years this fell on a weekend)</td></tr> <tr> <td>Mandatory Vacation (2) - NEW</td><td>"Year End Break" - Days from 27. to 30.12. have to be taken as vacation days unless cancellation approved by Lead in agreement with respective LSB member (in 2024: Friday, 27.12. & Monday, 30.12.) (entered in HRworks by PaC beginning of the year)</td></tr> <tr> <td>Vacation planning - NEW</td><td>Mandatory Vacation Planning of - a minimum of 20 days (4 weeks) by end of Q1 and - a minimum of 25 days (5 weeks) by end of Q2; - i.e. max. 5 days can be kept to be requested on short notice</td></tr> <tr> <td>Adjustments</td><td>Adjustments of planning at any time in agreement with lead and team as applicable</td></tr> </tbody> </table> </div> </div> | GENERAL RULES ABOUT VACATION DAYS | | Transfer of vacation days | Maximum 3 vacation days can be transferred to the following calendar year, any additional days expire on 01. January of the following year | Expiry of transferred days | Vacation days from the previous year have to be used up by 31. January, unused days will expire on 01. February of the following year | Special Cases Approval | For different handling of special cases approval to be obtained by respective LSB member + Maggie (lead to send request with reasoning via email to pac). Exceptions without approval: maternity/parental leave, sickness during the last days of the year without any chance to postpone planned vacation | Mandatory Vacation (1) | 24. & 31. December: 1/4 day holiday granted by DCS, other 1/4 day must be taken as vacation day (entered in HRworks by PaC beginning of the year, please note, this rule was always in effect, only during the last 2 years this fell on a weekend) | Mandatory Vacation (2) - NEW | "Year End Break" - Days from 27. to 30.12. have to be taken as vacation days unless cancellation approved by Lead in agreement with respective LSB member (in 2024: Friday, 27.12. & Monday, 30.12.) (entered in HRworks by PaC beginning of the year) | Vacation planning - NEW | Mandatory Vacation Planning of - a minimum of 20 days (4 weeks) by end of Q1 and - a minimum of 25 days (5 weeks) by end of Q2; - i.e. max. 5 days can be kept to be requested on short notice | Adjustments | Adjustments of planning at any time in agreement with lead and team as applicable |
|-----------------------------------|---|-----------------------------------|--|---------------------------|--|----------------------------|---|------------------------|--|------------------------|---|------------------------------|--|-------------------------|---|-------------|---|
| GENERAL RULES ABOUT VACATION DAYS | | | | | | | | | | | | | | | | | |
| Transfer of vacation days | Maximum 3 vacation days can be transferred to the following calendar year, any additional days expire on 01. January of the following year | | | | | | | | | | | | | | | | |
| Expiry of transferred days | Vacation days from the previous year have to be used up by 31. January, unused days will expire on 01. February of the following year | | | | | | | | | | | | | | | | |
| Special Cases Approval | For different handling of special cases approval to be obtained by respective LSB member + Maggie (lead to send request with reasoning via email to pac). Exceptions without approval: maternity/parental leave, sickness during the last days of the year without any chance to postpone planned vacation | | | | | | | | | | | | | | | | |
| Mandatory Vacation (1) | 24. & 31. December: 1/4 day holiday granted by DCS, other 1/4 day must be taken as vacation day (entered in HRworks by PaC beginning of the year, please note, this rule was always in effect, only during the last 2 years this fell on a weekend) | | | | | | | | | | | | | | | | |
| Mandatory Vacation (2) - NEW | "Year End Break" - Days from 27. to 30.12. have to be taken as vacation days unless cancellation approved by Lead in agreement with respective LSB member (in 2024: Friday, 27.12. & Monday, 30.12.) (entered in HRworks by PaC beginning of the year) | | | | | | | | | | | | | | | | |
| Vacation planning - NEW | Mandatory Vacation Planning of - a minimum of 20 days (4 weeks) by end of Q1 and - a minimum of 25 days (5 weeks) by end of Q2; - i.e. max. 5 days can be kept to be requested on short notice | | | | | | | | | | | | | | | | |
| Adjustments | Adjustments of planning at any time in agreement with lead and team as applicable | | | | | | | | | | | | | | | | |
| Process | <ul style="list-style-type: none"> Plan your vacation well in advance & agree with your line manager and team mates Please process your annual leave via HRworks & put it in Outlook following the agreed way in your department | | | | | | | | | | | | | | | | |

| | |
|--------------|---|
| Need-to-know | <ul style="list-style-type: none"> • See also special vacation section and sick leave section • Your contact person in this matter are Laura, Ramon and Ursula via pac@digitalchargingolutions.com |
|--------------|---|

Values

| | |
|--------------|--|
| Frame | <p>Our DCS company values & beliefs are embedded in a Cultural Framework that gives you an</p> <p>Click here for more information about the DCS company values</p>  <p>CULTURAL FRAMEWORK DCS</p> <ul style="list-style-type: none"> WE VALUE TRUST AND THE FREEDOM TO ACT ON OUR IDEAS - We are pioneers, we enjoy freedom to create great solutions our customers love to use WE ARE DRIVEN BY PASSION AND TOP PERFORMANCE - We are in this with our hearts and minds, going the extra mile is what we do, impact is recognized and rewarded EVERYONE OWNS IT, WE ARE ALL ACCOUNTABLE - We are entrepreneurs, we think end-to-end, we are empowered and solution-minded, and we execute with vigour WE GROW AS ONE TEAM - We grow our business to win in our current and future markets. We win together as one team |
| Need-to-know | <ul style="list-style-type: none"> • Your contact person in this matter is Kai |

Visa

| | |
|-------|--|
| Frame | Employment is only possible with a valid visa/work permit. |
|-------|--|

| | |
|----------------------|--|
| Proc ess | <ul style="list-style-type: none"> • It is the responsibility of each employee to submit and update the necessary documents in time - HR is happy to be a sparring partner and provides the necessary documents, but is not responsible for the process • Upload the document in HRworks |
| Nee d-to- know | <ul style="list-style-type: none"> • Your contact person in this matter is Ramon and Laura via pac@digitalchargingsolutions.com |

Visitors

| | |
|------------------|---|
| Frame | External visits for e.g. workshops or audits are announced via Email/Teams. This is to create awareness for security and data protection. |
| Need- to-know | <ul style="list-style-type: none"> • If you open the door for someone guide the visitor to the contact person at DCS. Make sure no one is walking/searching around on their own. • Your contact person for Munich in this matter is Petra (Munich) and Tony (Berlin). |

WFX - working from x

| | |
|-----------------|---|
| Fra me | <p>In addition to the hybrid working model (a mix of office work and working from home in Germany), DCS would like to offer its employees the opportunity to work outside of the office locations in Berlin or Munich, e.g. to combine holidays and additional work days from vacation locations or to provide the opportunity to extend a stay with family abroad.</p> <p>WFX is reserved for all permanent employees and interns. WFX is not possible for working students.</p> |
| Pr oc ess | <p>In DCS terminology we name it "Working from x = WFX"</p> <p>NEW: On 1st June 2022 we decided to increase the total WFX days in 2022 up to 20 days (the 20 days count for days IN and OUT of Germany, no half days)</p> <p>Process - How to apply for WFX:</p> |

1. **Plan** your WFX well **in advance** (several weeks) - if possible - and take into account the general processing times for the A1 certificate (see below).
2. Please check the **DCS policy** for all WFX **requirements** (e.g. private travel health insurance !!!, VPN, visa/ work permit*). All documents listed are mandatory.
3. **Submit** your "Remote Work" **request in Hrworks** (click on the button "+Remote work" (DE: "Mobiles Arbeiten")) in the panel "Time management"). Please keep in mind to submit requests without weekends in between, as the system will count the weekends in your WFX days (i.e. 04.03. - 08.03. and 11.03. - 15.03. instead of 04.03. - 15.03.)).
4. **Apply** for the **A1-certificate** by sending an **email** to pac@digitalchargingsolutions.com including the following details:

| | |
|--|--|
| Nachname(n)/ Last Name (s): | XXX |
| Vorname (n)/ First name(s): | XXX |
| Staatsangehörigkeit/Citizenship: | XXX |
| weitere Staatsangehörigkeit/ other citizenships: | XXX |
| Geburtsort/ Place of birth: | XXX |
| WFX Reisezeitraum/ WFX travel period: | XX.0XX.23 - XX.XX.23 |
| Reisezielland/ Destination Country: | XXX |
| Ort/ City: | XXX |
| Reisegrund/ travel reason: | WFX or Business Trip |
| Travel health insurance: | I confirm, that I have a valid private travel health insurance for this period |

Please note: To facilitate the process, please copy the text element into the email to pac and add your personal WFX data. Please leave the text bilingual. Please use the following format: Mustermann (instead of MUSTERMANN).

Once we receive the A1 certificate, we will forward it to you.

What is an A1 certificate?

- With the A1 certificate, an employee proves that he or she is covered by social security in Germany during a business trip to another country or WFX.
- As a result, the employee does not have to pay double social security contributions.

A1 processing times:

- For travel within the EU, the processing time is approximately 3 business days.
- Please note that A1 processing times for travel to non-EU countries can be up to several weeks.
- Important: The documents need to be ready before departure. Please take this into account when planning your WFA/WFX.

Public Holidays:

- In case of public holidays in Germany during your WFX period, out of goodwill, DCS grants these public holidays also in your destination country (so that you have the same public holidays as your colleagues).
- In case of public holidays in your destination country, you can take either a day of vacation, or if you should wish to work on this day, you will have to make sure in advance, if local law allows you to work on a public holiday.
- For questions, special cases - please email to PaC pac@digitalchargingsolutions.com

Visa & Work Permit:

Please read the WFX policy for all details!

1. EU/EEA citizens who want to do WFX from the EU/EEA no visa & work permit required
2. Non-EU/EEA citizens who want to do WFX from their home country (=>country of citizenship) outside the EU/EEA no visa & work permit required
3. For all other combinations visa/work permit required!
 - Employees are responsible to check with the country's authorities (e.g. consulate or embassy) beforehand
 - Employees are responsible for adhering to visa laws and for providing the respective documents on time and before departure
4. *Special case USA*: WFX from the US in only allowed for US citizens, as the US authorities do not offer any visa that legally covers WFX. Particularly when entering the US, there is a risk of being sent back and receiving a visa ban.

Private Travel Health Insurance ("Reisekrankenversicherung") for your WFX

- For all WFX destinations, you will need to have a private travel health insurance ("Reisekrankenversicherung") valid for the WFX period.
(Prices are approx. 12-20€/year, we cannot recommend any specific insurance provider, but you can find information on the internet.)

DCS - WFX Policy :






202212WFX_policy.pdf

I
Ne
ed-
to-
kn
ow

- Your contact persons in this matter is the PaC Operations team via pac@digitalcharging.com

Working Hours Recording (Arbeitszeiterfassung)

| | | |
|--------------|--|--|
| Frame | According to a decision of the Federal Labor Court, all companies, regardless of size, are obliged to record working hours in the future. | |
| Process | <ul style="list-style-type: none"> Working hours can be recorded in your HRworks account. The employee, the line manager and PaC have access to the individual time recording file Everyone at DCS must take responsibility for her/his workload make sure to keep your line manager informed | |
| Need-to-know | <ul style="list-style-type: none"> Your first contact person in this matter is your line manager, in case of further questions please reach out to Ramon or Laura via pac@digitalchargingsolutions.com Please find all detailed information here: <ul style="list-style-type: none"> You can visit the HRworks Helpcenter (it includes a learning video (only on the German page)): HRworks Helpcenter (de) / HRworks Helpcenter (en) Please also find instructions on "How-To Record Working Hours" and our FAQs below: <p>For all further detailed information, please also see our "Working Hours Policy".</p> | |
| | "How-To Record Working Hours": <div>  <p>HowTo_Re...ours.pdf</p> </div> | FAQs: <div>  <p>FAQ_Reco...ours.pdf</p> </div> Working Hours Policy: <div>  <p>202212_Po...Hours.pdf</p> </div> |

Working students

| | |
|--------------|--|
| Frame | Working students are regarded as employees with a 5-day week, even working at a maximum of 20 hours per week, and are thus entitled to 30 days of vacation per year. |
| Process | <ul style="list-style-type: none"> • Working hours are tracked via HRworks, if you want to shift hours only do so within a month • If you want to work more hours during the semester break, talk to your line manager and People & Culture • A certificate of enrolment needs to be uploaded every semester in HRworks |
| Need-to-know | <ul style="list-style-type: none"> • More information regarding working hours and vacation can be found above • Your contact person in this matter is Ramon and Laura via pac@digitalchargingsolutions.com |

Work Safety and Health

| | |
|--------------|---|
| Frame | DCS sets highest priority on the work safety and health of its employees. |
| Need-to-know | <ul style="list-style-type: none"> • For more information see the Work Health & Safety Setup • Your contact person for Munich in this matter is Petra |