

Quanos



# Quanos Human Resource Policy

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# Quanos

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## Preamble

*"We attract, integrate and develop talents to support our buy & build strategy and realise Quanos' mission. As the Human Resources (HR) team, we promote a value-oriented corporate culture and create scalable frameworks and processes that enable us to shape sustainable business success."*

In line with this HR mission, we are committed to a common human resources policy, or HR policy for short, which serves as a guide for all HR activities within the Quanos Group. This HR policy also describes our understanding of our role, our principles and the fundamentals of our actions throughout the entire employee lifecycle – from initial contact with potential talent to parting ways in mutual respect.

The Quanos Group has emerged from several successful companies whose cultural DNA lives on. This diversity of experiences, values and perspectives shapes how we work together today and forms the basis for our joint development in the future – open to change, growth and innovation.

In a dynamic environment of constant transformation – towards becoming the global SaaS market leader in after-sales and service digitalisation – we as the HR team actively support and shape our buy & build strategy. We support the organisational and cultural integration process of new companies as well as the continuous development of the entire group. In doing so, we strive to shape constant change in a humane, sustainable and future-oriented manner.

We see ourselves as partners to the C-Level, the whole management team and all Quanauten. Our goal is to create a working environment based on respect, integrity, equal opportunities and development – while balancing the interests of the company with the needs of its employees.

## Scope of application

This HR policy applies to all units and employees of the Quanos Group and defines the guidelines according to which HR processes and projects are managed and developed. It also serves as a benchmark for the actions of managers and as a frame of reference for all personnel-related decisions.

This HR policy supplements existing employment contract provisions, internal guidelines and the Code of Conduct. It does not replace these documents, but should be understood in conjunction with them. In the event of contradictions, the higher-ranking or more specific provisions shall apply.

## Principles of our actions

Our HR strategy is based on five core pillars

- **Employer branding & recruiting**
- **Operational Excellence**
- **Compensation & Benefits**
- **Talent Development**
- **Q.culture & Organisational Development**

and is consistently aligned with the following basic principles:

### Compliance with legal and ethical standards

HR stands for consistent compliance with labour law, data protection law and compliance-related requirements. In doing so, we go beyond mere legal compliance and actively assume social and ethical responsibility.

### Appreciation & equal opportunities

We promote an inclusive corporate culture and strive to ensure that all decisions – from recruitment and development to termination – are made in a non-discriminatory, transparent and fair manner. We value diversity in all its dimensions – regardless of gender, age, ethnic origin, religion, sexual orientation, disability or other individual characteristics.

### Strategic partnerships

HR sees itself as an operational and strategic sparring partner for C-Level and the whole leadership team. Our goal is to provide sustainable support for the achievement of corporate goals through high-performing, motivated and value-oriented employees. In doing so, we actively support the ongoing transformation of our corporate group and assist with the integration of new companies, all the way through to the cultural development of the entire organization. In addition to our internal collaboration, we deliberately rely on targeted, carefully selected external partnerships to bring new impulses, best practices, and specialist expertise into our work.



## Employee focus

We design processes that improve the employee experience and promote individual development opportunities – we actively listen, measure satisfaction and derive targeted measures. In times of change, we are committed to providing guidance, participation and sustainable development prospects for all Qonauten. We always take individual personal situations into account, such as caring for relatives, parenting or other personal and health challenges, and create conditions that enable the best possible work-life balance.

## Transparency & commitment

Clear guidelines and transparent decisions create trust. We rely on consistent processes, documented standards and open, continuous communication – across various channels such as blog posts, SharePoint pages, all-hands meetings, one-on-one conversations and employee surveys. This ensures that information is accessible, dialogue is encouraged and feedback is actively incorporated into our further development.



„We empower  
human-to-human  
communication.“

## Shaping the employee lifecycle

### Attract & Recruit – Finding and winning talent

We attract talent through an inclusive, transparent, and appreciative approach that reflects our corporate culture. “Our selection processes are competency-based, structured, and conducted on an equal footing – ensuring equal opportunities and promoting diversity. When making hiring decisions, we pay balanced attention to professional qualifications, motivation, and cultural fit as key success factors for long-term cooperation. Through consistent employer branding and a positive candidate experience, we shape every point of contact with potential employees in line with our shared Q.ulture.

## Onboarding – actively shaping integration

Systematic, role-specific onboarding ensures rapid orientation, integration and initial success. HR coordinates and supports the onboarding process in close consultation with the specialist departments and managers. On the very first day, we lay the foundation for a smooth arrival with targeted HR onboarding. In the early stages, we are available as a point of contact and support, complementing the supervisor. We conduct both informal and structured feedback meetings to provide the best possible support for integration. In this way, we lay the foundation for successful cooperation beyond the probationary period and pursue the common goal of long-term employment prospects.

## Develop – Training & Skill Management

HR creates opportunities for further development and works closely with the leadership team and, where appropriate, with external partners. Together, we identify and promote talent in a targeted manner – not only through training programs, but also through targeted role changes and development prospects within the organisation. Our performance assessment and feedback processes are characterised by transparency, regularity and a focus on strengths. Development goals are discussed, recorded, tracked and, if necessary, adjusted in order to strengthen both individual potential and the company's success in the long term.

## Winning Package – Compensation & Benefits

HR develops, implements and communicates competitive compensation and benefits packages that are performance-oriented, market-driven and future-proof, taking into account individual career situations, the given context and the respective business situation. We pursue the goal of transparent salary structures and consistently pay attention to fairness and equality (gender pay gap).

A key component is the development of a total reward strategy that clearly maps activities, roles and responsibilities. This enables us to create a transparent framework that promotes motivation, commitment and long-term loyalty, as well as individual development.

Our total reward strategy is understood as a continuous process: HR regularly reviews market trends, internal developments and feedback to ensure that our overall packages remain relevant, attractive and competitive in the long term.



By “winning package,” we mean the interplay of compensation and benefits, development opportunities, Q.ulture, flexibility and purpose-building. The compatibility of family and work also plays a central role, supported by flexible working (time) models such as part-time arrangements, mobile work, or workation, as well as financial subsidies and alignment with childcare schedules. In addition, we offer an attractive pension scheme through a direct insurance plan to support our employees in securing their long-term future. This overall package is designed to ensure that employees not only feel fairly compensated but also valued, empowered, and connected.

### **Q.ulture, Change & Transformation – Accompanying and shaping change**

Change is a daily companion for us: HR actively supports the company in organisational changes and accompanies employees through restructuring and role changes. We act clearly, professionally and communicatively to provide guidance and reliability.

As part of our buy & build strategy, HR plays a central role in the integration of new companies and teams. We take particular care to preserve the cultural DNA of existing companies, while at the same time promoting the further development of our shared corporate culture in order to create synergies and enable innovation. We also proactively support the SaaS transformation through targeted change management by designing new role profiles, working methods and competence requirements and supporting employees along the way.

External influences, such as geopolitical developments, are incorporated into our strategic HR decisions in order to minimise risks and ensure the stability of the organisation. Our goal is not only to manage change, but to shape it as an opportunity for cultural growth, innovation and personal development – always in tandem with managers and with the involvement of affected teams and individual Qanauten.

### **Exit – shaping separation fairly**

Employee exits are handled and implemented professionally, respectfully and in accordance with legal requirements – regardless of whether they are initiated by the employee, the employer, by mutual agreement or as part of retirement. In the case of employer-initiated terminations in particular, HR ensures that all processes are carried out in a legally compliant, transparent and consistent manner in order to make the separation respectful and comprehensible.

HR is responsible for a structured offboarding process, supports managers in its implementation and systematically uses exit feedback to continuously develop the organisation, processes and leadership.

## Occupational safety & health protection

HR works closely with external experts such as occupational safety specialists and company doctors, as well as internal stakeholders, to ensure a safe and healthy working environment. We hold regular occupational safety meetings and systematically carry out risk assessments to identify risks at an early stage and implement appropriate preventive measures. We offer our Quanauten both preventive information events and health examinations. Our focus is not only on physical health, but also on mental health, in order to identify stress early on and ensure long-term support. Occupational safety and health protection are central elements of our corporate culture and contribute significantly to the long-term performance and well-being of our employees.

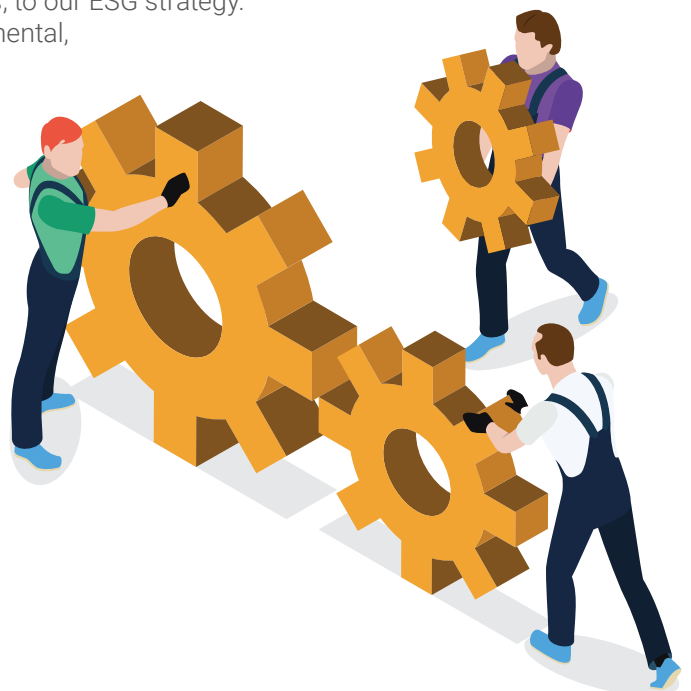
## Operational Excellence

HR continuously strives for operational excellence through efficient, standardised and harmonised processes as well as transparent guidelines that are applied uniformly throughout the entire group of companies. The digital transformation of the HR department is a central component of this: our HR software ensures that processes are automated, data is consistent and information is available at all times. Regular HR reporting and people analytics enable data-based personnel planning and strategic decisions.

Compliance issues, including ISO requirements, are consistently implemented to ensure legal and regulatory requirements are met.

Cooperation with the employee representation QUEST is based on partnership in order to enable participation and promote trusting working relationships.

Moreover, HR actively drives and implements projects that contribute, among other things, to our ESG strategy. This ensures that key environmental, social, and governance topics are systematically integrated into relevant personnel and organizational processes.



## Roles & Responsibilities

**Group HR** as a designer & enabler: HR is catalyst, advisor and implementer – working closely with the leadership team and C-level. Within the HR department, CHROs, HR generalists and HR business partners work hand in hand, recognising the respective value of each role and the strengths of each individual.

**Management** and the leadership team as cultural ambassadors: They exemplify the company's values, implement HR guidelines in their daily interactions and drive forward strategy-relevant projects together with HR.

**Employees aka Quanauten** as active co-creators: They take responsibility for their behaviour, their personal and professional development, and compliance with jointly defined principles, thus actively contributing to the implementation of the HR strategy.

## Further development & commitment

This HR policy is reviewed regularly and updated as necessary.

All HR measures, documents and processes are based on these principles.

## Closing remarks

Goal of contributing to the long-term success of the organization by attracting, developing, and retaining talent, strengthening the corporate culture, and actively supporting strategic objectives.

Consequently, our core corporate values are #leading #dedicated #connected

Passion for people & organisation

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