

INFOTECH SERVICE FZ-LLC Learning, Career Development & Talent Policy

Introduction:

- INFOTECH SERVICE FZ-LLC is committed to delivering exceptional services by continuously enhancing the capabilities of its employees. This policy emphasizes ongoing learning opportunities, exposure to diverse experiences, and formal learning programs to help employees grow in their careers.
- The company also manages its talent pipeline to ensure a robust pool of skilled individuals ready for key roles, focusing on both internal development and external recruitment.

Scope:

- The policy applies to all employees, including part-time staff, temporary workers, and contractors, who also have access to relevant learning programs in consultation with their managers.

Responsibilities:

- **Employees:** All employees are responsible for driving their own career development, seeking growth opportunities, and collaborating within a culture of continuous improvement.
- **Managers:** Managers are responsible for identifying employee development needs, coaching their teams, and providing opportunities for learning and growth.
- **HR Department:** The HR function plays a key role in supporting managers and employees by offering learning frameworks, solutions, and processes, such as the online learning platform.

Key Frameworks, Solutions, and Processes:

1. Learning Management System (MyLearning):

- The company provides a robust online learning platform with programs such as:
 - Compliance learning (e.g., cybersecurity, ethics, GDPR).
 - Onboarding for new recruits.
 - Technical and personal effectiveness programs.
- In certain cases, online learning is supplemented by classroom-based sessions conducted by industry experts.

2. Leadership Development:

- Leadership development programs are offered both at the group level and within operating divisions. These programs are based on the company's "Leadership Expectations" and focus on "12 Leadership Competencies."

3. Talent Pipeline:

- The company identifies and develops talent through segmented pools, such as INFOTECH People, Experts, Managers, Emerging Leaders, and Future Global Leaders.
- Tailored programs are provided for each talent pool, focusing on leadership, technical competencies, and career development.

4. Performance and Development:

- A performance management framework aligning individual objectives with organizational goals, focusing on constructive feedback and multi-source evaluations.
- To ensure every employee has a career development conversation at least once a year, with digital records of development objectives that drive the choice of learning and growth activities.

5. Internal Mobility:

- The company promotes internal mobility through talent reviews, internal job postings, and transparent communication regarding promotions and key appointments.

This document provides a comprehensive overview of INFOTECH SERVICE FZ-LLC's commitment to fostering learning, leadership development, and career progression for its employees. It encourages proactive career management and ensures that talent is developed for future leadership roles within the organization.