



#teamlidl

Employee Handbook



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Welcome on board #teamlidl!



Dear colleague

Welcome to #teamlidl. We are super happy to have you on board. You have joined a large organization with more than 3,700 colleagues across the whole country, who work every day to achieve our shared vision of becoming the Danes' first choice.

As a new employee at Lidl there is a lot you must deal with and therefore, we have created this employee handbook as an extra help for you to get a good start.

In the employee handbook, you can find answers to many of the questions that might emerge during your employment process. You can e.g. read more about our personnel policies and how you should behave if you get sick. You can also read about our employee benefits and the behavior we expect from you and your colleagues in everyday life.

The employee handbook is general and addresses all employee groups in Lidl Denmark, except for individual sections which are only targeted at you in Stores or in our Logistics Center.

Welcome!



Our values and leadership principles

In this section, you can read more about our values and leadership principles. Our leadership principles are based on our five values: performance, respect, trust, grounded and belonging.

These values guide all that we do and are the foundation on which we shape our culture together every day. A culture, which puts the people at the centre of what we do, promotes innovation, and creates sustainable success.

You can read more about our VALUES here:

Performance

We thrive together and surpass our own limits.

Performance is at the core of what we do, it makes us proud and paves the way for growth – on a personal level, as a team and as a company. We have big plans and set ourselves ambitious yet realistic goals which we pursue with passion. We view the challenges that we encounter along the way as opportunities. We search for efficient solutions and choose a pragmatic approach. This is how we strengthen our leading position and create added value for our customers.

- We passionately pursue ambitious goals.
- We are constantly developing ourselves – standstill is not an option.
- We proactively look for the best solutions – we turn challenges into opportunities.
- *#passion #solutionorientation #growth*

Respect

We put people at the centre of what we do.

By respect we mean open, appreciative, and fair behavior. We talk to one another – not about each other. In this way, we create a culture in which everyone feels valued. We are committed to equal opportunities and

embrace diversity and recognise it as a core strength. At Lidl, respectful behaviour is at the heart of our success.

- We treat each other fairly – talk to one another, not about each other.
- We ensure equal opportunities and value diversity as a strength.
- We appreciate the commitment and contribution of each individual.
- *#fairness #diversity #appreciation*

Trust

We believe each other and in each other.

Trust is the foundation for everything, especially for great cooperation. We communicate openly and honestly, trust each other, and believe in each other. People can rely on us and our word because we keep our promises and agreements. We learn from our mistakes to develop and grow further.

- We communicate openly and honestly.
- We are reliable – our word counts.
- We rely on each other and see mistakes as learning opportunities.
- *#honesty #reliability #reliance*

Grounded

We dream big while staying down to earth.

Our down-to-earth attitude is one of the pillars for our success and stability. Being grounded is how we became a big player and is also key to our future growth. At the same time, we keep our feet firmly on the ground. We focus on our results. We know our strengths and weaknesses, and deal with them constructively. Above all, we treat each other as equals and value each and everyone's contribution.

- We are approachable and treat each other as equals.
- We focus on results and choose simplicity over complexity.
- We keep our word and manage our strengths and weaknesses constructively.
- *#authenticity #credibility #simplicity*

Belonging

We are stronger together than we are alone.

We want everyone to feel part of our community and to have a genuine sense of solidarity and loyalty with the company and with each other. We focus on strong, long-term relationships, both internally and externally, because we are stronger together than we are alone. We know that we can only be successful together.

- We stand up for each other and stick together.
- We work together and leverage our strengths.
- We focus on long-term relationships – we can only be successful together.
- *#together #cohesion #teamlidl*

You can read more about our [value-based LEADERSHIP PRINCIPLES](#) here:

Our leadership model is fully aligned with our values: we perform, we lead respectfully and with trust, we are grounded and generate a sense of belonging.

It is the role of every leader to consistently align their own actions with our values and bring them to life for our employees. In all what we do and how we do it, we are ambassadors and role models.

Performance

We thrive together and surpass our own limits.

- As leaders, we set ambitious goals and take the necessary decisions to achieve them – we keep the big picture in mind.
- We are constantly developing our team members and ourselves – because we can always get better.
- We proactively look for the best solutions – we turn challenges into opportunities.

Respect

We put people at the center of what we do.

- In our responsibility as leaders, we treat each other fairly – we talk to one another, not about each other.
- In our teams, we ensure equal opportunities and value diversity as a strength – we are

convinced that this makes us even more successful.

- We provide direct and timely feedback to our team members and recognize performance and commitment with appreciation for everyone.

Trust

We believe each other and in each other.

- As leaders, we communicate openly and transparently – we are clear and straightforward.
- We are reliable – our word counts.
- We give our team members responsibility and trust – we see mistakes as opportunities to learn and grow.

Grounded

We dream big while staying down to earth.

We lead in an approachable and authentic way – we treat each other as equals.

- We promote cost awareness and focus on results – we choose simplicity over complexity.
- We know our own strengths and weaknesses and those of our team members – we manage them constructively.

Belonging

We are stronger together than we are alone.

- As leaders, we promote cohesion and encourage teamwork - we support our teams.
- We create an environment where everyone feels part of our community – because we believe in the enormous power of teamwork.
- We shape strong, long-term relationships, both internally and externally – we can only be successful together.

Personnel policies

In this section, you can read more about which personnel policies apply to you during your employment at Lidl.

Diversity

We respect different cultures, values, and traditions. We want to support our employees and help them make the most of their individual competencies. We see a strength of having diversity in our workforce. Our differences make us strong. We have room for everyone, and all our employees must feel comfortable with us - regardless of gender, religion or belief, political opinion, sexual orientation, age, disability or national, social, or ethnic origin.

Harassment and bullying

It is important that all employees thrive in their daily work and that Lidl Denmark is a good place to be. We treat each other with respect and therefore consider offensive actions as unacceptable. We emphasize that any problems or misunderstandings are resolved or clarified before the situation is allowed to develop. Behavior that can be perceived as offensive is not accepted, and you must therefore speak up if you feel harassed or bullied. Your immediate manager is responsible for stopping the offensive

behavior, regardless of whether it is bullying or harassment. If your immediate manager is the problem, you must proceed to their manager or contact your employee adviser.

Particular attention to sexual harassment

Sexual harassment is a particular form of bullying which we do not accept. Examples of sexual harassment could be:

- Unwanted touching.
- Suggestions of sexual intercourse.
- Improper questions regarding sexual matters.
- Other unwanted sexual references via e-mail, text message, photo material, etc.

Contingency Plan

We take reports of offensive behavior, including bullying and sexual harassment, very seriously. Any report will be thoroughly investigated and followed up with the necessary measures.

If you are subjected to offensive behavior or become aware that your colleagues are being

subjected to offensive behavior, we encourage you to either:

- Enter dialogue with your immediate manager
- Use our whistleblower scheme, where you can also call or write anonymously and report any violations. You can read more about the scheme and how to use it on 'My Lidl' or the employee app. Reports about your own employment relationship, where there is no question of sexual harassment or other forms of serious harassment, are generally not covered by the whistleblower scheme, so please contact your employee consultant with these inquiries.

The employees who deal with your inquiry are instructed to handle your inquiry seriously and to keep the information confidential to unauthorized people. Depending on the specific situation, you can also receive advice on how to handle the situation in the future.

Sanctions

Depending on the specific situation, the person who has acted in an offensive manner may be given a verbal or written warning or may be given notice of termination or dismissal. The sanction will be assessed in each individual case based on the seriousness of the offensive behavior and the circumstances in general. If it is relevant, we will attempt to mediate between the parties involved.

Relationships and close relatives

It is not possible to work in the same store/department if you are part of a relationship with or related to another member of staff, as this can create a conflict of interest and cause discord in the workplace.

As an employee, you have a duty to inform your immediate manager of such a relationship, after which the immediate

manager is responsible to move one employee to another store/department.

If you need help or wish to discuss the matter, you can contact your employee adviser.

Mobile phones

As a store and warehouse employee, it is not permitted to carry or use a private mobile phone at work. If you bring your mobile phone with you, it must be stored in your staff locker during working hours. During your break, you are of course allowed to use your mobile phone.

Alcohol and drugs

It is forbidden to be drunk at work or to be under the influence of drugs.

Alcohol or other forms of drugs must not be consumed during working hours, on the company's registers or properties.

On special occasions, such as at the end of a course, end of education or at a wine course held on the company's premises, the rule may be deviated from.

During school trips or when attending courses which are held outside Lidl Denmark's registers or properties, alcohol may be consumed to a limited extent according to rules prescribed by the school or course venue. We always expect good and proper behavior in connection with the consumption of alcohol.

Failure to comply with the rules may have employment law consequences.

Smoking policy

During your breaks, you may smoke in the designated areas. Always make sure to dispose your cigarette butts etc. in the designated waste containers. In this way, you keep the area clean and actively work against the risk of fire.

Smoking is not allowed in premises, in enclosed courtyards or on top of the buildings, so that smoke can enter through windows, ventilation openings, etc.

Smoking is also prohibited in the “dispobiler” and company cars in general.

This also applies to electronic cigarettes, snuff and similar. You can read the entire smoking policy on ‘Mit Lidl’ under work environment.

IT guidelines

The use of IT equipment must always take place in a way that minimizes the risk of breaches of or impact on the IT security. All employees are responsible for immediately reporting incidents, problems or simply suspicions of irregularities that may affect the IT security. Reporting must be done to the IT department in room 139, via IT4YOU at ‘Mit Lidl’ or by sending an email to iso@lidl.dk.

Data protection

In your day-to-day work, you will, to a greater or lesser extent, come across the personal data of either colleagues, customers, or business partners. It can e.g. be a customer's lost wallet, credit card or other personal belongings. It can also be application papers or other personal documents. In this case, you must pay particular attention to the fact that:

- We respect the privacy of our employees, customers, and partners.
- We protect the personal data of employees, customers, and business partners.
- We ensure that personal data is not lost or falls into the wrong hands.
- We only collect, process, and use personal data when it is necessary and serves a purpose.
- We inform employees, customers, and partners about the handling of personal data.

If you have any doubts about anything in relation to data protection, you can contact your immediate manager or Lidl's data protection adviser at databeskyttelse@lidl.dk.

Social media

We have the following general rules and advice regarding the use of social media:

- All employees must comply with the current Information Security guidelines published on the Intranet. You are obligated by professional secrecy in connection with company information such as key figures, employee-sensitive information, and business processes/projects.
- You can only comment as a private individual. You must always clarify this with the Communications Department if you wish to speak on behalf of Lidl and use protected trademarks and logos.
- If you want to take photos or videos at the workplace during working hours and post them on the internet, this must always be clarified in advance with the Communications Department. Unless otherwise notified, you may take photos or videos at public events (e.g. DHL races) and post them on the internet as a private individual.
- Remember that social media are just as public as if you spoke to the newspapers, so pay attention to what you say/write.

Communication policy

In a private context, you are welcome to talk about your work or express your opinion of the company (however, remember the conditions in your employment contract concerning professional secrecy and generally to show loyalty to your workplace and your colleagues). If you encounter criticism of Lidl,

you may react, but only as a private individual.

Only employees who have been given permission by the Communications Department may make statements on behalf of Lidl Danmark. If you receive an inquiry from the press, you must therefore refer to the Communications Department at the head office.

Photography or video recordings for the press must also be with the consent of the Communications Department, which can be

contacted at **presse@lidl.dk** or on the telephone number: **(+45) 76 35 00 10**.



Security and control

In this section, you can read more about security, video surveillance and inspections, which aim to create the best possible experience for both our employees and our customers.

Video surveillance

In order to make customers, employees, and visitors feel safe, Lidl's buildings (store, logistics center, and head office) are subject to video surveillance in selected areas.

- The video surveillance and processing of the video material is carried out in accordance with DA and LO's agreement on control measures.
- Danish Chamber of Commerce Employer and HK TRADE "Joint recommendation of guidelines for good practice in connection with video surveillance in the store".
- Video Surveillance Act.
- Applicable legislation in the area.

A notice will appear wherever video

surveillance is performed, and we do not utilize hidden video surveillance or audio recordings.

Handling/review of recorded video material takes place exclusively within the framework of the guidelines for video support. In cases where something criminal has taken place, which can be seen on the video surveillance, the material will be handed over to the police.

If you have any questions about video surveillance in your work area, you can contact your immediate manager or our data protection officer via the e-mail address databeskyttelse@lidl.dk.

You can find information about your rights in relation to the processing of your personal data in the document provided with your employment contract or on the intranet.

Inspections – store employees

At Lidl Denmark, we have several inspections in the stores to ensure the best experience for both the employee and the customer. These inspections include the

following:

- At the cash register area, user statements are produced for all employees after they have finished working at the cash register. This helps minimize the risk of shortages. In addition, centralized and decentralized cash audits are carried out by Lidl International and the district manager.
- Follow-ups on arrival and departure times in the store to ensure the correct remuneration of the employees. Follow-ups are also performed on the attachment and detachment of alarm tags.
- Mystery Shopper, who visits the store to check out various items from a customer perspective.
- Test purchases, which typically, but not exclusively, test correct use of PLU numbers.
- Random checks of employee bags, etc. in connection with ex. staff purchases.
- Unannounced inspections carried out by the national audit department. The aim of the audit visits is to check the shopping experience for the customer, compliance with applicable national and international guidelines or processes as well as legislation. Ex. of control points on audit visits include missing goods on the shelves, cleanliness in the shop, presentation of the goods and the process at the checkout.

In addition, some stores will also be able to be checked by the international audit department, where some of the abovementioned inspections also take place.

Failure to participate in the checks and violations of the guidelines can have consequences to the employment.

Inspections – logistics center

- Follow-up on coming and going times in the logistics center to ensure the correct remuneration of the employees.
- Random checks in the form of visual searching of bags and trunks when employees are leaving the logistics center.
- Exit control to prevent losses and prevent unauthorized access to the logistics center.

Failure to participate in the checks and violations of the guidelines can have consequences to the employment.

Inspections - HQ

The Leaptree system is used to measure customer service employee performance and to increase their development and customer satisfaction.

Terms of employment



In this section, you can read more about the terms of employment that apply during your employment at Lidl in relation to e.g., leave of absence, holidays, and days off.

NemKonto

We use NemKonto and it is therefore important that you ensure that you have a NemKonto. Otherwise, you cannot receive your salary.

If you are uncertain if this applies to you go check it at [NemKonto.dk](https://nemkonto.dk) or contact your bank.

It is especially young workers who are not automatically attached to NemKonto.

Changes to master data

In order to ensure that your salary can be paid correctly and to be able to inform you about personnel matters, you must notify us if there are any changes to your personal circumstances. If there are changes in your personal circumstances, e.g., name, address, or phone number, you must change and update the information in 'Mit Lidl'. If there are changes to your withdrawal percentage, you must inform the Personnel Administration via tel.: **(+45) 76350135** or via the "Stamdataændring" form, which must be completed and sent to the Personnel Administration. The form can be found under "Blanketter" on 'Mit Lidl'.

Collective agreements

Lidl Danmark has collective agreements with HK and 3F.

- Store assistants, trainees, sales managers, and deputy managers are covered by the Store Agreement.
- Employees with administrative functions (secretaries and office assistants) are covered by the employee agreement for Trade, Knowledge, and Service.
- Hourly-paid warehouse employees are covered by the joint collective agreement between DI and 3F.

Taking holidays and extra days of holiday (warehouse and stores)

We make it a top priority to ensure that you take your holidays and extra days of holiday. If you wish to take holidays or extra days of holiday, you must fill in the form "Ferie- og frihedsansøgning" on 'Mit Lidl'. In the form, you must write your holiday wish, which will then be approved by your manager. It is not always possible to fulfill your wish for a holiday if, for example, several people want a

holiday in the same period. Summer holiday must be taken in the period 1 May to 30 September, and you can normally take a maximum of three consecutive weeks of summer holiday. The rest of your accrued holiday will be taken during the remainder of the holiday year. Holidays cannot be taken in advance.

Time off in the event of bereavement

All employees in Lidl Denmark are entitled to take some time off with pay in connection with bereavements in the immediate family (i.e., wife, husband, siblings, children, grandchildren, parents, and grandparents) on the day of death and funeral.

Free on anniversaries and public holidays

All employees in Lidl Denmark are entitled to paid time off on special anniversaries if the day falls on a working day. This applies to the following anniversaries:

- Own 25th anniversary in the company
- Own 50th and 60th birthday
- Own wedding
- Own silver wedding
- Parents' golden wedding and diamond wedding

Administrative employees and managers who work in an office have the following days off if it falls on a working day:

- Christmas Eve
- New Year's Day (1/2 day) from 12
- Constitution Day

Store managers and assistant managers also have New Year's Day off (1/2 day) from 15.

Holiday free/'feriefri'

All employees in Lidl Denmark are entitled to 5 holiday days off. Terms appear in accordance with the contract/and or collective agreement.

Additional time off with pay

Visits to the doctor and dentist must generally take place in your spare time. In the event of an urgent need for a doctor's/dentist's visit, it is equated with illness and must be handled as such.

Paid time off is given to the mother in connection with pregnancy examinations. In the event of the above-mentioned absence, you must hand in a "Declaration of Faith and Law", which you will find at 'Mit Lidl'.

All employees in Lidl Denmark have paid time off for blood and plasma donation. Regarding freedom with pay in connection with maternity, leave, children's illness and children's hospitalization, reference is made to the provisions of the collective agreement and/or terms of the employment contract.

Pregnancy/adoption and maternity leave

Having a baby is a joyful event. As far as possible, we try to adapt the work conditions so that you can remain in your normal working situation for as long as possible during your pregnancy. Once you have notified your pregnancy, your immediate manager will refer you to the leaflet "Du kan trygt vente dig – hos Lidl Danmark" on 'Mit Lidl'. Under the "Arbejdsmiljø" section on 'Mit Lidl', you can also read our entire pregnancy policy. The rights and obligations in relation to maternity/paternity and leave of absence rules follow the effective legislation at any time and the collective agreement applicable to you. If the employment relationship is not regulated by a collective agreement, the rules on maternity, parental and paternity leave in the National Collective Agreement for Shops between Dansk Erhverv Arbejdsgiver og HK HANDEL shall be applied.

If you need help or wish to discuss the topic, you can contact your employee adviser.

You can read more about maternity leave rules, deadlines and how to plan and transfer your leave at www.borger.dk/barsel.

Unpaid leave

Employees who have been employed at Lidl Denmark for more than five years can take leave.

Leave can be taken within the following framework:

- The first time the leave is used, your length of service within the Schwarzgruppen (including Lidl) must be at least five full years at the beginning of your leave.
- The earliest you can take a subsequent period of leave is 5 full years after the end of your previous period of leave.
- The leave must last at least 1 month and no more than 3 months.
- It is guaranteed that you will return to the same job after your leave.
- You will not be paid during the leave but can choose between two contract models:
Model 1: All work tasks and salary obligations are put on hold during the leave period. Model 2: All work tasks are put on hold during the leave period. Prior to the leave, there is an accrual period of the same length as the leave.
- For more information, contact your manager, your Person of Trust or HR (hrrdelvelopment@lidl.dk)

Social security institutions

Lidl Danmark facilitates many different social security institutions (all listed below):

Types of social security	Covered employee groups
ATP Lovgivning	All employees
Labor market insurance AES	All employees who pay for ATP
Workers compensation insurance at Baltic Finance via mediator Ensure International Insurance Broker A/S	All employees
Danica Pension	For employees in stores and offices (for employees employed under collective agreements) follow age and seniority requirements in accordance with the collective agreement. Pension advice is provided by the insurance broker Marsh McLennan A/S. Contact information is post@mercerc.dk or by phone: 4595 9668
PensionDanmark	Warehouse employees 3F
Gruppeliv HDI . Haftpflichtverband der Deutschen Industrie V.a.G	Employees with no collective agreement (not included temporary store managers (butikschef))
AXA insurance	Employees on business trips up to 180 days

Working environment and well-being



It is important to us that all our employees feel safe and happy when they are at work. In this section, you can read more about how we create a good working environment together.

Lidl's working environment must be safe and healthy for all employees, and our goal is to prevent accidents and injuries. It is therefore important that:

- All employees, and especially senior managers/operations managers, take responsibility for health and safety within their area of responsibility.
- We strive to avoid personal injuries, damage to property and the environment within all work processes and work areas through preventive measures.
- Employees are provided with training and instruction in the working environment in accordance with their work area.

You have a responsibility to follow and comply with the guidelines for the working environment, as well as to report any errors and omissions, so that we can take preventive action. You can find more information about the working environment on Mit Lidl and in the employee app.

Working hours

Your exact working hours are planned in dialogue with your immediate manager and depending on your own and the department's needs and opportunities.

Your weekly working hours are specified in your employment contract, and reference is also made to the applicable guidelines in the

area, e.g., in the collective agreement or in the Danish Salaried Employees Act.

The expectation is that you will be ready to start work when working hours begin.

Breaks and rest periods

It is important that you, as an employee, take your breaks and get the necessary rest between your scheduled working days.

It is a good idea to talk to your immediate manager about how breaks can be taken in the best possible way. Please note that breaks must be taken and that all breaks are self-paid. Breaks must not be taken at the start and end of working hours.

Health and safety representative

Your occupational health and safety representative represents you and your colleagues and has an influence on our work to ensure a good working environment. You can see who your health and safety representative are on the notice in the store/logistics center/kitchen.

Person of Trust

If you experience concerns in your daily work, are in a difficult situation or have questions that you cannot immediately talk to anyone about, you can always contact your employee consultant. All inquiries and conversations will be treated confidentially, and your manager will not be involved unless you have given

your consent/requested this. The employee consultant may be obliged to act on inquiries that are covered by the whistleblower scheme.

All employees at Lidl are assigned to an employee consultant. You can read more about the employee consultant and see contact information on My Lidl, the employee app, or the notice in the store/logistics centre/kitchenettes at HQ.

” An early effort” – Danica Pension

In order to increase well-being and reduce absenteeism in Lidl Denmark, we have made an agreement with Danica Pension for employees in stores and offices.

If an employee is on the way with a potential sick leave due to stress, Danica Pension can help with "early intervention", which can support the employee with the necessary psychologist sessions.

As an employee in our warehouses, we refer to PensionDenmark.

If you, as an employee, go and do not feel well, you must contact your Person of Trust, who will help you further in the process.

Working environment

Find more information about policies and guidelines regarding Working Environment at the Intranet under the section ‘Arbejdsmiljø’.

Contact

If you have questions about the working environment area or questions about the election as a working environment representative, you can contact the Working Environment/Arbejdsmiljø at arbejdsmiljo@lidl.dk or via phone: 76350219 / 76350211.



Sickness

It is probably most people who experience sickness during their working life. This is handled with both respect and understanding. In this section, you can read more about how to behave if you get sick.

Own sickness

Here you can read about our basic principles in connection with your own sickness:

In the event of sickness, you must contact your immediate manager or his/her deputy by phone call. This must be done as soon as possible and at the latest at the beginning of working hours. Reporting sickness by text message, e-mail or other media is not accepted. If you fail to call in sick, this will be treated as non-appearance, which may have legal consequences for your employment, including dismissal.

- If you have been absent, you must always complete and hand in a declaration of faith and law. The declaration of faith and law must be sent to HR & Personnel on the third day of absence or on the next working day at the latest. Make sure you have some copies at home. You can find it in our document archive on this page.
- You must keep your immediate manager informed about the progress of the illness, including when it is possible for you to return to work. You must register as soon as possible, even on a possible day off. And you must call and tell your immediate manager or his/her deputy when you can return to your work.
- Your immediate manager must and will gladly hold absence interviews to uncover the possibilities for you to return to your work. Such a conversation will most often aim to prevent and minimize future absenteeism. In connection with the absenteeism interview, it may be relevant to use a declaration of possibility. The second part of the options

declaration must be completed by your doctor. We pay the costs associated with it.

Failure to participate in the abovementioned or lack of documentation for absence may have employment consequences.

In relation to absence, you are obliged to participate in the municipality's ongoing follow-up. Non-participation is considered a breach of the employment relationship, and Lidl is entitled to set off lost reimbursement in the salary.

If you need help or support, you can contact the Person of Trust.

NOTE: Phone number for store **+45 82 38 7 _ _** (the last 3 digits of the phone number are the store number for the store you want to contact).

Children's sickness

If you have a child or children under the age of 14 living at home who become ill or hospitalized, you may be entitled to paid time off.

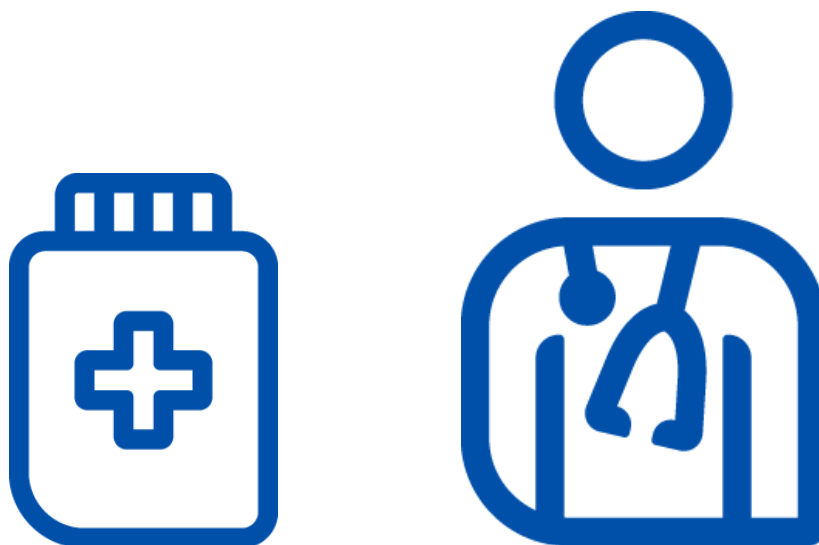
- Employees employed under a collective agreement who fulfill the seniority requirements of the collective agreement are entitled to time off with pay in the event of a child's illness and hospitalization in accordance with the collective agreement applicable at any time to the employment relationship, cf. the employment contract. You can read more about the rules that apply to you in your collective agreement at Mit Lidl.
- Employees not covered by a collective agreement who fulfill the length of service

requirements of the collective agreement are entitled to time off with pay in the event of a child's illness and hospitalization in accordance with the applicable National Agreement for Stores between the Danish Chamber of Commerce Employer and HK TRADE, regardless of whether the employment relationship is otherwise not regulated by a collective agreement. Read more at danskerhverv.dk or on Mit Lidl.

Contact from the Person of Trust

In connection with sickness, you may be contacted by your Person of Trust. This inquiry is confidential and just to follow up on whether you are getting the necessary help and to answer any questions you may have. You are of course also welcome to contact the Person of Trust yourself.

Remember the "Tro- og loveerklæring" in the event of children's sickness. You can find the form on Mit Lidl.



Electronic Time Registration



Registration of working time for administrative employees

Starting July 1st, all employees at Lidl Danmark K/S must register the daily working time in order to comply with the 48 hours rule as well as the regulations on weekly resting day and daily resting time.

Lidl Danmark K/S use TimePlan for the time registration. TimePlan can be accessed via app and the browser version; <https://timeplan.lidl.dk/>

Pre-registration of working time for employees who are not covered by collective agreement.

In the time registration system, the usual working time is pre-filled. It means that you're only supposed to make corrections if the registration of the working time differs from this.

The pre-filled daily working time is 37 hours per week excluding 30 minutes daily break. The working hours are divided as follows: 7,5 hours (excl. breaks) from Monday-Thursday and 7 hours (excl. breaks) Friday.

If you don't make any corrections, the pre-filled working hours will be approved and locked in TimePlan every Monday at 12 pm for the week before.

Recording working hours for collective agreement employees:

Employees covered by a collective agreement must record their daily coming and going times.

Other information

A guide to using TimePlan is available on the intranet.

For information about the right of access etc. please refer to "Information about the processing of employees' personal data"

Clothing and personal appearance



For store employees

As a store employee, you represent the company, and therefore we also have several expectations for your clothing and personal appearance when you are at work in the store.

Work-clothes

Your clothes should be clean, tidy, and intact when you arrive at work. Your own clothing used at work must be appropriate for the work you are doing. Requirements for special clothing and safety equipment must be observed and will be provided.

As an employee in a shop, you must wear a name badge. In addition, you must wear the provided work clothing when attending work, which for shop workers are:

- Polo t-shirt
- Softshell jacket (if cool)
- Trousers will not be provided. Your own work pants need to be dark.
- You need to wear closed and non-slip shoes throughout the whole workday.

And for sous chefs and store managers are:

- Shirt
- Pull-over, vest or cardigan
- Softshell jacket (if cool)
- Possibly provided trousers. BC and SC-level can order chinos.

As a new employee, you will be given your work clothes, name badge and a "New colleague badge" in connection with your start-up.

You can order new work clothes through your store manager if you need it.

You are expected to show up in dark trousers, such as jeans. It is not permitted to wear shorts, sweatpants, training pants or similar while working in the store.

Lidl provides work clothes, and therefore you are generally responsible if private items of clothing such as your own trousers are damaged while you are at work.

Headwear

You may wear headwear at work if it has a work-related purpose, e.g., for safety or hygiene reasons and for special occasions. This must always be agreed with your immediate manager.

It is also permitted to wear headwear if you have a religious affiliation that has been approved as a religious denomination. The requirement for headwear is that the face must be visible so that your mouth, nose, and eyes are visible.

In addition, the headwear must be neutral and unicolored and can only be used if it is compatible with the hygiene and safety requirements in the workplace.

Jewelries & tattoos

Simple and discreet jewelry must be worn to the extent that it does not present a health and/or safety risk.

A visible tattoo is permitted as long as it does not contain religious and political messages or contain symbols that may appear discriminatory or offensive (e.g., face tattoos are not permitted).

Personal appearance

We expect that in your work involving customers, guests, and colleagues in general, you show commitment and energy in your body language and your behavior. To give customers and other visitors a good experience at Lidl, it is expected that you greet them in a pleasant manner as they circulate around the store. You should also come across as interested and present.

Chewing gum, snuff and food consumption are not permitted while you are in contact

with customers. If you sit at the checkout for extended periods, you are welcome to bring an unmarked bottle of water.

Use of our headsets

We have headsets in our stores that employees can use to communicate with each other. Headsets are a work tool that should make everyday life easier, communication faster and distances shorter. With headsets, the employee at the checkout can quickly and easily call the store manager or ask a colleague a professional question.

We do not use headsets for private conversations. This means that we do not communicate about the weekend's parties, personal relationships, etc. through headset. We save these conversations for the staff room or free time.



Electronic Time Registration



For store employees

We have electronic time registration, which means that you must register your working hours yourself - both when your working hours start and when you finish your work in the store.

Here's how you do it:

- You must register when you enter the store to start your work and once again when you have finished your work.
- When you begin your work, you hold your chip up in front of the reader and you will be presented with some of the icons below.
- Tap the correct icon and you will be welcomed to work.
- When you have finished your work, you hold your chip up in front of the reader and you will again be presented with the options.
- Tap the correct icon.
- If you present your chip, but do not then press an icon, your check-in/check-out will not be registered.

Meaning of the icons



“Tjek ind” Your start time will be your scheduled time.

“Tjek ud” Your end time will be your scheduled time.

“Mertid/overtid” Your start/end time will be your stamped time.

“Mødt for sent” Your start time becomes your stamped time.

“Ej planlagt” Your start/end time will be your stamped time.

Working hours principles (store)

- Every employee is covered by time registration.
- Timetable even suggests the planned working time as your actual working time. Any corrections to this starting point are made by the store manager.
- We pay for all minutes worked in accordance with current regulations.
- All additions and changes to the working hours are made only by agreement with you.
- You have the right to access your time data at any time.
- With the pay slip, you will receive an overview of the hours paid and the underlying documentation for this.

As an employee in the stores, your working hours are organized as an average of over 16 weeks.

You can access your entire 16-week work schedule via TimePlan's web app.

Any changes to the work schedule, in accordance with the rules of the collective agreement, will also be made via the TimePlans app.

You are therefore obliged to keep up-to-date on the duty schedule and changes to it via the TimePlans app.

The TimePlan web app can be accessed both from your phone and from the employee terminal in the store as well as PC by typing <https://timeplan.lidl.dk> in the web browser. If you have questions about installing and using the app, you can read more in the operation module and ask your manager.

Using your chip:

The chip provided is personal and may not be transferred to other colleagues. The chip is used for registration in and out of

the store in connection with the registration of your coming/going time in the store. When you, as an employee, have a manager chip in the store, it is only used for: Payment of money, larger deposit receipts, returns and general corrections in the check-out process.

Misuse of the chip can have consequences for your employment.

If you have any questions

If you have questions or if you lose your chip, you can contact the personnel administration on tel. **+45 7635 0135** and follow the instructions.

Staff purchases



For store employees

As an employee, you may need to buy products in the store. Therefore, we have the following guidelines to ensure that there can be no doubt as to whether you have paid for your goods or not – both for our sake and for your sake.

Purchases of goods you take home at the end of the workday:

- Goods may under no circumstances be set aside until they have been paid for.
- The service must always be carried out by a colleague - you must not serve yourself.
- At the checkout, your user number is given to your colleague.
- The receipt must be signed by the colleague who has just served you.
- The goods must be stored together in the staff room.
- The signed receipt must be kept together with the purchased goods.
- You are **not** allowed to buy TGTG-bags from your own store.

Purchase of goods you leave in the store:

- Goods may under no circumstances be set aside until they have been paid for.
- The service must always be carried out by a colleague - you must not serve yourself.
- At the checkout, your user number is given to your colleague
- The receipt must be signed by the colleague who has just served you.
- The colleague fills in the green staff purchase tag.
- The green staff purchase label is placed on the item immediately – even if you consume it immediately.

ATTENTION! Goods to be depreciated or which have already been depreciated must

neither be bought or consumed. Staff may only purchase items that are for sale in the store.

Random checks will be carried out regularly. Failure to comply with the guidelines for staff purchases may result in employment law consequences, including dismissal.

If you have any questions about our guidelines regarding personnel purchases, please feel free to ask your store manager or district manager.



Regulations Logistics Center



We have laid down house rules that must be followed if you work in one of our two logistics centers:

- It is forbidden to consume alcohol or drugs in the workplace.
- There is a 100% smoking ban inside the logistics center. Smoking is only permitted in the marked smoking area outdoors.
- Smoking/eating is only permitted during your breaks, and you must always check in and out at the beginning and end of breaks. Rules for breaks and working time must be respected.
- Food may only be consumed in the canteen or in outdoor seating areas.
- Drinks may only be taken to the logistics center in the Lidl thermo mug provided.
- We always tidy up after ourselves – and we point out to colleagues if this should be forgotten.
- Private mobile phones may only be used during breaks in the canteen area.

- Personal items must be stored in the locker in the locker room.
- When on a break, the picking trucks must always be placed in their respective places in the charging station.
- If there is wrapping film, cardboard, paper, or wood where you are driving, it must be collected and disposed of in the installed collection boxes.
- If we destroy something or see something that is damaged, we always notify our immediate manager and/or Facility Management.
- All traffic to and from the logistics center come and go via the staff entrance.
- Parking is only available in the installed parking spaces. Other traffic rules on the site must be observed.
- Emergency exits must be kept closed and only used in an emergency. Emergency/fire passages must be kept clear.
- Keep all doors and gates closed. Nothing may be placed in the access doors to the logistics center at any time.
- Theft results in immediate dismissal and will be reported to the police.
- If you bring items with you to work that are in Lidl's product range, you must always be able to present a valid receipt and apply the staff purchase label. All products from the ToGo shop are marked with a security label.
- If there are personnel in the logistics center who are not employed by Lidl, or who you have not seen before, approach the person in question and ask them what they are doing there, then contact your immediate manager and make them aware of their presence.
- The rules, guidelines, and instructions for working and moving around the logistics center must always be followed.
- Your work clothes must be clean, neat, and intact when you arrive at work. Requirements for personal hygiene, e.g., handwashing and correct wound management must be observed.
- Your personal chip for electronic time registration is only to be used by you and **never lent out** to anyone else.
- Safety training must be followed.
- In connection with the fruit scheme at the logistic centres, the fruit must be enjoyed during working hours and is not be taken home. This also applies to the products served at holidays (e.g. snacks and chocolate)

Failure to comply with house rules and instructions may result in consequences for your employment.

Electronic Time Registration



For the logistic centers

We have electronic time registration, which means that you must register your working hours yourself.

Here's how you do it

- You must stamp when you start your work and again when you have finished your work.
 - You must stamp when you start your break and again when you have finished the break.
 - In addition, when working in the cold/freezer area, you must stamp in the terminal in the respective work area when you start your work in the work area.
- In these work areas, you must also stamp out every time you take a break and when you leave the work area.
- When you begin your work, you hold your card up in front of the reader and you will be presented with some of the icons below.
 - Press the correct icon, if entered correctly, "thank you" will appear on the screen.
 - When you have finished your work, you hold your card up in front of the reader and you will again be presented with the options
 - Tap the correct icon.
 - If you show your card, but do not subsequently press an icon/color, your stamp in/out will not be registered.



Check in



Check out



Break start



Break end

Working time must be stamped correctly, and the employee must be ready/prepared for work before stamping.

- No earlier than 10 minutes before the scheduled start of work.
- No later than 10 minutes after the scheduled end of work.
- Stamping in/out up to 10 min before/after the planned working time is automatically adjusted to the planned meeting/walking time unless overtime has been agreed/imposed.
- Overtime can only take place by agreement/order from the immediate manager.
- In the case of overtime, the start and end of work must be precisely stamped

Working hours principles logistics

- Every employee, team leader and coordinator are covered by time registration.
- Primion suggests the planned working time as your actual working time.
- Stamping in/out up to 10 min before/after the planned working time is automatically adjusted to the planned meeting/walking time unless overtime has been agreed/imposed.
- You register your working hours yourself via electronic time stamping.

- All additions and changes to the working hours are made only by agreement with you., on the form: "Correction of working hours".
- We pay for all minutes worked in accordance with current regulations.
- You have the right to access your time data at any time. Contact your manager.
- With the pay slip, you will receive an overview of the hours paid and the underlying documentation for this.

If you have any questions

If you have questions or if you lose your chip, you can contact the personnel administration on tel. +45 7635 0135 and follow the instructions.



Employee Benefits

As an employee at Lidl Denmark, you have a wide range of employee benefits, which you can read more about here.

Financial benefits



As an employee at Lidl, you get discount in our stores (10/20%) on selected days. You also get access to LogBuy, which is Denmark's leading benefit and discount portal with more than 2,800 different discount deals on everything from experiences to clothes, shoes, travel, fitness and much more. You also get access to several of our own discount agreements on e.g., hotels and car service as well as the possibility of getting a Circle-K fuel card with special employee discounts. If you recommend a candidate who will end up

being employed at us, you can also earn up to DKK 5,000.

Health



Your well-being and health are important to us. That's why we offer all employees an annual, free flu vaccine. We also have a fitness agreement with LOOP and Fitness World, which gives you a discount on membership. You also get the opportunity to purchase an attractive health insurance, which includes a so-called treatment scheme and the options

of a psychologist, physiotherapy, chiropractic etc.

"Happy minds"



It is important to us that all our employees are happy and feel good at #teamlidl. We therefore give all employees the opportunity to choose a Christmas present from our gift shop and a maternity gift when new family members arrive.

We also give time off with pay on special anniversaries, such as own wedding if it falls on a working day. Just as we celebrate all our 10, 25, 40 and 50-year jubilees, who receive an anniversary gratuity. In addition to this, all jubilees also receive 1 more vacation day for 5, 10 and 15 years of seniority from 01.09.26.

Whether you dream of going on a longer trip or focus 100% on the family for a while, we support you in that too. You can take 1-3 months' leave when you have been employed by us for at least 5 years. We also have Person of Trust who can help you if you experience concerns in your daily work, are in a difficult situation or have questions that you cannot talk to anyone about.

Community



We know that togetherness results in a winning team, and it is important that we do something to strengthen our community at #teamlidl. Yearly, we throw #teamlidl parties. All our managers have an amount of money available per employee in the store on a well-being account, which can be used to strengthen well-being throughout the year. It could be that you want to celebrate a good monthly turnover or a well-completed project with a bowling trip, pizza etc. Read more about the concept and see the application [here](#).

We take part in the DHL race every year in selected cities, where it is possible to get your

heart rate up together with the industry's best colleagues.

Development



We offer you a strong foundation on which to start or further develop your career. We offer all employees an annual development dialogue, internal courses, and development opportunities.

All employees have the right to up to 2 weeks of time off for self-selected training per year that is relevant in relation to the employment within the scope of the collective agreement.

For HK collective bargaining employees

Since Lidl as a company is self-administering for the HK Competence Fund, a range of courses is offered each year based on competence maintenance and development.

The course catalog is released every year in connection with the start of the Talent Management process. The courses can be searched for in SuccessFactors, which all employees have personal access to in the workplace.

Lidl pays wages during the course/training.

For 3F contract employees

As an employee associated with the 3F Competence Fund, you can apply for self-selected training after 6 months of employment.

The course/training must be included on Positive List B determined by the "Transport and storage area's competence fund".

See the courses at www.amukurs.dk.

Lidl pays wages during the course/training.

For non-contractual employees

Non-contractual employees who have been employed for more than 1 year at Lidl have the opportunity to apply for funding for individual training through the Department pool.

Approval must be made with the immediate manager and the relevant director for the area.

For all Lidl employees

In order to maintain the level of competence and knowledge for all employees, compulsory training must be carried out at intervals determined by the position. These are offered as eLearning in SuccessFactors, which all employees have personal access to in the workplace.

Other options for agreed training and skills development are discussed with the immediate manager in connection with the annual Talent Management dialogue.

More information

We have several tools which aim to help you in your everyday life to find the information you need.



Intranet

"Mit Lidl" is available on the employee terminal (touch screen) in the staff room at the store/logistics center and for administrative employees in your internet browser on your work computer (type: Mit Lidl).



HR Now

At HRNow you can read knowledge articles on HR-related topics. If you did not find the answer you were looking for, you can create an Ask HR-ticket with HR, after which an employee will work on your case. You can access <https://hrnow.lidl.com/> from both a computer, work or private phone.

Kontorhåndbog (Office handbook – for employees at the HQ)

You can find more information about the use of the HQ in the office handbook (kontorhåndbog) on HRNow (e.g. information about alarm system, meeting rooms, canteen, etc.)



We Are Lidl -app

Our "We Are Lidl"-app is our internal communication channel, where you e.g., can chat with your colleagues, read news, share news yourself and participate in competitions.

How to:

→ Find the app in the Apple Store, Google Play or AppGallery by searching for "We Are Lidl".

→ The first time you log into the app, you must enter your user information from our internal system, MyAccount or your Windows username and password.

Your store manager/department manager can help you with your MyAccount user information.



Back Office and Weekly Info (employees in store)

The operation modules are available in the Back Office and the "Weekly info" is available for the stores.



Det betaler sig.