

Building an Employees First culture





Employees First

How we all become a part
of the Hiab success story



Hiab is on a journey...

Today, employees are valued and Hiab is committed to creating the best possible opportunities for success. But for us to become the number one partner in smart and sustainable load handling solutions, we also need to be the number one workplace.

Let's all work together to make Employees First our way of life at Hiab. It won't happen overnight, but it will become a reality when we work as one team with one dream – building a better tomorrow for our customers and ourselves.



...to become Employees First

Colleagues all over the world have been involved in helping us understand how it feels to work at Hiab. What's liked, and what needs to be improved. And we have listened.

The Employees First initiative was born from a desire to improve everyday life at Hiab for the benefit of employees, customers and Hiab. This means we will be empowered. And strengths will be developed.



At Hiab, our Employees First culture creates an environment in which we all feel respected and heard, see growth opportunities, and share our core company values.

Employees First ensures that we are enabled to do a great job, confident to make the right decisions and motivated to develop and grow. It enables us to strive for success and win as a team.

We come to work every day, ready to deliver an outstanding performance. And go home feeling Hiab is a great place to work.



Our ambition to deliver an industry-leading customer experience starts with each of us.

We recruit, develop, and retain talented people from all over the world. And invest in our growth. We innovate what matters. And strive for continuous improvement.

We are one team and we have one dream – to be the number one partner in smart and sustainable load-handling solutions.



Hiab Employees First

3E

Easiness
Empowerment
Excellence

A person is sitting on a rocky cliff, looking out over a vast sea of clouds. The sky is a mix of orange and blue, suggesting a sunset or sunrise. The person is wearing a dark jacket and shorts.

Our Employees First experiences

To help us think, act and behave Employees First, we've developed the 3E approach, defining what every employee should experience every day:

- Easiness
- Empowerment
- Excellence



Easiness

ENABLED TO DO A GREAT JOB

We should all have the right tools, processes and support to be *enabled* to succeed.

This is why Hiab works to:

- Align strategy, targets and ways of working
- Define resource and competence needs
- Encourage an open and active dialogue between employees and management

As an employee, it's highly appreciated if you share input on Hiab strategy and targets, let managers know what you need to succeed, and suggest changes to bring more simplicity to our processes.



Empowerment

CONFIDENT TO MAKE THE RIGHT DECISIONS

We should all be entrusted and able to develop in our roles to be *confident* that we can contribute to our success story.

This is why Hiab works to:

- Promote equal opportunity, inclusion, well-being and company values
- Support employees in their development
- Reward collaboration, continuous improvements and new thinking initiatives

As an employee, it's highly appreciated if you support a colleague in a tough decision, find new ways to motivate yourself and those around you, and follow and build upon your development plan.



Excellence

MOTIVATED TO CONSTANTLY IMPROVE

We should all feel encouraged and inspired to push boundaries and be motivated to contribute to our success story.

This is why Hiab works to:

- Recognise performance and share successes
- Celebrate achievements to establish team spirit
- Encourage active feedback for continuous improvements

As an employee, it's highly appreciated if you constantly strive to find better ways of working, set goals for yourself and take a moment to thank a colleague who's achieved something extraordinary.



Employees First is who we are. It's not a slogan, it's the Hiab way.

We firmly believe that when we all embrace it, we will prosper as individuals and succeed as a team.

This is how we all become part of the Hiab success story.



Leadership in an Employees First culture

- Lead by example, walk the talk and be a true role model
- Foster an open and transparent dialog
- Ask “how can I support you” and listen
- Communicate frequently and share information
- Empower people, show respect and be fair
- Care for people and their wellbeing
- Encourage development and give feedback
- Listen to feedback and act on it
- Be inclusive



Behaviours in an Employees First culture

- Safety first, always
- Speak up, give feedback
- Be proactive, look for and propose solutions
- Take accountability
- Embrace a solution and growth mindset
- Welcome collaboration at all times
- Share information and your knowledge, support your colleagues to grow
- Show respect, be fair and supportive
- Take responsibility for your own development, look for opportunities to grow
- Remember - also leaders are people and colleagues

BUILT TO PERFORM



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