
Verkkokauppa.com's Personnel Policy

Our personnel is a crucial success factor to us. The purpose of this personnel policy is to ensure that we implement the resources and practices needed to achieve the company's goals. This personnel policy complements and further defines Verkkokauppa.com's Code of Conduct.

1. WE BUILD OUR STORY TOGETHER

Our commonly defined values: courage, transparency, agility and community guide us in everything we do - including human resource management. We wish to create a community where everyone can impact our operations and bring forth constructive ideas. We champion our low-hierarchy culture. Each of us has a role to play in creating good community spirit and we develop our practices to make it the best possible spirit.

We value each other and we play fair. We aim to foster friendly, constructive and respectful communication, as established in our ethical guidelines for workplace communication.

2. WE VALUE EACH OTHER'S DIFFERENCES

We respect diversity and bravely utilize competence from varying backgrounds. We want all our employees to be treated equally.

We do not accept harassment, bullying or discrimination of any kind. We respect and abide by the internationally recognized human rights in all our activities. Each year, we draw up a human resources, training, equality and non-discrimination plan to promote equal treatment and fairness.

We follow our recruitment guidelines and comply with laws concerning non-discrimination in recruitment. We make sure that all candidates are treated equally and fairly in our recruitments, and we choose the person best suited for the job.

3. WE DEVELOP LEADERSHIP

Each supervisor plays an important role in enjoying working. We systematically develop leadership as part of the company's strategy. We commit supervisors to our leadership principles and support them in their work by, among other things, providing coaching, training, employment counseling and support for everyday management work. We encourage our supervisors to network and share best practices with each other. We give supervisors space to lead their team in their own personal way.

We invest in open communication at the company level and we see communication as an important part of good leadership.

Supervisors hold regular discussions with their team members to ensure well-being and competence development. The annual personnel satisfaction survey serves as the most important tool for measuring the results of leadership practices.

4. WE TAKE CARE OF WELL-BEING AT WORK

We invest in occupational safety, well-being and comfort. We constantly monitor and develop occupational safety issues. We provide occupational health care to all employees from the beginning of employment, regardless of the nature and duration of the employment relationship. We aim to prevent challenges related to coping and motivation with the help of an early support model. We want to enable working in different life situations and offer many flexibilities to combining work and other life.

We monitor job satisfaction through our annual personnel survey. We process the results both at the company level and work community level and respond to feedback by agreeing on concrete measures together. In addition to the employee survey, we follow the discussion in our communication channels related to occupational well-being at all times, and, if necessary, quickly address areas of development.

5. AIMING FOR MEANINGFUL WORK AND THE OPPORTUNITY TO GROW AS A PROFESSIONAL

We want each employee to feel that their work is an important part of Verkkokauppa.com operations as a whole and the implementation of its strategy. Our goal is to provide the most meaningful work content possible.

Skilled personnel are the key to achieving our company's goals. The supervisors are responsible for developing their team's competence so that it supports our strategy and the achievement of our long-term plans. We encourage everyone to maintain and develop their skills through work-based learning and to share their knowledge in our work community.

We enable professional growth within the company and create opportunities for development also through internal career paths. Through internal recruitment, the company accumulates versatile expertise.

All new employees are familiarized to their own duties as well as to the company Code of Conduct, occupational safety and information security guidelines. Verkkokauppa.com is the first employer for many young workers, and we want to ensure them a positive experience of working life and provide a good basis for their future careers.

Each year, we draw up a personnel, training, equality and non-discrimination plan, through which we plan the necessary measures to maintain and develop the competence of the personnel.

6. REMUNERATION, REWARDING AND BENEFITS

We comply with the legislation applicable to pay and remuneration, the collective agreement in the commercial sector and local agreements. The basis for the remuneration is the collective agreement in the commercial sector or a personal salary, which is determined based on the complexity and effectiveness of the task and the person's work experience, competence, training and performance. The employee's gender or other personal characteristics must not affect the salary, and we monitor the development of wage equality.

Our goal is to inspire and encourage staff to succeed in their work. We reward good work performance in accordance with the company's remuneration and benefits policy. We take into account the successes of everyday worklife with fast reward systems.

We also invest in comprehensive employee benefits, with which we want to maintain contentment and well-being at work and motivate long-term work to achieve the company's goals.

7. WE NEGOTIATE AND AGREE TOGETHER

We engage in an active and transparent dialogue with our personnel and their representatives. Our aim is good cooperation to achieve common objectives. We comply with co-operation legislation and agreements.

Responsible parties and changes

The personnel policy is the responsibility of the Human Resources Director of Verkkokauppa.com, and the company's HR department is responsible for updating and making changes to it.

Approved by Verkkokauppa.com's management team on 26 January 2021.