



Employee engagement and development at Flix

Flix Group, **with a global workforce of over 5,600**, prioritizes a diverse and flexible workplace, emphasizing employee well-being and professional growth. Various initiatives highlight Flix's commitment to worker satisfaction, evident in employee engagement programs that offer development opportunities, enhance coworker connections, promote inclusivity, establish positive leader relationships, and create a supportive work environment.

The success and expansion of the business depends heavily on employee engagement and development. In order to retain employees at Flix, their engagement and growth are crucial. Moreover, the reputation Flix established among satisfied employees makes it a desirable employer. The Company works towards ensuring it can provide the best employee experience and opportunities for growth, given the amount of time its employees spend at work.

Employee Engagement Through Various Platforms

Flix has developed an employee listening strategy with five different channels for workers to use to guarantee that they have a variety of venues to express their accomplishments and concerns, including: Pulse surveys, Employee Lifecycle Check, AskUsAnything – An Anonymous Question Portal, Trust Council, and Works Council.

Flix conducts training sessions to ensure managers can use engagement tools to better understand their teams. Monthly Pulse surveys, facilitated by the Peakon platform, are used to gather employee feedback, and are distributed to all Flix staff monthly. HR managers, People Insight Managers, and corporate executives regularly evaluate the results. Company-wide findings, assessed semi-annually, are transparently shared with management and employees, accompanied by action points derived from employee feedback.

Flix maintains two key representative bodies: the Trust Council and the Works Council – to which it added the Flix Team Board (for more information on the FTB, please refer to Flix's 2022 Sustainability Report, page 39). The Company ensures a minimum of four weeks' notice for substantial operational changes which is communicated to these representative bodies.

Employee Engagement Survey Results

In 2023, Flix SE conducted two different employee surveys¹: for global office employees and for employees working in the shop. As of December 20, 2023, **Flix SE's global company employee eNPS² was 37**, which is 10 points above the tech industry benchmark. The benchmark of reference is the Peakon database of all companies that use Peakon and selected Tech as their industry.

This number reflects the aggregated participation of 83 % of Flix's workforce, who had taken part in the monthly survey at least once every 6 months during 2023. Since the beginning of 2023, Flix's engagement score gradually increased, with a total increase of +8 eNPS engagement points, due to

¹ The scope of the Peakon surveys conducted over the course of 2023 included Flix Group, excluding Greyhound and Kâmil Koç.

² Employee NPS is defined as a combined measure of employee satisfaction level, company recommendation, and retention intention.



several initiatives being rolled out at both group and local level. Other drivers that significantly improved during 2023 include the Accomplishment (+9) and Meaningful Work (+9) drivers.

In the latest survey of 2023, including shop employees, shop-based employees showed a high engagement score, with an eNPS of 32. As compared to office-based employees, shop employees were more satisfied with the recognition they receive and workload levels, while expressing more dissatisfaction with their work environment and autonomy levels. The results from local shop teams were addressed by shop managers with oversight of the Global Shop team to ensure that appropriate follow-up actions were taken, and support was offered.

Development of Professional and Personal Skills

One of Flix's core objectives is providing individuals with career development opportunities while achieving corporate goals. The comprehensive career model and position profiles outline diverse paths within the Company, each with unique characteristics. Flix uses a diversified set of initiatives for professional development, including a dedicated leadership program, an E-Learning platform, and centralized funds for team leaders. These initiatives extend to internal and external ad-hoc trainings, as well as the Grow portal, which includes all available online and offline resources for self-development.

Team leaders can seek various growth certificates, training, and learning opportunities for their team members through a centralized staff training fund. Employees are encouraged to discuss development with managers and collaborate with the Learning and Development team.