

IMPORTANCE OF PEOPLE

Our employees are central to the successful delivery of high quality services to our shoppers and occupiers. We aim to provide our employees with a stimulating, fair and challenging environment in which to work. Team working and employee involvement are actively encouraged, as we believe firmly that full participation at all levels of the organisation enables our employees to identify with Liberty International's business strategies and culture.

We do this by:

- Attracting, developing and retaining excellent people, recognising their value and rewarding them accordingly.
- Providing benefits to employees that include life insurance, pensions and bonuses.
- Providing a safe and healthy environment in which to work.
- Providing a comprehensive induction process to ensure all employees understand the aims and aspirations of our business and the importance we place on business ethics, Health and Safety, Corporate Responsibility and Customer Service.
- Providing, through the employee review process, appropriate learning and training opportunities to up-date and develop our employees' skills in, and knowledge of, the various aspects of our business.
- Continuing to seek the views of our employees and use these to help shape our business and its activities.
- Recognising that our employees must manage effectively the 'work-life balance'.
- Considering reasonable requests from employees to undertake volunteering for charitable causes.
- Providing detailed sub-policies on key Human Resources issues that cover the following:
 - Acceptable Use – Information and Communication Systems
 - Adoption leave
 - Data protection
 - Disciplinary
 - Dismissal
 - Equal opportunities
 - Gifts (including benefits in kind)
 - Grievance
 - Harassment
 - Hospitality
 - Maternity
 - Parental leave
 - Paternity leave
 - Time off for dependants
 - Whistleblowing
 - Working time

In addition we regard our Business Code of Practice as fundamental to the operation of our business.

This policy forms part of our overall policy on Corporate Responsibility. The company strives continuously to improve its performance. Management systems and procedures are regularly reviewed to ensure that the company maintains its commitment to this policy.