



Gender Equality Plan (GEP) for United Call Centers



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Gender Equality Plan (GEP) for United Call Centers

United Call Centers recognizes the importance of gender equality in the workplace not only as a moral imperative but also as a strategic advantage. We understand that fostering an environment where all employees, regardless of gender, feel valued and empowered is critical to our success. By promoting gender equality, we ensure that our workforce is diverse, bringing together unique perspectives, experiences, and talents that drive innovation and creativity.

Gender equality is also essential to attracting and retaining top talent. In today's competitive labor market, prospective employees look for companies that prioritize diversity and inclusion. By demonstrating our commitment, we not only attract a wider pool of candidates but also retain our current employees, reducing turnover costs and maintaining continuity in our operations.

It also aligns with our core values and enhances our brand reputation. Customers and partners increasingly expect companies to adopt ethical and socially responsible practices. By implementing initiatives that promote equal opportunities for growth, development, and advancement, we not only fulfill our corporate social responsibility but also enhance our reputation as a forward-thinking and progressive organization.

Ultimately, gender equality is not only the right thing to do, it's the smart thing to do. By investing in the initiatives outlined in our GEP, we are ensuring that United Call Centers remains a dynamic and inclusive workplace where everyone can thrive and contribute to our collective success.

1. Leadership commitment:

Senior management publicly endorses and actively supports initiatives to promote gender equality. A Gender Equality Committee has been established with representatives from different levels and departments to oversee the implementation and management of the Gender Equality Plan (GEP).

2. Equal opportunities in recruitment and hiring:

UCC integrates gender-neutral language into job advertisements and descriptions to attract a diverse range of candidates. UCC also provides training for recruitment team members on recognizing and addressing unconscious bias to promote fair and equitable recruitment practices.

3. Pay equity:

UCC conducts regular salary audits to detect and rectify any gender-based pay disparities. Additionally, the company promotes transparency in both salary frameworks and promotion criteria to mitigate instances of discrimination.

4. Flexible work arrangements:

UCC provides flexible work schedules and remote working opportunities to meet the diverse needs of employees, including those with caring responsibilities, by for example offering parental leave policies that are inclusive and gender-neutral. We foster a culture based on trust and productivity rather than traditional expectations of physical presence in the office.

5. Career development and advancement:

UCC runs mentoring programs to support the professional development of women and other under-represented genders. We provide leadership development opportunities that prioritize diverse leadership styles and perspectives and establish sponsorship programs that actively support the advancement of women and other marginalized genders into leadership positions.

6. Workplace culture and diversity training:

UCC conducts regular diversity and inclusion training for all employees to foster a culture of respect and understanding. We enforce a zero-tolerance policy on harassment and discrimination, with transparent reporting



channels and consequences for perpetrators. UCC proudly fosters an inclusive and supportive working environment by embracing and promoting diversity through various events and initiatives for employees.

7. Work-life balance and well-being:

UCC offers support services such as childcare assistance, parental leave, and access to counseling to improve employees' mental health and overall well-being. Promoting a healthy work-life balance by discouraging overtime and encouraging time off for self-care and rejuvenation is an additional way UCC fosters the work-life balance of all employees. Creating a supportive atmosphere where employees feel empowered to openly discuss their needs and seek help when needed has always been the company's top priority.

8. Conclusion:

United Call Centers is dedicated to establishing a workplace where gender equality is not just an aspiration, but a tangible achievement. By implementing and managing the initiatives outlined in this Equality Plan, we aim to create an environment of inclusivity, equality, and mutual respect for every member of our workforce, regardless of gender. Together, we can build a stronger, more diverse, and more prosperous organization.

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