

RWS Learning & Development Policy Statement

RWS is committed to the continuous development and learning of our colleagues because it is fundamental to both business and individual success. A strong learning culture provides a foundation for living our values – focusing on what needs to be achieved and how it is achieved.

Given the fast pace of change in the market and with our customers, our goal at RWS is to provide learning and development that keeps pace with the ever changing demands on our business. With this in mind, we aim to provide learning and development that:

- Uses a variety of methods which enable colleagues to build the skills and behaviours to live our values, achieve outcomes and deliver exceptional service to our customers.
- Is appropriate and relevant for our diverse roles and expectations, enabling colleagues to perform their best and achieve success.
- Makes learning easy to consume, therefore increasing the impact learning has on achieving individual and business outcomes.

These goals are achieved through best in class approaches to learning and development, for example:

- On demand learning such as eLearning, video and micro learning
- Live sessions like courses, bootcamps, and webcasts
- Assessments to provide insight and target areas for growth and development
- Experiential learning such as on-the-job, projects and assignments
- Coaching and mentoring to learn from others

Learning and development is integral to ensuring that we:

- Support colleagues in growing business, technical and behavioural skills to perform their current role as well as prepare for the future.
- Build leadership capability to meet current and future business demands.
- On-board new employees to be productive in their new roles.
- Meet compliance and quality standards efficiently and effectively.
- Support and grow a culture of diversity and inclusion.

We believe that learning and development is a shared responsibility between the Company and our colleagues. At RWS, we will make learning and development opportunities accessible to all colleagues across the organization. We expect each colleague to leverage the resources available to them in order to continuously learn and develop. Through this partnership we will build a learning culture that enables colleagues to live our values every day and achieve business success.



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