

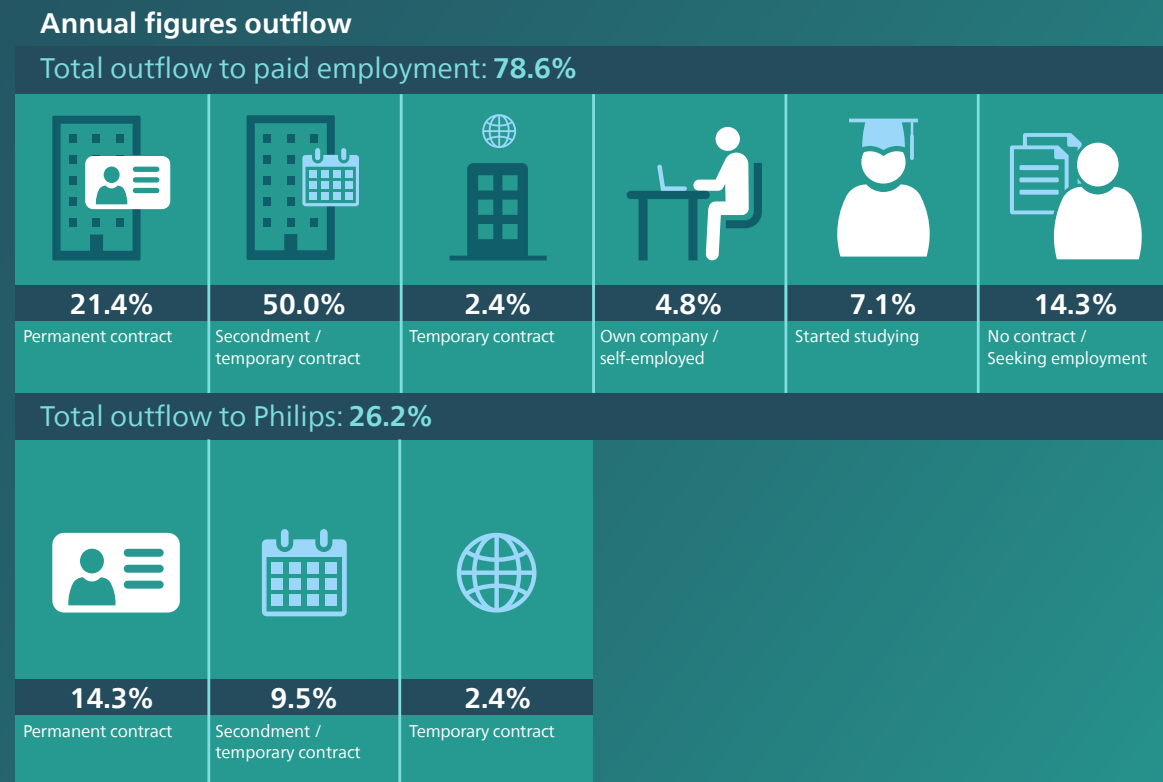
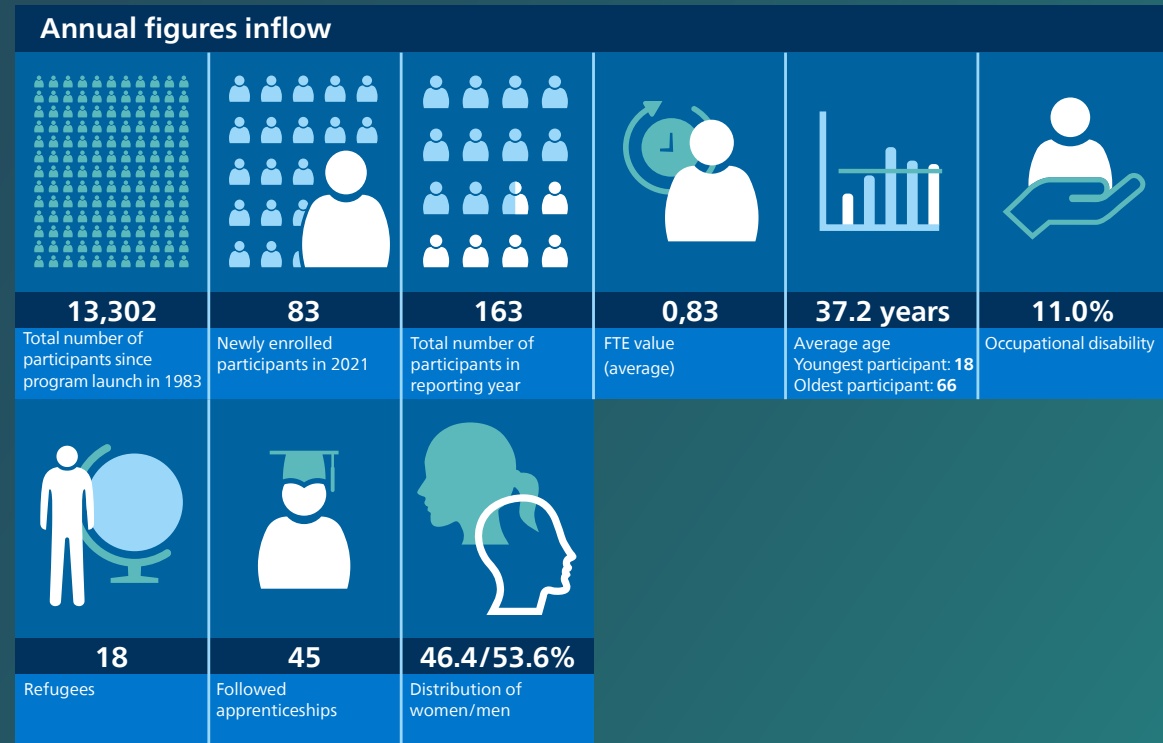
PHILIPS

Annual report 2021

Employment Scheme

A man with a beard and glasses, wearing a white hairnet and a black polo shirt with a logo, stands with his arms crossed in a factory setting. He is positioned in front of a large piece of machinery with bright green panels and blue and orange cables. The background shows more industrial equipment and a metal structure.

Social enterprise
in practice



Social enterprise in practice



Foreword

In 2021, I returned to the Netherlands from Denmark. Soon after that, I came across the Philips Employment Scheme (WGP). A unique program that turns forty (!) in 2023 through which Philips has empowered more than 13,000 participants. These people who have fallen behind - for a variety of reasons - have been able to find their way back to the labor market via Philips. No wonder this program has counted on sympathy and support from trade union leaders and has been incorporated into our collective labor agreement for many years.

In this annual report, you can read about the experiences, unexpected setbacks and successes of the participants. We also share insights into our approach and methodology. If you would like to know more, we would be happy to share our experiences and inspire others to develop similar initiatives. After all, social enterprise is a responsibility for every organization!

As always, participants have directly contributed to the realization of this year's annual report. It truly reflects the experience of participants in the Employment Scheme. In 2023, we will be celebrating our anniversary in a big way – you will be hearing more about this soon!

I wish you much reading pleasure and inspiration.

Karin Middelburg, Head of Human Resources Western Europe

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Colophon A publication of Philips HR Benelux
Commissioned by Frank Visser **Text** Kim Abcouwer
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A year of paid work experience at Philips!

Together with the trade unions, Philips has developed a unique program that offers job-seekers the opportunity to secure sustainable employment. A year of paid work experience within Philips is combined with an extensive development program. Research shows this approach to be particularly effective: over the last three years, more than 70% of participants have found regular employment after completing the program! The compulsory development program can be followed during working hours. The following objectives have been set:

1. The Employment Scheme develops participants' self-efficacy
2. The Employment Scheme develops participants' career, work and learning competences
3. Taking control and responsibility for your future



'You are encouraged to make the most of yourself'

Safia

'Set your sights on other companies as well during your Employment Scheme year.'

Olivier

Employment Scheme development program

Career coach

Participants' personal development is vital and there needs to be sufficient room for learning. Therefore, each WGP participant is assigned a personal career coach. In addition to periodic coaching sessions, at least one tripartite meeting involving supervisor, participant and coach is held.

Workshops

Specific workshops are organized, such as a Kick-off at the Philips Museum, a Mindset Day and a Job marketing training course. Participants work towards realizing their wishes and goals for the year and learn to deal with challenges when looking for work, as well as opportunities on the labor market.

E-Miles & V-Miles

Like regular Philips employees, Employment Scheme participants receive **1000 E-Miles** and **1000 V-Miles** each year. E-Miles are used for Employability activities, V-Miles for Vitality. These can be used to participate in workshops, career scans and seminars.

GoodHabitz

Over 80 interactive online courses in the areas of personal leadership, assertiveness and communication, allow soft skills to be worked on at any time.





Basel (Talent Acquisition employee)

Working for Philips as a refugee

Like many other Syrian refugees, Basel initially had no intention to come to Europe. He had worked as a journalist in Syria for years, eventually becoming editor-in-chief of an English-language newspaper for foreign nationals such as diplomats, tourists and students.

From 2011, his work became more dangerous. "As a journalist you are close the news, of course, so you soon notice when a situation starts worsening. In early 2012 we saw that war was drawing close. At that moment I decided to leave Syria. Soon after, flights to and from Damascus stopped and the newspaper where I worked as editor-in-chief was shut down."

The decision to leave was a particularly difficult one, as Basel's wife was three months pregnant at the time. At first, he fled to Dubai, hoping he would be able to bring his wife over quickly. Things turned out differently, however. He was offered a number of temporary contracts but was unable to obtain a residence permit for himself and his family. He wasn't present at the birth of his son, and only had contact via a video link. His wife and son managed to flee to the Netherlands via Turkey and Greece. When his son was three

years old, the family was reunited. He describes this a 'very emotional' moment.

Basel was determined to find a good job in the Netherlands. Therefore, he considered it vital to learn the Dutch language well, so that he could study at academic level. He soon managed to get a job with broadcaster NPO, working on an online platform that offered content translated into English and Arabic. After some months, he was given the opportunity to create articles and videos of his own. However, his luck ran out: after three years of temporary contracts, cutbacks prevented him from getting a permanent position. At Philips, he combines two of his strong points: communication and coordination. "We aim to hire a hundred people that have fled their countries. This means, among other things, that we have to be active in the outside world in order to find the right candidates."

The refugee program was launched during the Dutch Business Summit on Refugees in 2019. Philips, together with fifteen other companies, vowed to help refugees find work more quickly, at home and abroad. In the Netherlands, the program is supported by the Philips Employment Scheme.

'I experience this as an opportunity to give back to Dutch society.'



Ahmad and Desteny

Boss of Tomorrow

Every year, 550 primary and secondary school pupils spend a day at 450 companies across the Netherlands.

This JINC initiative has been supported by Philips for years. This year, 13-year-olds Ahmad and Desteny were 'Bosses of Tomorrow' at Philips. On the campus in Best, Ahmad and Desteny worked on Robot Maatje (Robot Buddy), under the guidance of the former President of Philips Nederland, Hans de Jong. Robot Maatje's goal is to help worried virtual patient Sam undergo a hospital examination.

They make a great team: Ahmad is technically-minded and Desteny is creative. They think up all kinds of characteristics for Maatje: he has to be small, able to talk and make video calls, and he has to be soft. After all, you'll need to be able to cuddle him. Finally, Ahmad and Desteny want to connect Virtual Reality capabilities to the robot, so you can see your own bedroom as you lie in a hospital bed, helping you feel more at home.

These Bosses of Tomorrow want the teams they work in to be as diverse as possible. Women, men, all ages (12 and up!), different backgrounds, mobile and non-mobile... The most important thing, Ahmad and Desteny conclude, is that everyone should feel safe and communicate well.



Sandra (Communications advisor)

Working from the heart

As an Employment Scheme participant, Sandra organized, among other things, days on which people from different professional areas volunteered at social organizations in the Brainport region. "I had the opportunity to work in Eindhoven's public sphere, which is where my heart really lies."

Sandra studied Communications and always worked in that field, for various companies. When she decided to take the next step in her career in 2019, she began volunteering at 'Werken voor Elkaar'. Her tasks included working as a team coach at the Work relay and Network Café Eindhoven, which is how she came into contact with the Employment Scheme. When a position was created at Samen voor Eindhoven (Together for Eindhoven) through the Employment Scheme, she knew about it right away. "I could start working as a communications advisor and organize different projects," she explains enthusiastically.

One of the projects Sandra gained experience in was 'Buddy Werk' (Buddy Works). This entails linking a buddy to a person aged 50+, to help them find a job. Sandra herself participated in the Buddy Werk pilot, which allowed her to experience the power of this project first hand. Other projects that attracted Sandra were skills-based volunteering, hackathons and the Samen voor Eindhoven website.

"This was the first time that Philips had placed an Employment Scheme employee with a social organization," she says. It was sometimes difficult to stay connected to Philips because she was working externally, but the Employment Scheme helped her considerably, she explains. Sandra found out that besides using her talents, she finds meaning and recognition important to her work. She speaks very positively about the role Philips has as a company that "provides opportunities when things are not going well". She enjoys caring for people, sharing ideas and offering support.

"I worked partly for Buddy Werk and partly for Samen voor Eindhoven," says Sandra. She managed to make the transition from the Employment Scheme to two part-time jobs. In the meantime, she has moved on to another job, at a small housing corporation in Helmond. Here she is concerned with culture, job satisfaction and making the organization more agile. In every way, the Employment Scheme has made a lasting contribution to Sandra's development and career.



'The Employment Scheme has been a real gift; it has helped me so much.'

Claire (Communications employee)

Return to work after illness

Claire has always worked in the automotive industry, until 2019 when she started to feel less fit. She visited the doctor and was found to be seriously ill. The diagnosis: thyroid cancer and a pituitary tumor. Her boss at the time appreciated her work, but extending her contract was out of the question. 'People with cancer have no added value for the labor market', she was told.

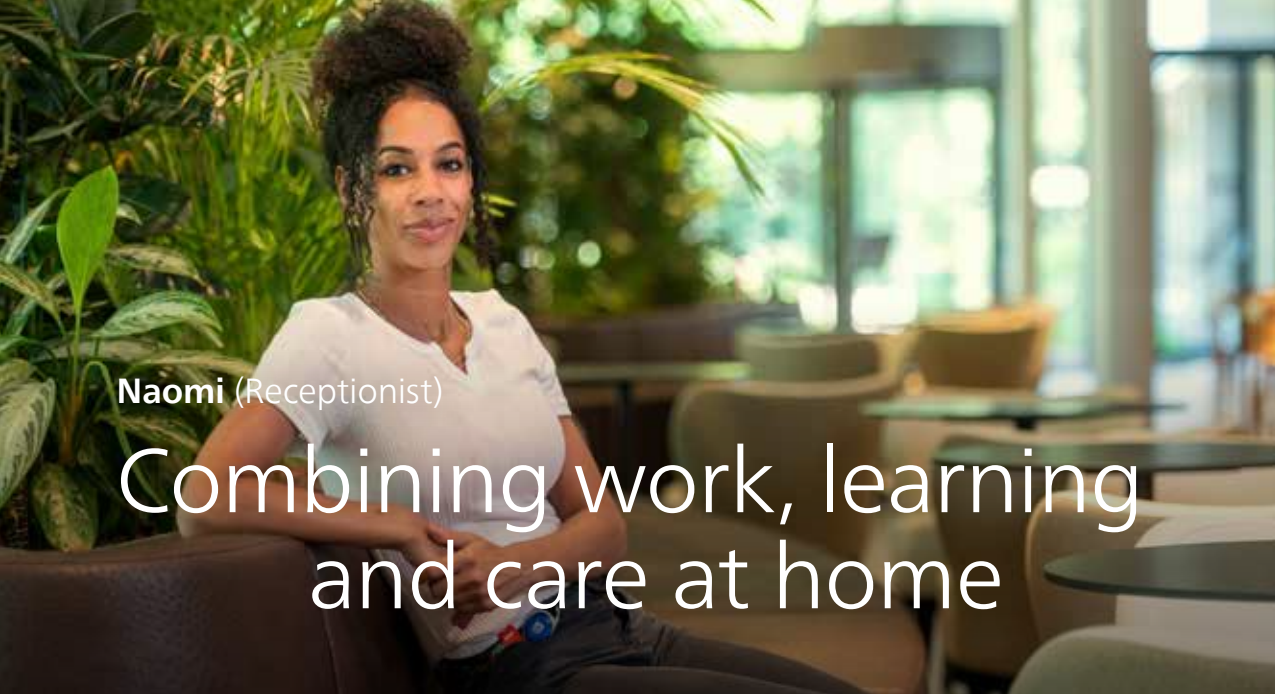
"Through LinkedIn, I got to know Isabelle Lebrocquy from oPuce, which led to discovering the Philips Employment Scheme." Claire was introduced to the Philips Foundation, where she had an opportunity to reintegrate. Starting with two hours, she gradually expanded her working week. After six months, she was back to working full time. This way, she was able to discover how many hours she could handle and how this affected her. "I was occupied with writing articles, preparing webinars and with social media strategy and planning." Experience from Claire's previous job proved extremely useful in this role.

Claire considers the fact that she has a new confidence in people and employers to be a positive aspect of the Employment Scheme. She was also able to

discover how many hours she could work, and at what level. Moreover, Claire can stand on her own two feet again, has followed training courses, and worked on her confidence. She also continues to find support among other Employment Scheme participants, with whom she is still in touch, discussing work and challenges. She was able to learn and do these things, with all the ups and downs they entail, in a safe environment. Without taking part in the Employment Scheme, she doesn't know if she would have managed to get back to work. Claire would like to see more awareness of the Employment Scheme and why it works so well. "It's mainly known in the Eindhoven region, but not at other UWV (Employee Insurance Administration Agency) locations," she says. Meanwhile, Claire has started working at Mitsubishi as a Marketing

Communications Manager. She likes it very much but would like to add more value. For example by sharing her story occasionally, "because if I can reintegrate, anyone can."

'Every large organization should have a program like the Philips Employment Scheme!'



Naomi (Receptionist)

Combining work, learning and care at home

Naomi began working as a receptionist in Best after a number of years at home. She likes it here, feels appreciated, and can see a future again.

Naomi studied Marketing and Communications, but during her studies she discovered this field was not really for her. However, she was determined to complete her studies, so she obtained her degree. Thereafter, she worked for several companies in different areas until she decided to stay at home and care for her recently born daughter. Once her daughter started attending school, Naomi wanted to work again, but had a hard time finding a job. Her case manager mentioned the Philips Employment Scheme and she liked the idea. Following a positive interview, she was able to start soon, but she felt anxious because so

much still needed to be arranged. She applied for and was granted a postponement, so she started work as a receptionist at Philips in Best in August 2021.

'My Employment Scheme year flew by!'

Her work is highly varied and social, which makes it a lot of fun. She takes care of everything from organizing the clothing program and barbecues to arranging work necessities and lockers and registering people. "I can do a little bit of everything and that's what makes the job so interesting." She especially appreciates the variety the job offers and the meetings with her career coach. This personal touch

makes the Employment Scheme work for her. "I didn't know much about Excel and now I get to follow a course, which allows me to increase my knowledge."

"I can balance work and private life very well, because I work 32 hours a week," she says. The possibility of combining work with caring for her daughter is very important to Naomi. "I feel confident again, I know I can do it. I have joined the working part of society again." Naomi is very happy that the Employment Scheme exists - it offers people opportunities and enhances their CVs. "It means more than you might think," she adds. She is starting to think about a new job after her Employment Scheme year. "I would love to do something similar – an enjoyable job with a nice company, that's my goal."

Shewit (Coach assistant) / Carolien (Operational manager) Building a new life as a refugee

Refugee Team supports refugees' integration and ensures they are capable of building a future in the Netherlands. Philips successfully seconded an Employment Scheme participant to Refugee Team.

Four years ago, Shewit fled from Eritrea to the Netherlands, all alone. Here, she came into contact with Refugee Team via the municipality of Tilburg and met Carolien Ronkaerts, a Refugee Team manager who helps people find work via the Employment Scheme. Carolien received a telephone call from Philips during the Covid crisis: she could now employ a Employment Scheme participant herself. "I immediately thought of Shewit." Because Shewit is so motivated and speaks the language well, she stood out for Carolien.

"I first considered working in care, because I want to support people in life. But I could also achieve that goal as an assistant coach at Refugee Team." Here, she helps people with translations, and supports them in taking steps towards (voluntary) employment and becoming more independent. Carolien: "Shewit could gain work experience with us. We were able to deliver customized work and help her become more confident." Thanks to the Employ-

ment Scheme, Shewit could also take language classes and develop this way.

After her Employment Scheme year, Shewit stayed with Refugee Team. "I hoped she would," Carolien says, "but didn't want to pressure her. After all, she had her dream of working in care." "Now I can help and support people in another way," Shewit explains. "I offer social and 1 on 1 counselling, to make people more independent."

'I want to do rewarding work with and for people.'
Shewit

In the future, Shewit wants to keep developing and master the language further. She would like to stay with Refugee Team, offering opportunities to new Dutch citizens to the Netherlands. Carolien fully supports this; she would like to keep Shewit on. "But only if you are happy in your work, because that is the most important thing," she adds.



'What a gift from Philips!'
Carolien



Theo (Production worker)

From low ebb to successful job

After 33 years of loyal service with his previous employer, Theo was fired during a reorganization: a significant blow. He experienced 'a low ebb' and had difficulty finding work due to his age, he says openly. During a job application training course, his attention was drawn to the Employment Scheme. In particular, the option of following a training course one day a week next to regular employment.

At first, he had doubts, he admits: "I was 50, did it make sense to start learning now?" However, people around him were enthusiastic and soon Theo understood the opportunity. He was invited for an interview and was able to start a two-year course shortly afterwards. He worked four days a week and spent one day at school, among young boys, studying electrical engineering. This had a motivating effect on him: "I really wanted to get the highest marks, precisely because I was among those young people." Successfully: he graduated with nothing but Bs and two As.

In the meantime, he worked as a Technical 3 production assistant, making parts for MRI and CT scanners. After two years of Employment Scheme employment, Theo's team leader wanted to keep him on. This was difficult, but it worked out: Theo has had a permanent contract since last summer.

Theo is very grateful for the opportunity he 'seized

with three hands'. A new challenge, but Theo is happy with where he is now. "Those two years were pretty intense," but Theo is glad he participated in the Employment Scheme. He did not look for positions anywhere else during this period. "Why go somewhere else when I am comfortable here?"

'The Employment Scheme was the start of a new future.'

Theo also has plans for the future. He would like to work towards the position of troubleshooter, using his knowledge whenever an employee gets stuck and solving problems together. "It is important to feel at ease in your workplace. If you start going to your work reluctantly, it is time to look for something else." Theo hopes to stay with Philips until he retires - that is how much he likes his job.

Pieter (Operator)

Changing course: from IT to process technology

Pieter worked as an IT professional for 23 years, in a consulting role and independently. As a result, he was often away from home, which he no longer wanted at a certain point. He preferred to work in his own region, so he started looking for a job near Drachten and decided to move into technology.

He immediately wanted to join Philips. After watching several YouTube videos about the Employment Scheme, he became even more enthusiastic: this was going to be his next step. "I've always felt a connection to technology. I used to take apart everything I could." Through the Employment Scheme, he was able to do a training course and obtain certification allowing him to work as an operator.

As an operator, he is responsible for running, starting up and adjusting machines. In addition, he controls the output. Owing to his background and experience, he sometimes also performs maintenance. Pieter describes the Employment Scheme as a 'very nice project with a clear program.'

He has always been 'eager to learn' and had no trouble with the learning process. "If I ran into something, I could always turn to my practical supervisor." After graduating, he was able to convert his Employment Scheme contract into a one-year contract with Philips. His enthusiasm was rewarded with a permanent job. The Childcare department came to Drachten and this is where he feels completely at home. He likes being able to develop products from scratch.

"Philips is simply a wonderful company; I really enjoy working here." He did need to get used to the way of working. Partly due to his background in IT, he likes to advance quickly: "I am very eager to work and learn." During his Employment Scheme year, Pieter

was also able to develop his soft skills. Now, he has greater peace of mind, although he is already working on his next step. "I want to become a professional operator, that's the best thing I can think of." For this, he will need to follow an internal training course within Philips and gain experience as an operator. "A matter of patience, the right opportunity has to present itself," as he says. He and his team leader are enthusiastic. For Pieter, a bright future in technology is in store.

'When I'm off for a week, I miss the smell of the factory'





Rodney (Employment Scheme intake coordinator)

On the other side, thanks to the Employment Scheme

Rodney describes being hired for a job with the Employment Scheme as 'liberating'. He regained his self-confidence and quit sitting on the couch at home with no motivation.

Rodney studied to become a Junior Account Manager, level 4. After his graduation, finding a job in his field proved difficult. Through a school friend, he got a job at the Bosch factory in Tilburg. This brought him stability and a nice income, during the four years he worked there. When the company switched from 5 to 4 shifts, Rodney left by mutual agreement. This was followed by a period of unemployment, in which he applied for jobs in his old profession. To his disappointment, however, Rodney was rejected every time.

During the last month of his unemployment benefit, Rodney got in touch with Ralph van Heerbeek at the UWV, who was the Employment Scheme contact person. Rodney applied for a position as a data processor, but

Ralph immediately said that this wouldn't suit him. After a conversation with Ralph, he was introduced to the position of Employment Scheme intake coordinator at the municipality of Eindhoven. As he lacked experience, Rodney and Ralph decided to focus on Rodney's motivation – which he had plenty of! A week later, he had a very pleasant interview and he was hired the following week. Due to the Covid crisis he got off to a difficult start and his interview with the first candidate didn't go as smoothly as it might have done, in his own words. Nevertheless, he had a great workplace supervisor, who left shortly after, and he found himself thrown in at the deep end. "This allowed me to grow enormously," he says.

Rodney was very happy that he could work on his communication skills and focus during his Employment Scheme contract. Sometimes, interviews with departments or new candidates were challenging. Rodney is in favor of selecting people who might not fit a given profile, but

who are highly motivated. Or as he puts it: "Someone who is intrinsically motivated has enormous power within them. I can feel that as I'm talking to them. Candidates like this have a great chance of succeeding."

'I used to push buttons. Now I help people find great jobs.'

Since his Employment Scheme period, Rodney has been working successfully as an Account Manager Employment at the municipality of Eindhoven. Because his career has seen some 'diversions' he takes a different view of candidates and he is more aware of how life can sometimes turn out. "People shouldn't worry too much about qualifications and just go for an exploratory interview". In the future, he would like to keep developing in his current work and pay more attention to candidates who have taken a 'wrong turn'. "They are often left to their own devices, while we should be offering them an opportunity."

Frank Visser (Clustermanager HR)

You can see Philips' social DNA in the Employment Scheme

Over the past twenty years, HR Clustermanager Frank Visser has been closely involved with the Employment Scheme, in various roles. Over time, he saw the program, as well as the company and its environment change dramatically. Nevertheless, he is convinced that the Employment Scheme will always offer added value.

"Every product has its lifecycle and that goes for the Employment Scheme, too," he believes. "You need to respond to changes, otherwise your program will become obsolete. We work with people who have fallen behind in the labor market due to circumstances; together with our partners, we are always looking for new ways to help them get on track." Shortages on the labor market will continue to grow; more and more job-

seekers are finding their own way to the labor market. Does the Employment Scheme still offer added value when there are so many vacancies?

Frank answers without hesitation. "Even in a booming labor market, some people will fall by the wayside - we will need more creative ways of actually finding them. Not easy, but the aim is clear: put motivated job-seekers in touch with managers and let them find out whether there's a potential match."

Research by Tilburg University has shown that a Employment Scheme year provides far more long-term job security than a temporary job elsewhere, partly due to its dedicated development program. This is the message Philips is sharing: the Employment Scheme is an

excellent choice for a good future, providing you are prepared to invest in yourself. Meanwhile, the opportunities for combined learning and working within the Employment Scheme have been expanded. In addition to lateral entrants, Philips is now also offering youths extra opportunities to obtain a diploma BBL level 2 or 3 (**)

Frank looks back on these changes with pride. "2023 marks forty years of the Philips Employment Scheme, which I think is very special. You can see Philips' social DNA in the Employment Scheme. By continuously responding to current social needs, the program has shown its ability to remain relevant, in periods of high economic activity and during downturns. Certainly worth celebrating!"

** BBL: Vocational Training



'The Employment Scheme remains future-proof.'

