

RULES FOR LANGUAGE TRAINING AT DSC DHL

The Rules for Language Training are valid for the 2024/2025 academic year and apply to all DSC CZ entities (DHL Supply Chain s.r.o., DHL Solutions k.s., DHL Automotive s.r.o.).

1 Conditions for Enrolling Students

To become eligible for language training, employees must meet the following conditions:

- Full-time employment for an indefinite period or a definite period of at least 1 year.
- The employee is not in their trial period or notice period on the day the training begins.
- Language lessons are only provided to employees who have a demonstrable need for the language in their work and need to advance to the required level of communication (i.e. it is not a benefit to which all employees are entitled). Employees that can be approved by their manager for language lessons:
 - A manager with a team of foreigners who only speak a foreign language and needs to communicate with them (e.g., TL, SL).
 - An employee who regularly interacts with a customer (external or internal), supplier or carrier.
 - Talented/High potential – employees with potential for further growth who have foreign language improvement stated in their development plan.

2 Scope of lessons

Language training is offered in the form of group lessons (3–6 students) or individual lessons.

Languages offered: English, English in Logistics (designated for TL and SL), Czech, Ukrainian, German (other languages with the approval of the Site Manager/BUD).

Individual lessons

- management, talents/potentials, key positions
- training 1 × 90 minutes per week/1 × 60 minutes per week, as agreed with the provider
- testing takes place in June
- approved by the line manager and HRbp
- online or in person

Group lessons

- non-management group, TL and SL

- training 1x90 minutes per week
- number of students in class is 3–6
- testing takes place in June
- approved by the line manager
- online or in person

2.1 Other Parameters of the Training

- Lesson times – lessons are held according to the time preferences of individual participants and their work possibilities; the student chooses a suitable time at registration.
- Course location – lessons take place on company premises (office, meeting room) or virtually online by agreement via Teams.
- Focus of lessons – based on the needs of the individual participants so as to ensure their language improvement. General language lessons are offered, i.e. General English as well as other languages. We also offer English in Logistics, which focuses on daily communication in operations (assessment discussions, operational assessments, GEMBA...). The course is primarily intended for levels A0 to B1 and for TL and SL positions (additional positions as needed).
- The academic year – lessons run from September through June. In extraordinary situations, training can also take place over the summer (July, August). However, this requires the approval of the Site Manager or BUD.
- Substitute lesson – if a student provides a proper excuse in time for missing a lesson (see point 3), the student is entitled to a substitute lesson, which must be arranged with the teacher or with the use of the language lesson catalogue, i.e. S E N = System of Effective Substitutions. The student is not entitled to a substitute lesson if they are unable to attend a group lesson and the lesson is held with other students. More information on SmartConnect.

3 Rules for Students

- Language training can take place during or outside working hours.
- Participation in language training must be approved by the immediate supervisor and also by the local HRBP for individual lessons. The Site Manager of a given branch/BUD issues the final approval to enrol employees in lessons.
- Requirements for participation in the language courses:
 - Minimum attendance of 75% (students monitor their own attendance). Attendance is evaluated twice a year (January and June). Attendance is defined as physical/online presence at lessons (including substitute lessons).
 - Each academic year, progress by at least one level from A0 max to B1 Final (e.g., from A1 Start to A1 Medium). Progress is assessed for the completed school year (minimum study period of three months). Progress is evaluated according to a test and the teacher's assessment. Each student will undergo an initial assessment at the

beginning of their studies and a final assessment at the end of the academic year. For more information see clause 3.1.

- Supervisors have an attendance report (of their subordinates) allowing them to check the attendance of their colleagues. If the supervisor becomes aware of poor attendance, they will warn the student of their non-compliance with the rules.
- In order to continue lessons in the following semester or the following academic year, the “Requirements for Participation in Language Training” must be met. Under exceptional circumstances, the student's supervisor may decide to continue the student's studies even if point 6 has not been met. In that case, the approval of the Site Manager/BUD is required.
- Students are required to excuse their absences sufficiently in advance, i.e.: Lessons must be cancelled 24 hours in advance (if held on the first day after a non-working day, by 4pm on the previous working day). In the case of group lessons with a fixed (regular) timetable and individual lessons with a fixed timetable, the student is obliged to excuse their absence using the SchoolPartner portal (hereinafter referred to as SP). If a student attends a group lesson with a flexible schedule or an individual lesson with a flexible schedule, they must always excuse themselves to the teacher. In this case, the student will write down the reason for their absence from the lesson.

3.1 Testing

- Half-term (January) test on the covered material + current level according to the teacher.
- At the end of the academic year (May/June), a **progress test** covering all language levels must be passed (prepared by language school methodologists); this test is the same for all course participants:
 - The test evaluates passive language knowledge (i.e., grammar and vocabulary),
 - active skills (comprehension of the spoken word, listening, ability to respond, etc.) are evaluated by the teacher in their written comments,
 - the result is the current level of language knowledge, which can be used to monitor the achieved progress (with new employees, progress is compared to the initial language level; for those who continue with the training, knowledge is compared with the results from the previous year),
 - the minimum progress required to continue training is one level (e.g., from A1 Start to A1 Medium) in the adapted system of the Common European Framework of Reference for Languages.
- For students attending courses with a focus on working and logistics English, it is also compulsory at the end of the school year (May/June) to take a test on the material covered, which is prepared by the JCL Academic Department and given by the teacher directly in class.

All students must participate in the final testing. The results of the tests are provided to the participant's immediate supervisor and used to evaluate achieved progress goals and in making decisions on the employee's participation in further language training. Failure to complete the test is considered a failure to make progress, see section 3, and may result in

termination of the student's training, see section 6. A new student who registers for classes three months or less before the testing period does not take the test.

4 Registration for Lessons

Each employee interested in language lessons will first open the link to the [registration tool](#), where they will choose their location and then be redirected to the registration form, which includes an initial placement test that the employee will complete in the first step. The test is compulsory for all new students and those who did not complete the test at the end of the previous academic year.

Registration continues by filling in all the necessary information on the form, i.e., first name, surname, personal identification number, etc. The completed form is to be submitted and subsequently the language course will be approved by the employee's immediate supervisor and additionally by HRBP in the event of individual lessons.

5 Interruption of Training

A student may interrupt his/her language training due to a long-term heavy workload, long-term illness or scheduled long-term leave (20 days or more). However, they must always notify their supervisor and the provider thereof by email at dhl-sc@jcl.cz.

6 End of Training

- In the event a student is on notice or goes on maternity or parental leave, he/she is obliged to report this to the HR Department, which will terminate his/her language training.
- If the student fails to meet the requirements (see point 3), their language training will be terminated.

For all the latest information on language training at DHL, please visit the SmartConnect Language Training page