

Employee Care

As a people-centric company, RELX constantly expands the communication channels between the Company and employees, helps employees maintain a healthy work-life balance, and creates a pleasant, homely, and harmonious workplace.

eNPS Satisfaction Survey

The Company conducts the eNPS (employee Net Promoter Score) survey for all employees every year to measure their satisfaction with the Company and plan follow-up improvement measures for meaningful suggestions and trends. Our eNPS survey covers organizational effectiveness, personal development, leadership, corporate culture, and new employee integration. In 2021, our eNPS satisfaction survey was filled out and responded to by 93% of the employees. Our satisfaction score ranked among the top in the sector.



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Employee Communication

We have established communication channels for employees to submit feedback and complaints, including a dedicated hotline and mailbox. Employees can also send suggestions and opinions on work procedures and business settings directly to the CEO's email address. The CEO will regularly check and reply to these emails. If employees encounter unequal treatment or similar incidents at work, they can report directly to HR experts.

The HR Department will handle these incidents following the company regulations. The Company regularly holds discussion meetings with employees to understand their position and collect their opinions and suggestions. The management will develop improvement plans for common problems identified to promote organizational innovation.

★ CASE

RELX Shenzhen Office hosting Flow Sessions (“心流会议”) and launching Operation Sun Chasing (“追日行动”)

In 2021, RELX Shenzhen Office organized Flow Sessions to enhance mutual understanding among employees and promote cohesion and unity. At the Flow Sessions, we held interactive activities based on professional psychology models to understand employees' mental states and confusion at work. Shenzhen Office executives answered questions concerning most employees. By December 31, 2021, 159 people participated in the Flow Sessions, and a total of 8 sessions were held.

After the Flow Sessions, the HR Department summarized and analyzed employees' states, thoughts, and expectations and organized team leaders to set up a task force called Operation Sun Chasing. In operation, task force members formulated action plans and set goals and implementation paths according to the everyday needs and problems identified at the Flow Sessions. The action plans included optimizing the organizational structure, re-organizing responsibilities and positions, optimizing meeting management, setting up a systematic training management mechanism, and organizing more targeted training inside the organization. The Flow Sessions and Operation Sun Chasing have accelerated the Company's organizational innovation and have enhanced employees' sense of belonging and organizational cohesion through the engagement of all.



Group discussion at a Flow Session



Employee Benefits

RELX prepares thoughtful gifts for employees at festivals, work anniversaries, and other important days.

In August 2021, the Company hosted the RELX work anniversary celebration, inviting more than 600 employees serving from one to three years at the Company.

At the end of December 2021, the Company hosted a live-streamed lucky draw event to celebrate the New Year against the backdrop of the COVID-19 pandemic. During the event, the Company gave customized gifts to employees, effectively strengthening the interaction between employees from different offices.

RELX has set up a Healthcare Cabin dedicated to employees' health. Licensed doctors are hired to diagnose employees' pains in the shoulder, neck, wrist, waist, and back that often occur during office work and relieve their fatigue and pains through massage. This measure is appreciated and praised by our employees.



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- 1. "An Unforgettable Photo and the Story Behind It" at the onboarding anniversary event
- 2. RELX Healthcare Cabin
- 3. Hostesses holding lucky draw at the office
- 4. Employees in customized T-shirts

