

COMPLAINTS PROCEDURE ANTI-DISCRIMINATION POLICY FOR RECRUITMENT AND SELECTION

Article 1 general provisions

In this complaints procedure, the following definitions apply:

- a. discrimination: making direct and indirect distinctions between persons on the basis of age, gender, marital status, sexual orientation, life, political or religious belief, race, ethnic origin or nationality. Discrimination also expressly includes responding to requests from clients to make a distinction between people in the recruitment and selection process on the basis of criteria that are not necessary or relevant for the proper performance of the position;
- b. complainant: job seeker;
- c. defendant: the person to whom the complainant's complaint relates;
- d. confidential adviser: person as referred to in Article 3;
- e. complaint: expression of dissatisfaction by the complainant about a service provided or a treatment that the complainant has in contact with Cordeta Personeelsdiensten has experienced.

Article 2

Anyone who, in connection with the recruitment and selection at Cordeta Personeelsdiensten or third parties experience or have experienced discrimination, can turn to the confidential advisor with a complaint.

THE CONFIDENTIAL PERSON

Article 3

The management of Cordeta Personeelsdiensten appoints at least one confidential counsellor from among the employees of the company to whom the complainant can turn. The designation is for a period of 3 years. The same person can be reappointed as confidential counsellor for a subsequent period.

Article 4

Without prejudice to what is further determined in this regard in these regulations, the confidential counselor in any case has the task;

- a. to identify oneself as a confidential counselor within the organization;
- b. provide the first reception for the complainant with complaints about discrimination. In the first instance, the confidential counselor will look for possible options together with the complainant to resolve the problem in an informal setting;
- c. refer the complainant to external experts if further care is necessary;
- d. formulate policies to prevent and combat discrimination;
- e. to take care of the aftercare of the complainant;
- f. keep an anonymous record every year.

Article 5

The confidential counselor maintains the necessary contacts with persons and organizations that deal with discrimination at Cordeta Personeelsdiensten and be able to signal by virtue of their function.

Article 6

The confidential counselor is accountable to the management of Cordeta Personeelsdiensten for the performance of his function.

Article 7

The confidential counselor has the authority to; a. independently consulting external experts; b. hearing from all stakeholders from all departments in the organization, including top management. He will only do this to the extent that the performance of his duties necessitates this and observes strict confidentiality.

Article 8

The confidential counselor must at all times guarantee the anonymity of the complainant and will therefore not take any action without his/her consent. Only with the consent of the complainant is it possible to transfer the complaint to the accused or perpetrator(s) with the help of the management team and to try to reach an agreement with each other.

Article 9

The confidential counselor creates a file for each complaint handled. He will not provide any information contained therein under secrecy unless with the consent of the person who has requested secrecy.

Article 10

- a. the confidential counselor reports annually on the experiences, advice issued and identified bottlenecks to the management;
- b. the report is of a general nature and cannot be traced back to individuals;
- c. the management sends this report to human resources and the management team.

Article 11

The management ensures that the facilities necessary for the performance of the assigned tasks are made available to the confidential adviser. In any case, these facilities include;

- a. a room to have conversations in such a way that the privacy of the complainant is optimally guaranteed;
- b. a budget for conducting conversations externally;
- c. a budget for engaging external experts;
- d. your own telephone that cannot be tapped or interrupted;
- e. a well-closable cupboard as an archive.

COMPLAINTS

Article 12

- a. the confidential counselor at Cordeta Personeelsdiensten is Cees van Weelden.
- b. Complaints are preferably submitted in writing via email. Send by post to Cees van Weelden Lindenlaan 69, 6584 AC Molenhoek. When submitting the complaint, please state the name and address details, the date of submission and a description of the complaint;
- c. when complaints are accepted by telephone or during a personal meeting, the complaint will have to be confirmed to check whether the complaint has been properly understood and whether the complaint has been worded correctly, because (additional) misunderstandings can hinder a solution;
- d. the confidential counselor confirms to the complainant in writing that the complaint has been dealt with and that he will receive a written response within one week of submitting the complaint. (If this period proves to be unfeasible, the complainant will be notified in writing in good time, in any case well before the expiry of this period, stating the reason for the delay and the period within which a response will be given.)

COMPLAINT HANDLING

Article 13

The confidential adviser:

- a. reviews the complaint and collects any relevant information;
- b. may request further information from the complainant;
- c. discusses the complaint with one or more members of the management team;
- d. take a stand;
- e. informs the complainant about this position in writing, stating reasons;
- f. records the position in the complaint file;
- g. takes action, if necessary, in response to the position taken;
- h. if the complaint cannot be resolved to the satisfaction of the complainant, the complainant can submit the complaint to the management of Cordeta Personeelsdiensten

COMPLAINTS FILE

Article 14

The complaints file, which is only accessible by the confidential adviser, records all the details of a complaint: a. the name and address details of the person who has a complaint;

b. the date on which the complaint was filed;

c. a description of the complaint;

d. the date of receipt and the manner of handling the complaint;

e. any correspondence with regard to the complaint;

f. the status of the complaint (pending/solved).

COMPLAINT MANAGEMENT

Article 15

a. the complaint file is kept for a period of 5 years after the complaint has been settled;

b. the complaint(s) will be centrally registered to ensure that comparable complaints receive comparable solutions. This registration is used to take preventive measures if necessary;

c. the confidential counselor provides all Management Team members with a description of the procedure to be followed for handling those complaints.