

## **COMPLAINTS PROCEDURE ANTI-DISCRIMINATION POLICY IN RECRUITMENT AND SELECTION**

Since Pollux Personeelsdiensten B.V. considers herself responsible for the social policy in our organization, she wishes to create an environment in which employees and jobseekers respect each other's integrity.

On the basis of this responsibility, it has established a complaint handling scheme for discrimination in recruitment and selection.

If you have a complaint about discrimination, you can submit it and the complaint will be handled as follows.

### **GENERAL PROVISIONS**

#### **Article 1 general provisions**

In this complaints procedure the following terms have the following meanings:

- a. discrimination: making a direct and indirect distinction between persons on the basis of age, sex, marital status, sexual orientation, beliefs in life, politics or beliefs, race, ethnic origin or nationality. Discrimination also expressly includes responding to requests from clients to make a distinction between persons 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: jobseeker;
- c. defendant: the person to whose behaviour the complainant's complaint relates;
- d. confidential counsellor: 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 Pollux Personeelsdiensten B.V. has experienced.

#### **Article 2**

Anyone who, in connection with the recruitment and selection at Pollux Personeelsdiensten B.V. whether third parties experience or have experienced discrimination, can turn to the confidential counsellor with a complaint.

## **THE CONFIDENTIAL COUNSELLOR**

### **Article 3**

The management of Pollux Personeelsdiensten B.V. appoint at least one confidential counsellor from among the company's employees to whom the complainant can turn. The appointment is made for a period of 3 years. The same person can be reappointed as a confidential counsellor for a subsequent period.

### **Article 4**

The confidential counsellor has, in any event, the task, without prejudice to the further provisions in these regulations;

- a. to identify itself as a confidential counsellor within the organization;
- b. to provide initial assistance to the complainant with complaints of discrimination. In the first instance, the confidential counsellor and the complainant will look for possible ways to solve the problem in an informal atmosphere;
- c. refer the complainant to external experts if further reception is necessary;
- d. to formulate policies to prevent and combat discrimination;
- e. to take care of the complainant's aftercare;
- f. keep an anonymous registration every year.

### **Article 5**

The confidential counsellor maintains the necessary contacts with persons and organizations that discriminate at Pollux Personeelsdiensten B.V. and can identify by virtue of their function.

### **Article 6**

The confidential counsellor is accountable to the management of Pollux Personeelsdiensten B.V. for the performance of his position.

### **Article 7**

The confidential counsellor is authorized to;

- a. independently consulting external experts;
- b. hearing everyone involved from all departments in the organization, including management. He/she will only do so insofar as the performance of his duties requires this and will observe strict confidentiality.

#### **Article 8**

The confidential counsellor 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 counsellor will file a file for each complaint handled. He/she does not provide confidential information from this except with the permission of the person who has requested secrecy.

#### **Article 10**

- a. the confidential counsellor reports annually to the management on the experiences, advice and identified bottlenecks;
- 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 confidential counsellor is provided with the facilities required for the performance of the assigned tasks. In any case, these facilities include;

- a. a space for conducting conversations in such a way that the complainant's privacy is optimally guaranteed;
- b. a budget for conducting external calls;
- c. a budget for hiring external experts;
- d. your own telephone that cannot be monitored or interrupted;
- e. a closable closet as an archive.

### **SUBMISSION OF COMPLAINTS**

#### **Article 12**

- a. the confidential counsellor at Pollux Personeelsdiensten B.V. is Patrycja Malczewska– Kubistał;
- b. complaints are preferably submitted in writing via email [klachten@pollux.nl](mailto:klachten@pollux.nl). Send by post to Patrycja Malczewska–Kubistał, PO Box 1154, 4700 BD in Roosendaal.

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 conversation, the complaint will have to be confirmed to check whether the complaint has been properly understood and whether the complaint has been properly worded, because (extra) misunderstandings can hinder a solution;
- d. the confidential counsellor confirms in writing to the complainant that the complaint has been handled and that he will receive a written response within one week after the complaint was submitted. (If this period does not seem feasible, the complainant will be notified in writing about this, in any case well before the end of this period, stating the reason for the delay and the period within which the response will be made.).

## **HANDLING OF COMPLAINTS**

### **Article 13**

The confidential counsellor:

- a. reviews the complaint and collects any relevant information;
- b. if necessary, obtain 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 in writing and motivated about this position;
- f. record the position in the complaint file;
- g. take action, if necessary, on the basis of the position chosen;
- h. if the complaint cannot be resolved to the satisfaction of the complainant, the complainant can submit the complaint to the management of Pollux Personeelsdiensten B.V.

## **COMPLAINT FILE**

### **Article 14**

The complaint file, which is only accessible by the confidential counsellor, records all 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 entry and the manner of handling the complaint;
- e. any correspondence with regard to the complaint;
- f. the status of the complaint (pending / settled).

## **COMPLAINTS MANAGEMENT**

### **Article 15**

- a. the complaint file is kept for a period of 5 years after the complaint has been handled;
- b. the complaint (s) is (are) centrally registered to ensure that comparable complaints receive comparable solutions. This registration is used to take preventive measures if necessary;
- c. the confidential counsellor makes available to all Management Team members a description of the procedure to be followed for handling these complaints.