

PerfectGroup
2026

Desired behavior. Just do it.

Code of Conduct, Reporting Procedure for
Misconduct, Confidential Counsellor and
Complaints Procedure



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1. DESIRED BEHAVIOR. JUST DO IT.

As an employer, we have a policy regarding psychosocial workload (also known as PSA). The term PSA covers discrimination, bullying, aggression and violence, (sexual) harassment, and work pressure. In addition, we strive to combat abuse and create an organization with integrity. We can only achieve a safe workplace together. Therefore, we ask all employees to familiarize themselves with this policy and to act accordingly.

We want to have satisfied employees and customers within our organization. In addition, we consider it very important that our employees have a safe workplace and enjoy doing their work. This policy serves as an important tool to achieve this together and thereby combat undesirable forms of conduct and misconduct. It serves as a guideline, not only for employees but also for our management and everyone involved with our organization. It is important to understand these applicable standards and to use the policy when shaping decisions and actions.

This policy also applies to situations where an employee performs work for one of our clients and/or comes into contact with our organization's clients in any way. In such cases, too, the rules set out in this policy must be strictly adhered to. Should an employee unexpectedly encounter unwanted forms of conduct and/or suspect misconduct, we offer every employee the opportunity to discuss this and seek assistance through various channels. We outline this as well in this policy.

Where terms are used in this regulation that refer to persons stated in the masculine form, they also apply to women or non-binary persons, and the corresponding forms of address should be read into these terms.



2. CODE OF CONDUCT: OUR PATH TO POSITIVE BEHAVIOR

2.1 DEFINITIONS

In this code of conduct, by organization and/or employer we mean the companies that are part of the PerfectGroep; namely PerfectFlex BV, PerfectHoreca BV, PerfectPZ BV, PerfectShipping BV and VP Maritime Solutions BV.

By employees, we mean persons who have an employment contract (including a temporary employment contract or payroll contract) with our organization, as well as interns, volunteers, and hired personnel. Although these latter three individuals are not employed by our organization under an employment contract, they too must be able to work in a safe working environment.

By customers, we mean clients, principals, suppliers, and other business partners/relationships of our organization.

2.2 OBJECTIVE OF THIS CODE OF CONDUCT

The aim of this code of conduct is to foster an inclusive, respectful, and collaborative work environment in which everyone feels valued, heard, and supported. Ultimately, we want everyone to feel comfortable working for and with our organization. Protecting our employees and combating and preventing bullying, aggression/violence, discrimination, harassment/ stalking, (sexual) intimidation, and misconduct is the guiding principle. Additionally, our efforts are aimed at preventing excessive workload.

With this code of conduct, all agreements and expectations regarding how we interact with one another within our organization are formally documented. In this way, discussions regarding what is and is not acceptable are clarified, which also benefits the working atmosphere within our organization.

2.3 SCOPE

This code of conduct is intended for all employees. The code of conduct is included in the employee portal, to which every employee has access, so that it is easy for everyone to find and can be consulted at any time when needed. A copy is also available from the Human Resources department. Interns, volunteers, and hired staff also receive a copy of this code of conduct.

2.4 STATUS

This code of conduct has been developed on the basis of a number of statutory provisions derived from, among others, the Working Conditions Act and regulations, the Whistleblower Protection Act, and the Civil Code.

2.5 METHOD

We ask our employees to work in a demand-driven and experience-oriented manner. This approach is regularly discussed during team meetings and training sessions, and we also draw attention to it through various news items. During evaluation and performance reviews, it is assessed whether this method is being implemented properly and whether improvement is needed. Even then, we provide space for an open dialogue with our employees, in which they can proactively contribute ideas for a solution.

Demand-driven working is characteristic of our organization. This allows for many possibilities, including the way we interact with one another. However, every freedom has its limits. What is acceptable to one person is not to another. Where the freedom of one begins, the freedom of another ends.

To demonstrate that our organization places a high priority on creating a safe workplace, a description of both undesirable and desirable behavior within our organization follows below. This leads to guidelines regarding the boundaries within which (certain) behavior is acceptable.

2.6 THE APPLICABLE CODE OF CONDUCT

Responsibility

All employees perform their work in a professional manner and handle the resources of our organization (funds, services, knowledge, goods), as well as those of customers and colleagues, responsibly. Every employee bears responsibility for their own actions and must justify the choices they make.

Sensitive information

All employees handle sensitive information with care, including personal data and data concerning our organization, customers, and/or colleagues. The privacy of customers, our organization, and our employees is respected both at and outside of work. Diligence and mutual respect are of great importance. The 'leaking' of information (including personal data) concerning our organization, employees, and/or customers is expressly prohibited.

Our organization ensures that papers and documents in the broadest sense of the word (both online and offline) are stored securely. Nevertheless, we ask every employee to be vigilant and to exercise the necessary care themselves. For instance, every employee must:

- to shut down the computer, laptop and other devices properly;
- not to leave the workplace and items made available during the performance of the work unattended and to handle them with care;
- to handle passwords and codes carefully and to change passwords on a frequent basis;
- to do everything that can reasonably be expected to safeguard the safety and privacy of yourself, other employees, and our customers.

Harassment

Our organization places great value on respect for others. Therefore, we encourage a positive and supportive environment. Behavior that hurts, humiliates, insults, socially isolates, damages the reputation of others, or damages property of employees, customers, and others is not in line with our corporate culture.

We realize that there may be differing opinions within our organization, and that is not a problem. If an employee has a difference of opinion or reacts negatively to another person on one occasion, this does not necessarily mean that bullying is taking place. Bullying involves all forms of intimidating behavior of a structural nature, by one or more employees and/or managers directed against an employee or group of employees who are unable to defend themselves against this behavior. This may include, among other things (but not exclusively):

- Making nasty remarks
- Insulting / calling names
- Address or reprimand openly
- Ignore or exclude
- Gossip
- Withholding information

Bullying can occur either offline or online, via various digital platforms and devices, and can be obvious (open) or hidden. Bullying is repeated over time or can be repeated (for example, by sharing digital documents). Participating in bullying by taking part as an individual (so-called 'followers') is just as harmful and reprehensible as initiating bullying and therefore also falls under the category of 'bullying'.

Bullying, in any form or for any reason, can have immediate, medium-term, and long-term consequences for those involved, including bystanders and our organization.

Discrimination

We welcome diversity and inclusivity in our organization. Every employee is allowed to be themselves and have their own opinion. This makes our organization a diverse enterprise. However, every employee must show consideration for one another. What is acceptable to one person may not be acceptable to another. Treating, disadvantaging, or excluding someone differently based on (personal) characteristics such as gender, length of service, employment contract, nationality, skin color, age, race, religion, political preference, sexual orientation, and/or marital status is unacceptable. Therefore, discrimination based on the aforementioned grounds and/or any other grounds is not permitted.

(Sexual) Harassment

We strive for respectful and professional interaction with one another. We encourage giving compliments. At the same time, it is important that every employee is fully aware of the potential impact certain remarks can have on a recipient. Comments such as 'What sexy shoes you're wearing' or 'There's that tall one again' may be intended as a joke or compliment by one employee, but at the same time, the recipient may perceive this as intimidating behavior. Therefore, it is not about the intention behind the remark, but primarily about the feeling the recipient gets (intended or unintended) from the comments.

Behavior such as swearing, physical intimidation, raising one's voice loudly, threats, harassing and following others is unacceptable. This also applies to unwanted contact via all kinds of communication channels such as phone calls, text messages, WhatsApp, emails, and social media, etc. Therefore, pay close attention to what you say and do, and especially how it might come across to others.

Our organization condemns any verbal, non-verbal, or physical behavior with a sexual connotation. This applies particularly if such behavior aims at or results in the violation of a person's dignity. This is especially true when a threatening, hostile, offensive, humiliating, or hurtful environment is created. This concerns the following (non-exhaustive) list of behaviors:

- Verbal: sexually suggestive remarks, requests, double entendre jokes, intimate questions or comments.
- Non-verbal: unwanted and suggestive looks, winks, stares.
- Physical: kissing, caressing, pinching, assault, grabbing, raping.
- Online: sexually suggestive messages, videos, images.
- Stalking: intentionally and repeatedly pursuing and/or harassing.

We strive to ensure that everyone feels comfortable and respected in the workplace. Any form of unwanted sexual attention, whether verbal, physical, or non-verbal, is prohibited and will not be tolerated.

Conflict of interest

We expect all employees to act with integrity and professionalism and to separate personal interests from business interests. This means that all actions are taken in the interest of the organization without any form of personal gain.

Private use

Employees should limit private use of our email system, (mobile) phone, photocopier, internet, and similar equipment as much as possible. Also ensure that this does not interfere with daily work activities.

Properties

Property belonging to our organization, employees, and/or customers may not be taken or made available to third parties without our permission, or that of colleagues and/or customers if it concerns their property. This also applies to property classified as waste.

In the event that an employee commits theft, embezzlement, or unlawful appropriation of property belonging to our organization, employees, or customers, a report must be made to the immediate supervisor. Our organization may decide to conduct an investigation. During the investigation, our organization may decide to suspend or relieve the employee from performing duties. The employee is obliged to comply with this and is not permitted to contact colleagues and/or customers during the relief or suspension. Depending on the outcome of the investigation, it will be determined which measures will be taken. Our organization may decide, among other things, to impose disciplinary measures, file a police report, and/or notify other external parties.

Clothing

Every employee is the calling card of our organization. We believe it is important that everyone is allowed to be themselves as much as possible, including when it comes to the clothing an employee wears at work. At the same time, rules regarding clothing apply within our organization or when an employee is working at a client's location. It is not permitted to wear offensive clothing during working hours. Offensive piercings and tattoos must be covered under clothing. If (personal) protective equipment must be worn while performing work, or if company clothing is required, every employee is obliged to comply.

Employees are expected to dress appropriately and presentably for their position. This entails, among other things, wearing clean and non-worn clothing and footwear. This is also in the interest of safety in the workplace.

Other rules of conduct

Furthermore, the following rules of conduct apply to employees:

- It is prohibited to smoke or consume alcoholic beverages at the workplace;
- It is prohibited to bring or use drugs, or to appear at work under the influence of alcohol and drugs;
- The workplace location may not be entered with a bladed, stabbing, or firearm, or anything that can serve as such.

Work pressure

Excessive workload can have unpleasant consequences for the well-being of employees as well as for our organization. Therefore, as an organization, we consider it important that our employees take time to rest, enjoy breaks, and take sufficient vacations.

Excessive work pressure exists when the balance between the workload and an employee's capacity is disrupted. Sometimes work is a direct cause of excessive work pressure. However, work is not always the direct cause of work pressure. An

employee's personal situation and/or private life can also lead to increased work pressure. Consider, for example, the following situations:

- employees who find it difficult to say no;
- employees who are very perfectionistic; or
- problems at the employees' home or otherwise in their private lives that require significant attention from employees.

In the event of excessive workload, it is important that employees make this known. After all, it is not always possible to observe whether an employee is experiencing an excessive workload. An employee experiencing an excessive workload can discuss this with their supervisor or the company doctor.

2.7 A SUSPICION OF WRONGDOING

In this code of conduct, our organization explains when (a suspicion of) misconduct exists, and further on in this regulation, it is set out what employees can do in the event of (a suspicion of) misconduct. It is set out below when (a suspicion of) misconduct exists.

A malpractice exists in the following cases:

- a. a violation or a risk of violation of Union law, including (but not limited to):
 - Public health
 - Consumer protection
 - Data protection
 - Government contracts
 - Financial services
 - Money laundering practices
 - Product and transport safety
 - Nuclear safety
- b. an act or omission in which the public interest is at stake in:
 - a violation or a risk of violation of a statutory provision or of internal rules imposing a specific obligation and established by an employer pursuant to a statutory provision, or
 - a danger to public health, to the safety of persons, to the degradation of the environment or to the proper functioning of the public service or an enterprise as a result of improper conduct or omission.

Public interest is in any event at stake if the act or omission affects more than just personal interests and there is either a pattern or structural character, or if the act or omission is serious or extensive.

A suspicion of wrongdoing must be based on reasonable grounds.

2.8 OPEN FOR DISCUSSION

We discuss doubts and questions regarding behavior with each other and encourage one another to do the same. When you observe certain unwanted behavior or have doubts about it, discuss this with the person themselves whenever possible. If this is not possible or does not lead to the desired result, you can contact your supervisor or the confidential counsellor.

2.9 DISCIPLINARY MEASURES FOR VIOLATION OF THE CODE OF CONDUCT

Our organization relies on all employees to adhere to this code of conduct. Should an employee fail to comply with this code of conduct, our organization will take disciplinary measures depending on the severity of the employee's behavior or omission. These may include, but are not limited to, suspension or placing on non-active duty with or without continued payment of wages, a written and/or verbal

warning, and termination of the employment contract, including summary dismissal.



3. REPORTING PROCEDURE FOR MISCONDUCT

Based on the Whistleblower Protection Act, our organization has established the reporting procedure outlined below. This procedure enables employees to report suspected misconduct at an early stage and contributes to our organization's adequate response. In this context, our organization strives for an open culture in which integrity and holding one another accountable for behavior are encouraged and valued.

3.1 GENERAL

This reporting procedure is intended for reporting suspected misconduct, where the suspicion is based on reasonable grounds and the public interest is at stake. The Code of Conduct already sets out when there is a suspicion of misconduct. This reporting procedure is not intended for (individual) labor disputes, reporting personal complaints regarding matters related to work performed and/or remuneration, expressing criticism of (policy) choices made by our organization, and/or for obtaining personal gain. The procedure also does not apply in cases of unwanted forms of interaction in the form of bullying, work pressure, discrimination, aggression and violence, (sexual) harassment, or other forms of unwanted behavior. In the event of bullying, discrimination, aggression and violence, and (sexual) harassment, the employee may turn to the confidential counsellor.

3.2 DEFINITIONS

In this reporting scheme, the following is understood to mean:

1. advisor: a person who is bound by a duty of confidentiality by virtue of their position and who is consulted in confidence by an employee regarding a suspected wrongdoing. This includes, in any case, the confidential counsellor, an advisor from the advisory department of the Whistleblower House, a lawyer, a legal expert from a trade union, a legal expert from a legal assistance insurer, and an occupational physician;
2. employee: the person who performs work (for the employer) pursuant to an employment contract, temporary employment contract or payroll agreement under civil law, or the person who otherwise performs work for remuneration (for the employer) in a relationship of subordination;
3. employer: our organization which had work performed or has had work performed pursuant to an employment contract, or the person who had work performed or has had work performed other than in an employment relationship;
4. suspicion of misconduct: the employee's suspicion that there is misconduct within the employer's organization in which he works or has worked, insofar as the suspicion is based on reasonable grounds arising from knowledge the employee has acquired from his employer or arising from knowledge he has obtained through his activities at another company or organization;
5. confidential counsellor: the person designated to act as such for the employer's enterprise and who may be consulted in confidence by an employee regarding a suspected wrongdoing;
6. highest manager: the body or person who has day-to-day management of the employer's enterprise;
7. internal supervisory body: the body within the employer's enterprise that supervises the highest-ranking manager;
8. external body: the body that, in the reasonable judgment of the whistleblower, is most suitable for making the external report of a malpractice. External bodies include:
 - i. the Authority for Consumers and Markets;
 - ii. the Financial Markets Authority;
 - iii. the Dutch Data Protection Authority;

- iv. The Netherlands Bank NV;
- v. the Whistleblower House;
- vi. the Health and Youth Care Inspectorate;
- vii. the Dutch Healthcare Authority;
- viii. the Nuclear Safety and Radiation Protection Authority, and
- ix. organizations and administrative bodies, or parts thereof, designated by Order in Council or ministerial regulation that have tasks or powers in one of the areas.

3.3 INFORMATION, ADVICE, SUPPORT AND REPORTING OF A SUSPECTED MALPRACTICE

1. An employee may consult an advisor in confidence regarding a suspected wrongdoing. The employee may request the confidential counsellor for information, advice, and support regarding suspected misconduct.
2. In accordance with paragraph 1, the employee may also request the Advisory Department of the Whistleblower House for information, advice and support regarding the suspected wrongdoing.
3. An employee who suspects misconduct within the employer's organization may also report this to any supervisor who holds a hierarchically higher position within the organization than he does. If the employee has a reasonable suspicion that the highest-ranking supervisor is involved in suspected misconduct or irregularity, he may also report the matter to the internal supervisory body. In that case, "the highest-ranking supervisor" in these regulations should henceforth be read as "internal supervisory body".
4. The employee may also report a suspected wrongdoing within the employer's organization via the internal confidential counsellor. The confidential counsellor forwards the report, in consultation with the employee, to the highest-ranking manager as referred to in paragraph 3, or to the internal supervisory body, respectively.
5. An employee can in any case submit a report in the following manner:
 - a. In writing;
 - b. verbally via telephone or other voice messaging systems, or
 - c. at his request within a reasonable time by means of a meeting at a location. The employer registers a notification upon receipt in a register established for that purpose.
6. An employee who suspects misconduct at an enterprise other than the employer may report this to the relevant other enterprise. The direct or highest-ranking supervisor shall be informed that a report has been made to the relevant other enterprise if the employee has come into contact with the suspected misconduct through his work for the employer.

3.4 PROCEDURE

1. If the employee reports a suspected wrongdoing verbally to the confidential counsellor or a supervisor, or provides a written report accompanied by a verbal explanation, the confidential counsellor or supervisor, in consultation with the employee, shall ensure that this is recorded in writing and submit this record to the employee for approval and signature. The employee shall receive a copy thereof.
2. The confidential counsellor or the manager to whom the report was made forwards the report without delay to the highest-ranking manager within the employer's organization.
3. If the employee or the supervisor to whom the report has been made has a reasonable suspicion that the highest-ranking supervisor is involved in the suspected misconduct, the supervisor shall forward the report without delay to the person responsible within the employer's organization. In that case, "the highest-ranking supervisor" in these regulations shall hereinafter be read as "the meeting of shareholders".

4. The highest-ranking manager sends the reporting party confirmation that the report has been received without delay, and in any event within seven days of receipt of the report. The confirmation of receipt shall contain, in any event, a factual description of the report, the date on which it was received, and a copy of the report.
5. Upon receipt of the report, the highest-ranking manager, in consultation with the employee, shall immediately designate a contact person with a view to preventing the whistleblower from being disadvantaged.
6. The highest-ranking manager initiates an investigation into the reported suspicion of misconduct, unless:
 - a. the suspicion is not based on reasonable grounds, or
 - b. is clear in advance that the reported matter does not relate to a suspected wrongdoing.
7. If the senior manager decides not to initiate an investigation, he shall inform the employee of this in writing within two weeks of the internal report. This notification shall also indicate the grounds on which the senior manager is of the opinion that the suspicion is not based on reasonable grounds, or that it is clear in advance that the reported matter does not relate to a suspected wrongdoing.
8. The highest-ranking manager assesses whether an external body must be notified of the internal report of a suspected wrongdoing. If the employer notifies an external body, the highest-ranking manager sends the employee a copy thereof, unless there are serious objections to doing so.
9. The highest-ranking manager assigns the investigation to investigators who are independent and impartial and, in any event, do not have the investigation conducted by persons who may be or have been involved in suspected misconduct.
10. The highest-ranking manager shall immediately inform the whistleblower in writing that an investigation has been initiated and by whom the investigation is being conducted. The highest-ranking manager shall send the employee a copy of the investigation order, unless there are serious objections to this.
11. The highest-ranking manager informs the persons to whom a report relates about the report and about notifying an external authority, unless the investigative interest or the enforcement interest could be prejudiced thereby.
12. The investigators give the employee the opportunity to be heard. The investigators ensure that this is recorded in writing and submit this record to the employee for approval and signature. The employee receives a copy thereof.
13. The researchers may also hear others. The researchers ensure that this is recorded in writing and submit this record to the person who has been heard for approval and signature. The person who has been heard receives a copy thereof.
14. The researchers may inspect and request all documents within the employer's organization that they reasonably deem necessary to conduct the investigation.
15. Employees may provide the investigators with all documents which they reasonably deem necessary for the investigators to review in the context of the investigation.
16. The researchers draw up a draft investigation report and give the employee the opportunity to comment on it, unless there are serious objections to this.
17. The researchers subsequently finalize the investigation report. They send the employee a copy thereof, unless there are serious objections to doing so.
18. The highest-ranking manager informs the employee in writing within eight weeks of the report regarding the substantive position concerning the reported suspicion of misconduct. This information shall also indicate what steps the report has led to or will lead to.
19. If it becomes clear that the position cannot be provided within the set timeframe, the highest-ranking manager shall inform the employee of this in writing. This shall indicate within what timeframe the employee can expect to

receive the position. If the total timeframe thereby exceeds twelve weeks, it shall also be indicated why a longer period is necessary.

20. Upon completion of the investigation, the senior manager assesses whether an external body should be informed of the internal report of a suspected wrongdoing, the investigation report, and the employer's position. If the employer notifies an external body, he sends a copy thereof to the employee, unless there are serious objections to doing so.
21. The persons to whom the notification relates shall be informed in the same manner as the employee pursuant to paragraphs 18 to 20, unless the investigative interest or the enforcement interest could be prejudiced thereby.
22. The employer gives the employee the opportunity to respond to the investigation report and the employer's position.
23. If, in response to the investigation report or the employer's position, the employee substantiates that the suspicion of misconduct has not been investigated effectively or properly, or that the investigation report or the employer's position contains material inaccuracies, the employer shall respond substantively to this and, if necessary, initiate a new or supplementary investigation. The investigation rules as set out above shall again apply accordingly to this new or supplementary investigation. If the employer notifies or has notified an external body, he shall also forward the employee's response to the investigation report and the employer's position referred to above to that external body. The employee shall receive a copy thereof.

3.5 REPORT EXTERNALLY

1. The employee is not obliged to make an internal report before making an external report. The employee is free to make an external report immediately. The employee may also make an external report after making an internal report of a suspected wrongdoing.
2. The employee must make the external report to the Whistleblower House or to a competent authority designated by law. For more information, see: [External reporting channels](#) | [What has changed?](#) | [Whistleblower Protection Act](#)

3.6 INTERNAL AND EXTERNAL INVESTIGATION INTO THE DETRIMENT OF THE EMPLOYEE

1. If the employee believes that he has been disadvantaged in connection with reporting a suspected wrongdoing, the employee may:
 - a. Request the highest-ranking manager to conduct an investigation into the manner in which he is treated within the organization. Article 3.4 shall then apply accordingly; and/or
 - b. request the Investigation Department of the Whistleblower House to initiate an investigation into the manner in which the employer behaved towards him following the report of a suspected wrongdoing.

3.7 PROTECTION OF THE EMPLOYEE

1. If the employee, in good faith and in compliance with the provisions of this reporting scheme, reports suspected malpractice, the employer shall not disadvantage the employee in any way.
2. The employer shall ensure that colleagues of the employee refrain from any form of disadvantage in connection with the good faith and proper reporting of a suspected wrongdoing that impedes the professional or personal functioning of the employee. This is understood to mean, in any case:
 - Ignoring the employee;
 - making unfounded or disproportionate accusations regarding the employee's performance;
 - the actual imposition of an investigation, speaking, workplace, and/or contact ban on the employee or colleagues, formulated in any manner whatsoever.

The employer addresses colleagues who are guilty of disadvantaging the employee and may impose a disciplinary measure on them.

3. If the employee believes that he has been disadvantaged, he may discuss this with the confidential counsellor without delay.
4. The highest-ranking manager ensures that measures necessary to prevent disadvantages are taken.
5. Disadvantages as referred to in this article include understanding the taking of a prejudicial measure, such as:
 - a. The interim termination or the not extending of temporary employment;
 - b. The not converting of a temporary employment into a fixed employment;
 - c. Taking disciplinary measures;
 - d. imposing an investigation, speaking, workplace, and/or contact ban on the alarm or colleagues of the whistleblower,
 - e. the imposed appointment in another function;
 - f. to expand or to limit the tasks of the employee, otherwise than on own request;
 - g. the moving or transfer of the employee, otherwise than on own request;
 - h. to refuse a request to move or transfer by the employee;
 - i. the change of workplace or to refuse to a request to that end;
 - j. withholding a salary increase, incidental remuneration, bonus, or award or reimbursements;
 - k. to withhold promotion opportunities;
 - l. to not accept a sick leave notification, or maintain the employee as sick registered leave;
 - m. to reject a leave request;
 - n. to grant leave, otherwise than on own request.

Prejudice also exists if there is reasonable grounds to address the employee regarding his performance or to take detrimental measure against him, but the measure taken by the employer is not in reasonable proportion to that ground.

If the employer proceeds to take a detrimental measure against the employee within a reasonable time after making a report, he shall justify why he deems this measure necessary and that it measures no bandage holds of It at reporting a suspected wrongdoing in good faith and properly.

3.8 CONFIDENTIALITY AND FINAL PROVISIONS

1. The employer ensures that information regarding the report is stored in such a way that it is accessible, both physically and digitally, only to those involved in the handling of this report. The employer treats the information that has come to its attention confidentially and processes it – to the extent permitted – in accordance with the provisions of the General Data Protection Regulation and other relevant legislation.
2. The employer ensures that those involved in handling a report do not disclose the identity of the employee without the express written consent of the employee and treat the information regarding the report confidentially.
3. If a suspected wrongdoing has been reported via the internal and/or external confidential counsellor and the employee has not given permission to disclose their identity, all correspondence regarding the report will be sent to the confidential counsellor, who will forward it to the employee without delay.
4. All those involved in the handling of a report shall not disclose the identity of the advisor without the express written consent of the employee and the advisor.
5. This reporting scheme has been published on the employer's employee portal . In addition, the employee may view a copy of the reporting scheme at the employer's office at any time.

6. The highest-ranking manager prepares an annual report on the policy regarding the handling of reports of suspected misconduct and the implementation of this reporting scheme. This report shall include, at a minimum:
 - a. information regarding the policy pursued in the past year concerning the handling of reports of suspected misconduct and the policy to be pursued in this area in the coming year;
 - b. information regarding the number of reports and an indication of the nature of the reports, the outcomes of the investigations, and the employer's positions;
 - c. general information about experiences with preventing employee disadvantage;
 - d. information regarding the number of requests for investigation into prejudice in connection with reporting suspected malpractice, and an indication of the outcomes of the investigations and the employer's positions.



4. ENGAGING THE CONFIDENTIAL ADVISOR

4.1 CONFIDENTIAL ADVISOR AND REPORTS

1. The employee may consult the confidential counsellor in confidence regarding a suspected wrongdoing, discrimination, bullying, aggression and violence, and/or (sexual) harassment.
2. The confidential advisor is independent.
3. The confidential counsellor determines the working method and the structure of communication himself. The confidential counsellor has the right to resign from his duties and position of his own accord or at his own request, for reasons deemed appropriate by him.
4. The confidential counsellor is Ms. AC do Rosario and she can be reached on mobile number +31 6 13 58 44 02 or via ana.dorosario@icloud.com.
5. Reports can be submitted to the confidential counsellor in writing, by telephone, or by email.
6. The confidential counsellor confirms receipt of a written report or a report by e-mail to the reporting party within seven days of receipt of the report.
7. Before processing the report, the confidential counsellor will assess whether it falls within their duties and position. The confidential counsellor may always decide not to process the report and will inform the employee of this decision with a reasoned explanation.
8. In principle, the confidential counsellor does not handle questions and reports submitted anonymously.
9. In the event that the confidential counsellor does not handle a report, the confidential counsellor refers the employee to (if applicable) the competent authority or procedure.

4.2 CONFIDENTIALITY

1. The confidential advisor is obliged to maintain confidentiality regarding reports and all other matters that have come to his knowledge in the performance of his duties.
2. The confidentiality extends to all people working for the confidential counsellor.
3. The working method of the confidential advisor is characterized by confidentiality and may consist of advice, guidance, and/or mediation. Where possible, the confidential advisor encourages the employees to find a solution themselves.

4.3 GUIDANCE BY THE CONFIDENTIAL COUNSELLOR

1. The confidential counsellor ensures adequate support, advice, and guidance for the employee. Any subsequent steps are taken after consultation with and with the consent of the employee.
2. The confidential counsellor is authorized, at their own discretion, to obtain information from third parties that is necessary to gain a proper understanding of the behavior and that contributes to a possible solution.
3. The confidential counsellor can propose various solutions to resolve the report. The steps to be taken are implemented with the employees' consent and insofar as they are aligned with the available options. If third parties are involved, this is done with the employee's permission.

4.4 FURTHER DUTIES OF THE CONFIDENTIAL ADVISOR

1. If the confidential counsellor identifies bottlenecks based on generally occurring reports, the confidential counsellor shall make this known to the management of the employer, while observing the secrecy and confidentiality of all reports.
2. The confidential counsellor will keep track of and register the number of reports. The confidential counsellor prepares an annual report and submits it to the

highest-ranking manager (as referred to in Article 3.2). This report shall contain at least:

3. information regarding the policy pursued by the employer in the past year concerning the handling of reports and the policy to be pursued in this area in the coming year;
4. information about the number of reports and an indication of the nature of the reports.
5. If the employee has a complaint about the confidential counsellor, the complaint must first be submitted in writing to the confidential counsellor herself. If a discussion of the complaint between the confidential counsellor and the employee does not yield the desired result, the employee may submit his complaint to the employer's complaints handler, namely Ms. JH Spannenberg.



5. COMPLAINTS PROCEDURE

5.1 INTRODUCTION

To safeguard a socially safe working environment regarding undesirable forms of conduct, namely discrimination, aggression and violence, bullying, and (sexual) harassment, a complaints procedure applies and a complaints handler has been appointed. Correct employee remuneration is also of importance. Therefore, a complaint may also concern an employee's remuneration. Any complainant, that is to say, the employee falling within the scope of the definition of employee in Article 2.1 of the Code of Conduct, may submit a complaint to the complaints handler. The accused is the person against whom the complaint is directed.

Because it is preferable that problems and complaints be discussed and resolved as quickly as possible, the principle is that before a complaint is submitted to the complaints handler, the employee first takes one or more of the steps below, if desired with the support of the confidential counsellors.

- The employee raises the issue with the person who, in the employee's view, is the cause of or responsible for the problem, with the aim of resolving the problem jointly. If a direct conversation with the person responsible does not work or is not desirable, the employee enters into a discussion with their manager/supervisor.
- The employee discusses the problem with their manager/supervisor, possibly in the presence of the HR(M) advisor and/or a confidential counsellor, in order to reach a solution together with the manager. If the manager/supervisor sees reason to do so, they may propose mediation. The manager draws the employee's attention to the Complaints Procedure and the code of conduct regarding inappropriate behavior. After the discussion, the manager/supervisor takes appropriate action with the aim of addressing the employee's dissatisfaction and/or preventing recurrence. The manager/supervisor informs the employee about the actions taken. The manager/supervisor discusses the complaint with the next higher-level supervisor. If the manager/supervisor is the cause of the issue, the employee discusses the problem with the relevant next-level supervisor.
- If, in the employee's opinion, the manager fails to take measures to address the dissatisfaction, or does not do so in a timely manner, or if the measures have not led to the desired effect, the employee may, if desired, turn to the management. The employee may also turn to the complaints handler.

If and to the extent that the employee is of the opinion that, due to the nature of the complaint and/or the circumstances, it is not possible for him to go through one of these steps, he may turn directly to the complaints handler. The complaints handler discusses with the complainant whether, and if so, which of the preceding steps have been taken and what the outcome thereof was.

5.2 INADMISSIBILITY

1. A complainant is inadmissible if:
 - the person making the complaint is not entitled to complain, that is to say, does not fall within the scope of the definition of employee in Article 2.1 of the Code of Conduct;
 - the same complaint has been dealt with previously and no new facts have arisen;
 - anonymous complaints;
 - the situation occurred so long ago that an investigation into the circumstances of the complaint and a ruling on its merits are no longer possible. This is at the discretion of the complaints handler;

- the complaint relates to an industrial accident and/or an occupational disease;
 - the complaint concerns matters that are already being processed or have been processed through a judicial or other internal or external (appeal) procedure;
 - the complaint concerns the amount of a potential damage claim.
2. If the complaints handler is of the opinion that the complainant is inadmissible, the complaints handler shall inform the complainant of this in writing and with reasons no later than two weeks after receipt of the complaint.
 3. In the event of inadmissibility, the complaint handler may refer a complainant to another body which, in its judgment, can offer more appropriate complaint handling or legal recourse.

5.3 DUTIES OF THE COMPLAINTS HANDLER

1. Receiving complaints.
2. Assessing admissibility.
3. Investigating complaints (gathering facts and relevant documents, interviewing relevant persons, verifying the information received).
4. Assessing complaints by issuing a ruling consisting of a judgment on the merits of the complaint.
5. Any general findings and recommendations will be submitted separately to the competent authority of the organization.
6. Registering and archiving complaints and preparing an annual report.

5.4 POWERS OF THE COMPLAINTS HANDLER

1. The complaints handler has free access to the organization's locations in the context of handling complaints or for meetings of the complaints handler, subject to the protection of employees' privacy.
2. The complaints handler may request information for the purpose of handling the complaint.
3. The complaints handler has the authority to summon parties for a hearing and to respond.
4. The complaints handler may request anyone working for the organization to provide information regarding the complaint, subject to the aforementioned confidentiality.

5.5 CHARACTERISTICS OF THE COMPLAINTS HANDLER

1. The complaints handler is impartial, independent, and expert.
2. When the complaints handler is engaged, a person from the employer's organization may sit on a committee to be formed, if desired.

5.6 PROCEDURE

1. An employee who has a complaint about inappropriate conduct may file a complaint with the complaints handler. The complainant may address a written complaint to the complaints handler directly or via a confidential counsellor. A complainant acting in good faith may not be dismissed or otherwise disadvantaged in their work as a result of filing a complaint.
2. It is preferred that the complainant reports to the organization's confidential counsellor before contacting the complaints handler.
3. A complaint must be submitted to the secretary of the complaints handler. The complaint can be registered online via an email to jolanda@perfectflex.nl. The complainant will then receive instructions for the next steps. A complaint contains:
 - The place and time at which the unwanted form(s) of interaction took place;

- the name, position and department of the complainant and the private address and contact details of the complainant;
 - Concrete facts: which form of inappropriate conduct is involved and a description of the behavior. Substantiate this as much as possible with emails, meeting minutes, visual material, text messages, app messages, etc.;
 - the impact that the unwanted form of interaction has on work, private life, and health;
 - which steps have been taken so far;
 - the name, position, and department of the defendant;
 - Date and signature of the complainant.
4. The complaints handler will send an acknowledgment of receipt by return mail to the complainant's private address, including a copy of these complaints procedure.
 5. If it appears that the complainant did not seek contact or had no opportunity to turn to a confidential counsellor prior to filing an official complaint, the secretary will appoint an independent confidential counsellor to investigate whether the informal route can still be pursued and to guide the complainant in this process.
 6. The complaints handler decides within two weeks of a complaint being filed whether the complainant is admissible. The decision is communicated in writing to the complainant and the respondent, stating the reasons.
 7. If the complaint is admissible and is accepted for processing, the complaints handler shall send a copy of the complaint – as well as of the written documents submitted to her – to the defendant. At the request of the complainant, the data concerning the complainant's private address and contact details shall be removed from this.
 8. The defendant is given the opportunity to submit a written response to the complaints handler within two weeks. Upon receipt, a copy of his or her response will be sent to the complainant by the secretariat.
 9. If the complaint is accepted for processing and after receipt of any response from the defendant, the complainant and the defendant will be heard by the complaints handler in each other's presence, unless one of the parties explicitly requests to be heard separately. In that case, the complaints handler will send the absent party a copy of the report of the hearing approved by the present party.
 10. The complainant and the defendant may be assisted by a (self-chosen) third party throughout the entire proceedings, including during the hearing.
 11. The complaints handler is authorized to hear witnesses and consult experts, whether or not at the request of the complainant and the accused.

5.7 EXAMINATION AT THE HEARING

1. A written report is drawn up of every hearing. The parties involved (the complainant, the defendant, and any others who were heard) are presented with the report of their hearing for signature and approval. If desired, the parties involved may make corrections regarding factual inaccuracies. If a party refuses to sign, the reason for this is stated in the report.
2. Persons, other than the complainant and the defendant, who have been heard, receive a report of their own hearing.
3. Anyone who has been heard may add attachments to their own report up to ten days after the report has been sent. If the secretary has not received the attachments within ten days, the content of the reports shall be deemed final.
4. The complaints handler may hear witnesses as well as other persons who can provide information regarding the alleged unwanted behavior of the complainant and the circumstances under which this unwanted behavior took place. Witnesses summoned for questioning are obliged to comply. If the

handler decides not to hear certain witnesses and third parties, she shall notify the complainant and the defendant of this decision with reasons.

5. In appropriate cases, a witness may submit a written statement—whether or not at the request of the treating physician. Unless otherwise agreed, this statement shall not be submitted anonymously and shall be sent to the complainant and the defendant.
6. If the severity of the complaint warrants it, the complaints handler may issue advice to the management on short notice regarding the implementation of temporary provisions and/or the taking of temporary measures.
7. All documents collected during the investigation are confidential.
8. The complaints handler may have an investigation conducted by experts. The costs of this shall be borne by the organization.
9. The deliberation of the complaints handler (the 'chamber deliberation') takes place outside the presence of the parties involved: the complainant, the defendant, and possibly others who have been heard.
10. If the complaints handler is of the opinion that sufficient information is available to her, she reaches a judgment regarding the complaint. The complaints handler determines whether the complaint is plausible. In that case, the complaint is declared (partially) well-founded.

5.8 ASSESSMENT ASPECTS

The assessment aspects are:

- nature and severity of unwanted behavior;
- one-off or structural;
- difference in hierarchy or (power) position;
- culpability of the defendant;
- co-debt organization;
- service record;
- is there a policy or a code of conduct;
- how was the decision made in previous cases?

5.9 THE JUDGMENT OF THE COMPLAINTS HANDLER

1. The complaints handler explains the complaint in the judgment:
 - Well-founded or unfounded (partially or wholly).
2. The advice or opinion includes the grounds on which it is based. If well-founded, the practitioner may also indicate which measures they deem necessary accordingly.
3. The complaints handler will issue a recommendation within three months of the written confirmation that the complaint is being processed. This period may be extended by a maximum of one month. The complaints handler may include recommendations in the recommendation:
 - With regard to a possible solution;
 - with regard to measures to be taken;
 - or for the purpose of preventing similar complaints in the future.
4. If, in the interest of due care, it is necessary to deviate from this time limit, the complaints handler may decide to do so. This must be reported in writing to all parties involved.
5. A copy of the opinion and the report of the hearing are sent to the complainant and the defendant.
6. If the complaints handler believes that a criminal offense, as described in the Criminal Code, has been committed, she will record this in the investigation report. It is up to the complainant to file a report.

5.10 DECISIONS OF THE EMPLOYER'S MANAGEMENT

1. Within four weeks of receiving the advice from the complaints handler, the employer's management makes a decision regarding the complaint based on this advice.

2. This decision is immediately communicated in writing to the complainant and the defendant.
3. A copy of the decision is sent to the complaints handler. If the management deviates from the weighty advice of the complaints handler, this will be done with a statement of reasons.

5.11 CONFIDENTIALITY

1. The complaints handler is obliged to maintain confidentiality regarding all information they acquire during the handling of a complaint.
2. Anyone involved in the handling of a complaint is obliged to keep confidential everything he or she has learned in connection with the complaint.
3. If the confidential counsellor or the complaints handler violates the duty of confidentiality, he shall be relieved of his duties.
4. Former complaint handler(s) retain their duty of confidentiality.
5. The complaints handler informs persons involved in the handling of a complaint about the duty of confidentiality.

5.12 AFTERCARE BY THE COMPLAINTS HANDLER

In addition to her investigative role, the complaints handler may also play a role in aftercare regarding the following aspects:

- Inquiry regarding advice and recommendations;
- protection of the complainant and witnesses;
- further policy development;
- transformation of the corporate culture;
- provide solicited and unsolicited advice to the competent authority of the organization.

5.13 REGISTRATION AND ARCHIVING

1. The complaints handler registers all complaints submitted to it, broken down by processed, declared inadmissible, referred, or withdrawn complaints, stating the results.
2. The complaints handler has their own archive that is accessible only to the complaints handler and the complaints handler's secretarial support.
3. The complaints handler creates a file for each submitted complaint. The data will not be retained longer than necessary for the realization of the purposes for which they are collected, but no later than five years after the termination of the handling of the complaint, unless the act or conduct constitutes a criminal offence.

5.14 ANNUAL REPORT

1. The complaints handler prepares an anonymized annual report annually, no later than March 15, based on the registration, detailing the number, nature, and content of the submitted complaints, the manner of handling, the judgment of the complaints handler, and the recommendations to the organization's competent authority. Identified bottlenecks, possibly accompanied by a recommendation, are also included in this report.
2. The annual report is presented to the Board and subsequently to the Works Council/Employee Representatives.