

## **Flexfamily Antidiscrimination Policy**

*Flexfamily says NO to discrimination!  
Everyone deserves to have equal opportunities. Also in finding and keeping a job.*

### **Who are we?**

Flexfamily comprises: Seesing Flex, Vast., Fides, Aelbers, Marquette, 2Work, Maqqie, Vitaal!, Evolon, Koers Oost, and any other affiliated companies, now or in the future.

### **General principle**

We are convinced that people make a difference for the organisations they work for. Our mission is to help people find the most appropriate work while providing our clients with the best employees. We believe it is important to provide equal employment opportunities for everyone. Offering a broad and versatile range of services in respect of work, we make a noticeable contribution to diversity and equal treatment, both in the workplace and in the direct immediate environment of our people. Diversity, for example, in nationality, age, gender, religious beliefs and sexual orientation, as well as differences in work experience, knowledge, skills and cultural background contribute to achieving one of our most important goals: keeping our region attractive to work and live in. We are of the opinion that the labour market works better when equal opportunities are offered. This is how we contribute to job retention and growth and support the quality of life in our region.

### **What is discrimination?**

Discrimination means: making direct and indirect distinctions between individuals based on age, gender, marital status, sexual orientation, life, political or religious beliefs, race, ethnic origin or nationality. Discrimination expressly includes responding to requests from clients to distinguish between individuals in recruitment and selection on the basis of criteria that are unnecessary or irrelevant to fill a position properly.

### **Flexfamily's antidiscrimination statement is as follows:**

- We encourage diversity in the workplace, both in-house and among our clients;
- We reject any form of discrimination and do not accept discriminatory requests;
- We only honour requests from clients to consider certain criteria in recruitment and selection when they are functional requirements that do not violate any antidiscrimination legislation;
- We advise and instruct our staff on how to conduct the conversation when faced with a discriminatory request;
- We always report incidents;
- We are alert to discrimination and respond immediately as soon as discrimination occurs in any form.

### **How we put our policy into practice**

We set great store by every employee in our organisation knowing our viewpoint and realising that we do not accept discrimination. However, discrimination is a broad social problem. This means that the prevention of discrimination cannot be taken for granted, but requires maintenance and ongoing attention.

### **What we do**

At all times and in all sections of our company, our staff needs to feel supported not to co-operate with discriminatory requests and to stand up against discrimination. Managers make the topic accessible and debatable in our organisation. They create an environment where employees feel free and safe to expose any abuse.

Our Antidiscrimination Policy was tightened in August 2024 and adopted by the entire management team of Flexfamily on 10 September 2024.

Each director is ultimately responsible for observing and complying with our Antidiscrimination Policy and is accountable for it. In each Brand, a driving force (ambassador) has been appointed who, together with the director, is responsible for disseminating the policy, testing it and (further) training employees accordingly.

Our policy is based on five pillars for a solid foundation.

## 1. Training:

New employees are obliged to take up the mandatory challenge "Diversity Pays Off!", offered by our sector organisation, and to participate in the mini training course DIS they developed.

During onboarding the ABU's FAQ discrimination document and our own Antidiscrimination Policy document are brought to the attention.

In the first year of employment, Artra's training course "Dealing with discrimination on the phone" is a compulsory component.

Not only for new employees but also for all incumbent staff, the challenge "Diversity Pays Off!" and this mini training course DIS are compulsory training components once every three years.

Our Growth Guide training portal offers several training courses and e-learning programmes on dealing with discrimination in the workplace and on the phone.

## 2. Anchoring:

We embed the discrimination topic in Flexfamily by, among other things, frequently featuring it in the various news items on Sharepoint, introducing fixed annual assessment moments (mystery calls) and deploying ambassadors in each company.

At least three times a year these ambassadors check that our vacancies are free of discrimination and three times a year they address keeping the staff's knowledge and skills up to date by sharing knowledge and experiences in progress meetings. Ambassadors annually share their findings with the board. If necessary, based on practical experience, the policy will be adjusted.

## 3. Support:

To further ensure a thorough information provision, we have created a separate page with information on discrimination on Sharepoint (our internal communication platform) where employees can quickly find answers to their questions. They can find a link here to the website [werkjijmeezegnee.nl](http://werkjijmeezegnee.nl) and are made aware of the ABU Helpdesk. Important documentation such as the ABU FAQ are posted on this site. Each branch uses a discrimination fan. At least three times a year, HR Flexfamily posts a news item about the topic on Sharepoint. In our organisation, we work with several ambassadors, they can support employees with their questions.

## 4. Documentation:

We believe it is important to clearly communicate our message not only to our staff, but also to the people we work with. The documents related to our Antidiscrimination Policy are easy to find for employees and our clients on websites and the intranet. To the outside world, we radiate that discrimination will not be tolerated by including a passage in the general terms and conditions. We also have a complaints procedure in place. When new employees enter into our employment, they are handed out our Antidiscrimination Policy as an annex to the Family Capital Guide.

## 5. Monitoring:

We believe it important not only to inform and train our staff but also to test them. We commit ourselves to a constant review of our processes and to adjustments, where necessary, to avoid discrimination. Our ambassadors play an important part in this process. They look at developments and have an advisory role towards the board.

At least three times a year, our ambassadors check that our vacancies are free of discrimination. Any findings are shared with HR Flexfamily. At least three times a year, they address keeping the staff's knowledge and skills up to date by sharing experiences in progress meetings.

For example, our ambassadors will frequently make mystery calls to see how employees respond to discriminatory request.

On the initiative of HR Flexfamily, we annually discuss the content of our policy with managers, HR managers and the board. Moreover, at least once a year we discuss any findings with all ambassadors. If necessary, based on practical experience, the policy will be adjusted. HR Flexfamily monitors reports of discriminatory requests with the help of an internal reporting centre. If this should also show the Antidiscrimination Policy to be ineffective, the policy will be reviewed.

## Reports and complaints

Questions: We encourage our staff to contact us for questions or points of improvement on this topic. Contact us by phone, email or letter.

[directie@flexfamily.nl](mailto:directie@flexfamily.nl)  
0314-216044  
Flexfamily  
Grutbroek 15a  
7008 AK Doetinchem

Reports: Should employees encounter discrimination or a discriminatory request despite all measure, we encourage them to report. This can be done through our [website](#). The report will go to one of our external confidential advisers, who will take it up with the person reporting to see what steps can be taken next.

Our confidential advisers are:

Annemieke Kirch  
[annemieke@vertrouweninbedrijf.nl](mailto:annemieke@vertrouweninbedrijf.nl)  
[+31 \(0\) 654766729](tel:+3120654766729) | [www.vertrouweninbedrijf.nl](http://www.vertrouweninbedrijf.nl)

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Each report is treated confidentially and the reporter's privacy is respected.

Complaints: If an employee wishes to lodge a complaint, they can use the complaints form on the Flexfamily [website](#).