

Anti-Discrimination Policy

Introduction

Head Operators is committed to a safe, inclusive and respectful working environment for employees, temporary agency workers, candidates, clients and other stakeholders. Discrimination, exclusion and unequal treatment have no place in our organisation and will not be accepted.

The purpose of this policy is to provide employees and third parties with clear and transparent information about:

- What Head Operators considers to be discrimination and discriminatory requests;
- Head Operators' position on discrimination and discriminatory requests;
- What is expected of employees in the way they act in the course of their work, particularly in recruitment and selection activities that support business operations;
- Where employees can seek advice and/or report a concern;
- The employer's responsibilities.

The directors of Head Operators, Reza Gholami and Michael Nieuwenburg, own this policy and are actively responsible for its implementation, compliance and annual review.

Scope

This policy applies to all employees, candidates, clients, suppliers and visitors.

Definitions

Discrimination means making a direct or indirect distinction between people on the grounds of age, sex, marital status, sexual orientation, philosophical, political or religious beliefs, race, ethnic origin or nationality.

Discrimination also expressly includes complying with client requests to distinguish between people during recruitment and selection on the basis of criteria that are not necessary or relevant to properly perform the role. This may take the form of discriminatory remarks, conduct or communication.

Position

Head Operators rejects every form of discrimination. Requests from clients to take certain criteria into account during recruitment and selection will be honoured only where there is objective justification. This is the case when:

- The request serves a legitimate aim. This means there is a sound, role-related reason to select on the relevant criteria (safety is an example of a legitimate aim);
- The measure helps achieve the legitimate aim and is suitable for achieving it;
- The measure is reasonably proportionate to the aim;
- The measure is necessary because there is no other, less discriminatory way to achieve the aim; the necessity criterion is met.

Procedure and reporting

Employees of Head Operators have an individual responsibility to remain alert to discriminatory requests from clients, recognise such requests and ensure that they do not cooperate with them.

If an employee is unsure whether a client's request to take certain criteria into account during recruitment and selection is objectively justified, or has questions about how to handle a request, they can contact their line manager or the directors of Head Operators.

If a temporary agency worker observes discrimination and wishes to raise a concern, report misconduct or improper conduct, or discuss a confidential matter, they can contact their line manager and the Head Operators Project Coordinator. If this does not lead to a satisfactory outcome for the worker, they can contact the directors of Head Operators.

All clients are informed of our approach, which is discussed in all sales conversations and forms an integral part of the cooperation and temporary staffing agreement signed by the client and Head Operators.

If Head Operators finds that a client has made a distinction between people during recruitment and selection, the first step will be a discussion to establish the facts and, where appropriate, raise awareness. If this is observed again, Head Operators will issue the client with a written warning. If, after these steps, the client still refuses to comply with this anti-discrimination policy, the cooperation will be terminated.

Employer responsibilities

Head Operators is responsible for creating a safe working environment in which people treat one another with respect, there is room for constructive discussion, and all forms of undesirable behaviour are prevented and addressed. Head Operators is also responsible for ensuring that this anti-discrimination policy is known and implemented. This includes ensuring that employees:

- Are informed about and familiar with the policy. This is achieved by including it in the e-learning onboarding programme for new employees;
- Receive proper instructions during onboarding on how to recognise discrimination and discriminatory requests. This is reinforced by discussing the subject regularly during scheduled meetings;
- Complete a short knowledge test with several questions to check their basic understanding of discrimination. This is followed by a brief discussion using an example of discrimination, such as refusing to hire a pregnant candidate.

Safeguarding

Head Operators maintains direct lines of communication, and every employee is familiar with the anti-discrimination policy. We use the following measures to safeguard the policy:

- The anti-discrimination policy is part of the onboarding process for new employees;
- The anti-discrimination policy is published on the Head Operators website;
- All employees of Head Operators, both agency workers and permanent staff, receive a survey every six months containing questions about the anti-discrimination policy;
- Management and the management team conduct an annual review. A series of questions is used to test and refresh employees' knowledge of the anti-discrimination policy.

Handling complaints

Complaints concerning discrimination can be submitted to the in-house specialist at each location for temporary agency workers. Permanent staff can contact the confidential advisers Nathalie Macor and/or Sahar Tak-Gholami. They can be contacted as follows:

By email: nmacor@headstaffing.nl / sgholami@headstaffing.nl

or by telephone: 06-14069065 / 06-11408425.