

Code of Conduct for Temporary Agency Workers

Employment Agency hET – working for everyone

Work is valuable because it provides income, personal development, and a contribution to society. Employment Agency hET – member of ABU – is proud of the role we play in the Dutch labor market. We help job seekers find suitable work and organizations find perspective. In this way, we assist our clients with challenges regarding agility and flexibility. We have helped many workers find permanent or flexible employment. We do all this in our own way, in healthy competition with others. Beyond that, we share a common mission: to make work valuable for people, companies, and society. For everyone who works through or for us, we aim to strengthen labor market opportunities and future prospects. That is why we are committed to a fair, inclusive, and opportunity-rich labor market. A labor market that works for everyone.

This ambition connects Employment Agency hET – member of ABU – and distinguishes us within the sector. Concretely, this means we stand for social engagement, good employer practices, quality, and reliability. This code of conduct forms the foundation of our actions. It defines what workers, clients, and internal employees may expect from us at all times. In our daily work, we deal with multiple stakeholders. First and foremost, our workers and clients – but also governments or other organizations. Their interests may sometimes conflict. In such cases, we always seek the best possible tailor-made solution, within the framework of applicable laws and regulations. All promises made in this code of conduct must be understood in this light.

Finally: Employment Agency hET – member of ABU – acts in line with this code of conduct and can be held accountable for it. This applies to all our employees. We actively promote this code of conduct within our organization.

For Workers

It does not matter who you are or what your background is: we support your career. This begins the moment you walk into Employment Agency hET (physically or online) and lasts until the farewell, on your way to the next step in your career. We are here for you with careful and targeted feedback – and always with concrete advice. Even if we cannot help you find work, we will support you in taking the next step toward your ideal job, for example, with practical advice about your CV.

We promise you the following:

Employment Agency hET treats you with respect

- We stand for a diverse and inclusive labor market and do not discriminate. We are here for everyone who wants to work – regardless of race or ethnicity, gender, age, religion or belief, nationality, socio-economic status, parenthood or family status, or sexual orientation.
- We look for suitable work for you. Work that matches your knowledge, skills, and ambitions –

and we help you if you are not yet fully clear about these.

- We keep our promises. We are clear and realistic about what we can or cannot do for you.

Employment Agency hET acts as a good employer

- We stand for good employer practices. Together with our clients, we commit to healthy and safe working conditions.
- We think with you about your future. Depending on your wishes and capabilities, we invest in your development.
- We are always transparent about what you can expect from us. You can hold us accountable for this, for example, through a complaints procedure.*

Employment Agency hET complies with laws and regulations

- We do not ask you to pay for our services.
- We offer you terms of employment in accordance with the law and the collective labor agreement. You always receive what you are entitled to – not only in terms of salary, but also allowances, vacation, and pension.
- We treat your personal data confidentially. We always inform you in advance, in clear language, which data we process and why.

Finally: we are jointly responsible for a good relationship. This means that Employment Agency hET expects you to behave as a good employee. And that we are both clear about what we expect from each other. We address each other on this and honor our agreements.

Complaints Form

This form is intended for employees who wish to file a complaint about discrimination within Employment Agency hET. It is important to be as detailed as possible when completing this form, so that Employment Agency hET can properly investigate the complaint and take appropriate action. All information provided will be treated confidentially.

1. Personal details of the complainant

Name: _____

Client: _____

Position: _____

Email: _____

Phone number: _____

2. Details of the complaint

Date and time of the incident: _____

Location of the incident (e.g. workplace, housing, etc.): _____

3. Description of the complaint

Describe the nature of the discrimination you experienced (e.g. based on gender, ethnicity, sexual orientation, age, disability, religion, etc.):

Who displayed the discriminatory behavior? (Name, client):

Was there a specific event or remark that caused the discrimination? (Provide as many details as possible, including exact remarks or behaviors):

4. Witnesses to the incident

Were there witnesses to the incident? (If yes, provide names)

Witness 1: _____

Witness 2: _____

Witness 3: _____

5. Steps you have already taken

Have you tried to resolve the issue informally? (e.g. by speaking with the person involved or your contact at Employment Agency hET): Yes / No

If yes, briefly describe what you did and the outcome:

6. Feelings and consequences of the discrimination

How has the discrimination affected you? (e.g. emotionally, physically, professionally):

Are there consequences for your work or well-being?

7. Desired resolution

What would you like to happen as a result of this complaint? (e.g. conversation with the person involved, change of behavior, sanctions, etc.):

8. Anonymous submission

If you wish to remain anonymous, indicate that you do not want to provide personal details. The organization will attempt to investigate the incident without revealing your identity, but note that this may make the investigation more difficult.

Anonymous: Yes / No

Acknowledgment of receipt

After receiving your complaint, the HR department will send you confirmation within 2 working days.

Signature of complainant: _____

Date: _____

Instructions for submitting your complaint:

This form can be submitted by email, in writing, or in person at Employment Agency hET.

All complaints will be treated confidentially and taken seriously.

Your complaint will be investigated as quickly as possible according to the complaints procedure.

This form is intended to support Employment Agency hET's anti-discrimination policy and ensure that discrimination is addressed fairly and transparently. The organization strives for a respectful and safe working environment for everyone.

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