

Anti-Discrimination Policy

Everyone deserves equal opportunities. Including when it comes to finding and keeping a job

RGF Staffing is the most diverse and ambitious HR service provider on the Dutch market. The RGF Staffing portfolio includes leading brands such as Start People, Unique, ASA, USG Professionals, Technicum, Secretary Plus and Medi Interim.

RGF Staffing is a division of Recruit Holdings (Tokyo, Japan), a global HR player with a strong focus on digital services.

RGF Staffing believes that the people who work for organizations, each with their own unique talents and passions, make a difference. It is our mission to assist people in finding jobs that suit them best, while at the same time supplying our clients with the best possible staff.

Our anti-discrimination policy

RGF Staffing does not discriminate on grounds of age, sexual orientation, race, civil status, religion, personal beliefs, gender, political affinity, nationality, handicap or chronic disease, type of employment agreement (permanent or temporary), working hours (full-time or part-time), or on any other grounds.

Everyone deserves equal opportunities. Including when it comes to finding and keeping a job. Both when hiring our indirect staff and when brokering our direct staff (agency workers and secondees) and/or self-employed workers without employees (ZZPs), we only look at a person's skills, competencies and talents. That is what counts.

How we flesh out our policy

We believe that it is important for every staff member within our organization to be aware of our position and to know that we do not tolerate discrimination. Discrimination is, however, a wide-spread societal problem. This means that prevention of discrimination is not self-evident, but requires maintenance and constant attention.

Anti-Discrimination Policy

What we do

The measures that RGF Staffing takes to prevent discrimination include the following.

Clear message

Our message is clear to all our staff members. Staff members should at all times, and in all layers of the company, feel supported in their refusal to cooperate in discriminatory requests and in taking a stand against discrimination. Combating discrimination starts with good exemplary behaviour in the top layers of the company. Managers lower the threshold to discuss the subject. They create an environment in which employees feel free and safe to expose any misconduct.

Transfer of knowledge

In order to nip discrimination in the bud, knowledge of what is and what is not permitted is essential. We constantly draw attention to the subject of discrimination, among other things by:

- extensively discussing the subject during our introduction days, with management very clearly communicating the message that we believe in equal opportunities for everyone;
- constantly repeating the subject in our training courses and educational programmes and organizing workshops;
- constantly paying attention to the subject in our newsletters and on the Intranet (with practical examples, quiz questions, etc.);
- constantly making and rolling out new plans to prevent discrimination, in which our employees are actively involved (such as the week of the anonymous resume);
- making infographics and reference works (extensive FAQs, call scripts) available to our employees;
- requiring new employees and trainees to participate in the 'Diversiteit Loont!' challenge provided by ABU (Algemene Bond Uitzendondernemingen), our sector organization.

Legal Service Center

In order to provide proper information and to lower the threshold to ask questions, every staff member has access to our Legal Service Center. The Legal Service Center gives advice and assistance to help prevent and combat discrimination.

Practical tests

We believe that it is important not just to inform and train our employees, but also to test them. For example, our temporary agency brands frequently make mystery calls to see how staff members respond to discriminatory requests. After the call, the employee is immediately informed of their participation and the result is evaluated. That way, not only

Anti-Discrimination Policy

do we obtain an insight in the points for improvement, but the employee is also trained directly on the job.

Good example

We believe that it is important to give a clear message not just to our staff members, but also to the people we work with. We engage in a dialogue with our clients and have included a clear anti-discrimination statement in our general terms and conditions, sales documents and/or assignment confirmations. All based on the belief that we should lead by example.

Constantly evolving

We have set ourselves the task to evaluate our processes constantly and where necessary adjust them to prevent discrimination. Furthermore, we constantly ask ourselves what else we can do and how we can train our employees and communicate our message even better. This has the constant attention of management and a permanent steering group. They look at the developments, come up with new campaigns, and advise management.

Reports and complaints

If you work for, with or through us and, despite all the measures that we have taken, you are still confronted with discrimination or a discriminatory request, we encourage you to report that. You can do so via our [website](#). The report will go to the confidential counsellor who will review, together with the person reporting, what follow-up steps can be taken. Each report will be treated confidentially and the privacy of the person reporting respected. If you file a report in good faith, there is no need to worry that it may affect your own position.

If you wish to file a complaint, you can use the complaints form on the website of the brand for which you work, or use the complaints form on the [website](#) of RGF Staffing. Complaints will be handled by the Manager Social Affairs, objectively, in consultation with management, and with the aim to respond to the complaint within two weeks. If necessary, advice can be sought from the Legal Department. In addition, the Manager Social Affairs can issue recommendations if the complaint gives rise thereto.