



Code of Conduct Unwanted Behavior – Staffice (English)

Statement from the Management

At Staffice, we highly value a professional, respectful, friendly, and courteous attitude from all our employees, both towards each other and our customers. Unwanted behavior is not tolerated, and we will act in accordance with these rules of conduct, Dutch law, and generally accepted norms and values.

What is Considered Unwanted Behavior

Unwanted behavior does not include occasional light jokes, unintentional misstatements, or spontaneous expressions of affection after a pleasant gathering. We assume our employees are professionals who can resolve minor incidents and misunderstandings together. However, unwanted behavior includes repeated and escalating incidents, such as systematic targeting with jokes, using personal characteristics for negativity, and exerting pressure to gain consent for something the person does not want.

Definitions:

Bullying: Repeated unwanted negative behavior where someone cannot defend themselves. This includes derogatory remarks, constant criticism, physical attacks, isolation, exclusion, ignoring, gossiping, spreading malicious rumors, lies, and false accusations.

Workplace Sexual Harassment: Any form of unwanted sexual advances, requests for sexual favors, or other sexually suggestive behavior in the work environment.

Discrimination: Unequal treatment, prejudice, or exclusion of people based on personal characteristics such as gender, race, belief, and age.

Desired Behavior:

Our employees conduct themselves professionally, respectfully, friendly, and courteously. They refrain from bullying, (sexual) harassment, and discrimination, both among themselves and towards our customers.

Agreements Regarding Unwanted Behavior:

1. In case of unwanted behavior from a colleague, employees are expected to address the person themselves as the first step. This involves determining whether the incident might be based on a misunderstanding and if good agreements for the future can be made. If, for any reason, an employee cannot or does not dare to have this conversation, they may ask a colleague, supervisor, or a confidant for support in the conversation or - if motivated - skip this step.
2. If the first conversation has insufficient effect, if the unwanted behavior increases, and/or if the employee has valid reasons to skip the conversation (e.g., due to the intensity of the incident),



the employee contacts their immediate supervisor. If the immediate supervisor is involved in the unwanted behavior, the employee contacts the confidant and/or the next higher-level supervisor.

3. As a second step, a new conversation is generally initiated to come to clear agreements for the future.
4. If these agreements have insufficient effect, a process of formal warnings and sanctions will follow. In the event that the unwanted behavior is of such a nature that it constitutes a criminal offense, the supervisor will file a report.

Warnings and Sanctions:

- First offense: Oral warning.
- Second offense: Written warning, including mention of the first offense.
- Third offense: Possible sanctions such as reprimand, conditional or immediate dismissal, and/or filing a report.
- Note: The management may deviate from this procedure depending on the nature and severity of the offense.

Complaints Procedure:

Employees who believe they have been treated unfairly and cannot resolve the issue informally can file an official complaint following the complaints procedure.

Code of Conduct: Respect, Appreciation, and Collegiality

Examples of desired behavior:

- We respect the opinions of others, even if we disagree with them.
- We acknowledge and commend the positive achievements of others.
- We actively listen to what colleagues/customers have to say.
- We respect the uniqueness and diversity of everyone.
- We communicate directly with each other and avoid gossip.
- We demonstrate vulnerability and openness in our communication.
- We use the title 'u' when addressing all patients.
- We are open to constructive criticism.



Integrity: Honesty and Reliability

Examples of desired behavior:

- We fulfill our promises and act in accordance with agreements made.
- We can justify our actions and explain why we do what we do.
- We handle confidential information with care.
- We respect each other's boundaries (privacy) and safeguard our own boundaries (assertiveness).

Professionalism: Expertise and Clear Procedures

Examples of desired behavior:

- As a team, we continuously develop quality standards and ensure that everyone adheres to them.
- We promptly resolve issues, consistently seek new solutions, and take initiative.
- We meet the requirements set for our roles.
- As professionals, we are familiar with the ethical principles of our profession.
- We are accountable for our professionalism.
- Every assignment is treated professionally.
- We regularly assess and evaluate procedures, agreements, and methodologies.
- We are open to learning new things.

Caring: Attention and Service

Examples of desired behavior:

- We show kindness to patients and visitors.
- We actively listen to others by asking questions and creating an inviting atmosphere for sharing information.
- We empathize with the wishes and concerns of others.
- We are willing to collaborate, support, and assist others.
- We communicate our boundaries clearly.
- We refrain from immediate judgment, instead asking questions, conducting research, and drawing conclusions afterward.