

# Appendix 3 | DOEN employee complaints scheme

We do not gossip or speak ill of employees, not amongst ourselves and not with third parties. Sexual harassment, discrimination, aggressive behaviour and/or bullying in the workplace are of course prohibited. Such behaviour, if proven, may give rise to appropriate sanctions against the DOEN employee concerned.

The subject of a complaint is always related to behaviour, for example in context of aggression, violence, discrimination, sexual harassment, bullying, etc. If a DOEN employee believes that DOEN or a DOEN employee has not behaved properly with respect to him/her in a particular manner, there are several ways to address the issue.

**Informal:** the DOEN employee with a complaint first directly addresses the behaviour with the DOEN colleague concerned or with his/her manager. Assistance or advice is available through the HR department, the internal confidential advisor Wim Jacobs or one of the external confidential advisors (Lilian Vermeulen or Anton de Leeuw).

**Formal:** if the DOEN employee feels that the previous step has not led to an acceptable solution or that the behaviour to which the complaint relates is of such a serious nature that a formal handling of the complaint is necessary, the employee can submit his/her complaint in writing to the complaints committee. In such a case, the complaints scheme will come into effect.

## 3.3 Form

The DOEN employee must submit the complaint in writing. This must include:

- the name and address of the DOEN employee;
- the signature of the DOEN employee;
- the date;
- a description of the behaviour against which the complaint is directed;
- the reason for the complaint.

## 3.4 Term

The behaviour against which the complaint is directed may not have occurred more than six months ago.

## 3.5 Complaints committee

A complaint will be investigated and declared admissible or inadmissible by an independent complaints committee no later than six weeks after reporting. The committee consists of the Chairperson of the Supervisory Board, a DOEN works council observer and a member of the Executive Board. The committee will invite both parties to provide a verbal explanation. If necessary, the committee will hear other associated parties. In such a case, both parties will be informed accordingly. Once these discussions have been completed, the complaints committee determines the steps to be taken and discusses this with both parties. If the complaint relates to the Supervisory Board or the Executive Board, the member or members concerned may not form part of the complaints committee.

## 3.6 Duty of confidentiality

Anyone involved in handling a complaint will observe strict confidentiality with regard to that which they could or should have known requires confidentiality, unless a legal regulation requires disclosure.