



## De Jager Detachering

### Anti-discrimination policy

#### What is discrimination?

In the Netherlands, discrimination is prohibited. Simply put, discrimination means that an unjustified distinction is made between people on the basis of characteristics that are not important in a certain situation.

Grounds of discrimination in the Netherlands are:	
• Age	• Nationality
• Sexual orientation	• Disability or chronic illness
• Religion	• Political Beliefs
• Belief	• Marital status
• Race (skin colour/ancestry)	• Type of contract (permanent or temporary)

#### Examples of discrimination

Two forms of distinction can be made: direct and indirect distinction. The first form is easy to recognise, because it distinguishes between discrimination grounds listed in the law. In the case of indirect discrimination, it is less clear at first sight that discrimination is taking place. This is a neutral rule or requirement, which in practice disadvantages a group of people in particular.

##### *Direct discrimination*

- "We don't want Romanians. We already have many Polish employees here and our experience is that this does not go well together".
- "We only want men for this tough job".

##### *Indirect discrimination*

- "For this vacancy of cleaner, command of the Dutch language in word and writing is important". You can't just set language requirements in a vacancy. You can expect a Dutch teacher or a general practitioner to have a good command of the Dutch language, but this is not necessary for a cleaner.

#### Objective justification

Direct and indirect distinction is allowed if there is a good reason, a so-called objective justification. To check if there is a good reason, you can ask two questions:

1. Why is the distinction made? What is the goal?
2. Why is there a distinction in this way? What is the remedy?

If the distinction is objectively justified, then there is no discrimination. In the case of direct discrimination, there will almost never be an objective justification.



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### **Prejudices and stereotypes**

Everyone has stereotypes and prejudices, whether you agree with them or not. Prejudices are opinions about a person or group, which are usually negative and based on stereotypes. Stereotypes are general images about the characteristics, traits and behaviour of a group, such as "mothers are inflexible" and "Poles are alcoholics". Stereotypes generalize and simplify reality and reduce a group to a cliché image. Differences between people do not count (someone is pigeonholed). That is why stereotypes are almost never correct and give a wrong picture of individuals. Stereotypes can lead to discrimination as soon as we use them and we disadvantage other people because of them. For example, the stereotypical image that Poles are always drunk can lead to Polish temporary workers no longer being placed with customers.

De Jager Detachering invests in raising awareness of prejudices and stereotypes as an important step in tackling discrimination.

### **Statement**

- Employees of De Jager Detachering will treat other employees fairly, act carefully and thoughtfully and will not discriminate in the performance of their work.
- In our vacancy texts and all our communications, we never make a distinction or indicate preferences.
- De Jager Detachering does not tolerate employees being treated in a discriminatory manner by third parties or feeling (sexually) intimidated, humiliated or treated. Employees here also include temporary workers who perform work under the direction and supervision of a hirer.
- Our anti-discrimination message is clear to all employees. Employees must feel supported at all times and by all layers of the organization not to cooperate with discriminatory requests and to stand up against discrimination. Combating discrimination starts with good exemplary behaviour by the board and management team.

### **Training and support for employees**

De Jager Detachering sees it as its responsibility to equip and support its employees. This is realized as part of the on-boarding, in training courses and various communications. This creates awareness among employees (acknowledging), they know what discrimination is (knowing) and they know how to deal with it.

Which training tools are used:

- The diversity challenge (<https://mijn.abu.nl/ledenservice/tools/app-diversiteit-loont>)
- The DIS training for MT members (Diverse and Inclusive Selection). On the basis of the mini-DIS training, the translation is made to the organization. This mini-training is repeated annually
- The ABU range
- Own mystery-call research



### **Safeguarding and embedding policy**

We continue to water the plant. De Jager Detachering is committed to this policy. Disciplinary sanctions may be imposed in the event of violation by an employee. In our discussions with clients, we draw their attention to this policy. In order to guarantee our position, a meeting takes place between De Jager Detachering and the client in the event of a complaint. We regularly evaluate our processes and adjust them where necessary to prevent discrimination. We also periodically ask ourselves what else we as an organization can do to promote equal treatment and combat discrimination. In this way, we continue to train our employees, so that they too can pass on our message to colleagues and other stakeholders.

Furthermore, the policy is reflected (at various times), such as:

- In the start-up meetings of the teams
- In periodic consultation (sales, planning, social support)
- In the recruitment process (advertisement texts, etc.)
- On the office screens
- In social media posts
- Via [www.werkjijmeezegnee.nl](http://www.werkjijmeezegnee.nl)
- The Diversity Pays Off! by Doorzaam
- In the annual appraisal interview
- In the General Terms and Conditions of De Jager Detachering (article 22.5)

### **Recording policy**

The anti-discrimination policy can be found in the Personnel Guide of De Jager Detachering, which is distributed to all new employees and is part of the employment contract.

Anti-discrimination also has a place on the intranet page and the website of De Jager Detachering.

### **Monitoring**

To keep us on our toes, 'mystery calls' are regularly carried out. The results of this are discussed in the departmental meetings.

### **Concerns, questions and complaints**

If employees within De Jager Detachering come into contact with discrimination, identify discrimination or receive discriminatory requests, this can be reported to the manager or to the confidential advisor. The confidential advisor can be approached for a conversation or to report or incident about discrimination. In the context of this scheme, the confidential advisor is involved in:

- Providing first aid, shelter and advice.
- Searching for a solution to the identified problem by means of investigations and consultation.
- Providing support in submitting a possible complaint.
- Providing aftercare.

If you, as an employee or temporary worker, feel that you are being discriminated against in the workplace at the client or at us as an employment agency, or if you see that your colleague is being treated unequally, please contact the confidential advisor. De Jager Detachering has a zero-tolerance policy towards discrimination.

- If an employee of De Jager Detachering does not comply with this policy, a warning will follow (and possibly a meeting with the direct supervisor).
- If an employee of De Jager Detachering violates one or more provisions of the anti-discrimination policy drawn up again, an official warning and a note in the personnel file will follow.
- Multiple official warnings can lead to a suspension or dismissal



The confidential advisor within De Jager Detachering is:

- Arie Deelen, Operationeel Manager, [arie@dejagerdetachering.com](mailto:arie@dejagerdetachering.com).

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If you want to file a complaint as an employee, you can. The complaints procedure is as follows:

- A complaint must be submitted in writing or by email to Peter de Looff, Manager Finance & HR, [peter@dejagerdetachering.com](mailto:peter@dejagerdetachering.com).
- Within 2 days you will receive a written confirmation that the complaint has been processed and that you will receive a written response within 14 days after submitting the complaint. If this period turns out not to be feasible, you will be informed in good time.
- The complaints handler collects all relevant information, applies both sides of the argument, discusses the complaint in the management team and takes a position.
- The complainant will be informed in writing and with reasons about the position taken.
- The position is recorded in the complaint file, to ensure that similar complaints are resolved, and to take preventive measures if necessary.
- The complaint file is kept for a period of 5 years after the complaint has been handled.
- Anonymous complaints will not be processed.

This anti-discrimination policy was approved by ABU and adopted by the management of De Jager Detachering B.V. on 9 January 2025.

M.J. de Jager  
Directeur