

RECRUITMENT CODE

THE CODE OF CONDUCT FOR RECRUITMENT & SELECTION

The NVP Recruitment Code (hereinafter referred to as 'the code') contains the basic rules that, in the opinion of the Dutch Association for Personnel Management and Organisational Development (NVP), should be observed by organisations (companies and institutions entering into relationships) and applicants during the recruitment and selection process. The purpose of the code is to provide a standard for a transparent and fair recruitment and selection procedure.

The code is set up chronologically, from the time that the job becomes vacant through to the date of appointment of an applicant. The organisation may adapt the code and/or application thereof to meet its own specific requirements if there is reason to do so.

The NVP will monitor the recruitment and selection practice of organisations and use its influence to ensure that the recruitment and selection practice is improved and maintained at the level advocated by the NVP. The code has been drawn up in consultation with the Labour Foundation (Stichting van de Arbeid).

1 UNDERLYING PRINCIPLES

- 1.1** The code is based on the following underlying principles:
- the applicant has a fair chance at appointment (equal opportunity for equal ability; the organisation will choose on the basis of suitability with respect to the position);
 - the applicant will be properly and fully informed of the application procedure – even if social media plays an important role –, the details of the vacant position and the level thereof within the organisation;
 - the organisation will request that the applicant provide only the information that is needed to assess suitability for the position;
 - the applicant will provide the organisation with the information that it needs to form a true and fair picture of the applicant's suitability for the vacant position.
 - the information provided by the applicant will be treated confidentially and with due care; the applicant's privacy will also be respected in other matters;
 - both the applicant and organisation are aware that information available from open sources such as the Internet and information obtained from third parties is not always reliable;
 - if an applicant submits a written complaint to the organisation concerning negligent, unfair or incorrect treatment, the organisation will respond to that complaint in writing.

1.2 It is important that the applicant has a clear understanding of the application procedure to be followed. This means that if the organisation deviates from the procedure originally chosen, these changes must be communicated and explained to the applicant. The applicant may request that the procedure be deviated from if there is a reason to do so.

1.3 The code applies to a procedure that is directed towards filling a vacancy within a organisation and for which the recruitment of candidates takes place by a) public announcement, such as advertisements in public (social) media and unsolicited applications b) within a restricted circle, such as through acquaintances or family, the work placement branch of the Employee Insurance Agency (UWV Werkbedrijf), notice boards, internal recruitment and c) through outside placement agencies.

1.4 The code is in line with current European and Dutch legislation.

2 VACANCY

2.1 Should the organisation decide that a vacancy exists or will exist and that it must be filled, it will prepare a recruitment profile in which the relevant details of such vacant position are set out. This will in any event include: the duties and responsibilities accompanying such position, the level/place of the position within the organisation, the nature of the employment (for example,

temporary or secondment), working hours and duration (for example, part-time or in shifts) and work location.

2.2 Job requirements may relate to professional competence (education, knowledge and experience), conduct and personal skills. Requirements of a personal kind will be set only if necessary for the proper performance of the job-related duties and to the extent they do not conflict with statutory regulations.

3 RECRUITMENT

3.1 In addition to the relevant job description, the recruitment profile will state the method of application, the information to be provided by the applicant (such as education, diplomas, employment history and experience), any additional selection procedures and/or methods (such as psychological tests and/or assessment), a pre-employment medical examination, a mandatory examination of personal history and the term within which the application must be submitted. In the event a organisation is making use of an unsolicited application, the organisation will provide the aforementioned information to the applicant at the applicant's request.

3.2 External placement agencies and organisations making use of data obtained from job sites and/or the Internet must inform the person in question if using this information in databases or for placement purposes.

3.3 If it is necessary to set an age limit, the reason for this restriction will be indicated.

3.4 If an affirmative action policy is being pursued with respect to certain groups, this policy and the underlying reasons will be expressly stated.

3.5 Regardless of the method of application (for a job or an open application) the organisation will mention that candidates can be sought over the internet, including social media.

3.6 The organisation will not require a (passport) photo of the applicant prior to the applicant being invited for an interview.

4 SELECTION PHASE

4.1 The organisation will notify the applicant in writing as soon as possible, but no later than two weeks after expiry of the closing date:

- if he has been rejected;
- if he is being invited for an interview;
- if the application is being put on hold (including indication of the time period within which further notice will follow).

If the applicant is invited for an interview or if the application has been put on hold, the organisation will include its current selection procedure and state the expected duration in its notification to the applicant.

- 4.2** The organisation will ask questions on only those aspects that are relevant to the position and/or the job performance.
- 4.3** The organisation may require that the applicant identify himself by means of valid identification
- 4.4** The applicant will provide the organisation with information that gives a true and fair picture of his professional competence (education, knowledge and experience) and will not withhold information that he knows or ought to know is important to the fulfilment of the vacancy for which he is applying.
- 4.5** The organisation will truthfully provide the applicant with all the information that he needs in order to be able to form as complete a picture as possible of the job vacancy and of the organisation.
- 4.6** The organisation will state clearly either in the job publication or in the application procedure whether the expenses reasonably incurred by the applicant will be reimbursed.

FURTHER INFORMATION

- 5.1** If the organisation requires further information about the applicant from third parties, the internet (as social media) and/or other sources, it will request the applicant's prior consent, unless this is not required pursuant to a statutory or generally binding provision. The information to be obtained must be directly related to the job vacancy in question and may not disproportionately violate the applicant's privacy. The applicant will be informed of any relevant information obtained from third parties and other sources, including websites (including social media), explicitly stating the source of said information. Such information will be discussed with the applicant.
- 5.2** A psychological test or assessment may be conducted by or under the aegis of a psychologist with due observance of the guidelines set by the Dutch Professional Association of Psychologists (NIP). The psychologist may only provide the client (the organisation) with the results of the test/assessment with the applicant's consent.
- 5.3** A medical examination in connection with the appointment may take place only if special requirements must be set concerning the medical suitability with respect to the job performance, and only at the end of the selection procedure after all other assessments of suitability have taken place. The examination will be carried out by a medical examiner with due observance of the currently applicable legal rules for such an examination.

REJECTION, COMPLETION OF THE APPLICATION PROCEDURE AND APPOINTMENT

- 6.1** If, in any phase of the application procedure, the organisation decides that an applicant will no longer be considered for the vacancy, this applicant will receive written or electronic notice within in two weeks of this decision. Reasons for the rejection will be explained as well as possible.
- 6.2** The application procedure is considered to be concluded if the job vacancy has been filled by one or more applicants or if the organisation has decided that the vacancy should be withdrawn. All persons who at that time are still participating in the procedure, will receive written (electronic) notice of this fact within two weeks.
- 6.3** Where applicable, all information, written or otherwise, received from an applicant will either be returned or destroyed within four weeks following a rejection, unless otherwise agreed with the applicant. After one year, the applicant must be contacted in order to update his/her information and to obtain his/her consent to keep the information on file for another period of time, unless otherwise agreed. External placement agencies may ask the applicant's consent to keep the application information for another period of time (to be determined), not exceeding five years. After this period of time, the information must be destroyed unless the applicant again grants permission to keep the data for a new term not exceeding five years, and is given the opportunity to update said information.
- 6.4** All agreements and undertakings will be recorded in writing upon appointment.

COMPLAINTS PROCEDURE BY THE ORGANISATION

- 7.1** The organisation will inspect all written complaints made by applicants who believe that they have been treated negligently, unfairly or incorrectly, and the organisation will inform the applicant within one month of its findings in writing, giving reasons.
- 7.2** The organisation will annually inform the Works Council (OR), or respectively, the employee representative body (PVT), of the number, nature and the method of settlement of complaints submitted, and any recommendations made by the NVP Recruitment Code's Complaints Committee (Klachteninstantie).

COMPLAINTS PROCEDURE BY THE NVP

- 8.1** An applicant, who has lodged a written complaint with respect to the application procedure with the organisation concerned and has received either no response or an unsatisfactory response, may address the NVP with a written complaint. The NVP will then test this written complaint against this code, subject to the provisions of the complaints procedure NVP
The NVP will allow the organisation against which the complaint has been lodged, the opportunity to respond to that which the applicant has put forward.
The ruling of the NVP will be sent to the applicant and a copy will be sent to the organisation in question.
- 8.2** The NVP can send its ruling to the organisation together with a recommendation, which recommendation may contribute to a prudent recruitment and selection policy. Also, if necessary, the NVP may take disciplinary action.
- 8.3** Complaints concerning a violation of a statutory regulation will not be processed. The applicant will be informed that he may bring his complaint before the court or, in the event of discrimination prohibited by law, before the College of Human Rights (www.mensenrechten.nl) and in the event of a pre-employment medical examination, before the Commission for Complaints Procedure for Pre-employment Medical Examinations (www.aanstellingskeuringen.nl).

Should you require information on the code or wish to lodge a complaint, please contact the NVP Recruitment Code's Complaints Committee. The NVP Recruitment Code's Complaints Committee may be reached by telephone on Wednesday from 1 pm to 5 pm, and on Thursday and Friday from 9 am to 5 pm. Of course you can also send an email.

Complaints Committee NVP Recruitment Code

Post Box 70 Tel. (+31) (0)30 – 605 5784
3430 AB Nieuwegein sollicitatiecode@nvp-plaza.nl
www.nvp-plaza.nl/sollicitatiecode

I. An affirmative action policy may only be pursued within the statutory limitations. Please consult (the website of) the College of Human Rights for further information (www.mensenrechten.nl or tel. +31(0)30 – 888 38 88).

II. The Medical Examinations Act and the Pre-employment Medical Examinations Decree of November 2001 form the guideline for pre-employment medical examinations.
The applicant may submit a complaint to the Commission for Complaints Procedure Pre-employment Medical Examinations on the basis of a complaint form which can be downloaded from the website (www.aanstellingskeuringen.nl). The Commission for Complaints Procedure Pre-employment Medical Examinations can be reached at telephone number +31 (0)70 34 99 573.

III. This concerns the Equal Treatment Act (relating to religion, personal beliefs, political opinion, race, gender, nationality, sexual orientation or civil status), the Equal Treatment (Men & Women) Act, and also the Medical Examinations Act, including the Pre-employment Medical Examinations Decree and the Complaints Procedure in Pre-Employment Medical Examinations Decree based on this Act. Also included are the Act on Equal Treatment of Disabled and Chronically Ill People and the Equal Treatment in Employment (Age Discrimination) Act. The College of Human Rights can be reached at telephone number +31 (0)30 888 38 88 at working days between 10 am and 4 pm. Or send an email to info@ensenrechten.nl.

For information on the protection of personal data, please contact the Dutch Data Protection Authority (www.cbpreweb.nl or by phone). If you have a question about the protection of personal data, please call the telephone consultation of the Dutch Data Protection Authority at telephone number 0900 2001 201 at working days between 9.30 am and 12.30 pm.