

HelloFlex People.

Code of Conduct

This code of conduct is intended to clarify what HelloFlex People B.V. stands for and how we wish to conduct ourselves in our daily work—towards employees, clients, each other and society. This code of conduct is for temporary workers and secondees employed under both ABU and NBBU.

The code of conduct is founded on our four core values: **enjoyment, ambition, reliability and respect**. Quality, social commitment, and good employment practices are also high priorities.

In this code of conduct, we elaborate on how we demonstrate this every day. References to employees in this code of conduct mean job seekers who apply to us as candidates and employees employed by clients through us. As such, this may involve temporary employees or secondees, depending on the nature of the service, and the promises in this code of conduct should be considered in light of these different forms of service provision.

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Work is valuable; it provides income, personal development and a contribution to society. HelloFlex People has been active in the labour market for over 15 years. We work with affiliated intermediaries to help job seekers find suitable work and help organisations gain perspective. This helps clients with agility and flexibility issues. We have helped thousands of working people find fixed or flexible work.

We all work in our own way, in healthy competition with one another. We also have a shared mission: making work valuable to people, businesses and society.

We want to strengthen job opportunities and prospects for everyone who works through or for us. We are committed to a fair, inclusive and opportunity-rich labour market—one

that works for everyone. This ambition connects us and distinguishes us in the industry. Our core values are enjoyment, ambition, reliability and respect. Quality, social commitment, and good employment practices are also high priorities.

This code of conduct forms the basis for all our actions and specifies what employees, clients and affiliated intermediaries can expect from us at all times. We deal with multiple stakeholders in our daily work. First and foremost are the employees and clients. However, this can also include government agencies or other organisations, who may have conflicting interests. In such cases, we look for the best possible custom solution within the framework of applicable laws and regulations. All promises made in this code of conduct should be viewed in this light.

In conclusion: HelloFlex People and its affiliated intermediaries act in line with this code of conduct and are accountable for it. The same applies to all our employees.

We actively promote this code of conduct within our organisation and to member intermediaries.

For working people

We enhance your career, no matter who you are or what your background is. The process begins when you first contact our affiliated intermediaries (in person or online) and continues until you leave on your way to the next step in your career. We are here for you, offering careful and focused feedback and concrete advice. Even if we cannot find work for you, HelloFlex people and its affiliated intermediaries are committed to supporting you in the next step towards your ideal job. This could involve practical advice on your resume, for example.

We promise the following:

We treat you with respect

■ **We stand for a diverse and inclusive labour market and do not discriminate.**

We are there for everyone who wants to work, no matter their origin, gender, age, creed or sexual preference.

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■ We look for suitable work for you

We look for work that matches your knowledge, skills and ambitions and will help you if you need help brushing up on any of that.

■ We do what we promise.

We are clear and realistic about what we can or cannot do for you.

We conduct ourselves as a good employer

■ We stand for good employment practices.

Together with our member intermediaries and clients, we are committed to healthy and safe working conditions.

■ We help you think about your future.

We focus on your development, attuned to your desire and ability.

■ We are always clear about what you can expect from us.

You may hold HelloFlex People and affiliated intermediaries accountable for this using the complaints procedure, for example.

We comply with laws and regulations

■ We do not charge you a fee for our help.

■ We offer working conditions in accordance with legislation and collective labour agreements.

You always get what you are entitled to, not only in terms of salary, but also allowances, holiday and pension.

■ We handle your personal data confidentially.

We always inform you in advance in clear language what data we are processing and why.

In conclusion: we are jointly responsible for a good relationship. This means that we expect you to behave as a good employee and that we are both clear about what we expect from each other. We hold each other accountable for this and keep our commitments.

For clients

The right employee in the right place at the right time; that is what HelloFlex People and its affiliated intermediaries are committed to, and it takes professionalism. To live up to that, HelloFlex People and its affiliated intermediaries anticipate developments within the labour market, continuously interview candidates and get to know the client organisation well. For example, HelloFlex People and its affiliated intermediaries can advise you on the creation and opening of vacancies and then on the recruitment and selection of suitable candidates. We stay closely involved after the placement of one of our employees.

We promise the following:

We know your business and industry

■ We immerse ourselves in your organisation and industry.

This gives us insight into personnel demand and capacity needs. We understand who or what you need, and know who is available in the market. As a result, even in a scarce labour market, we can help make work appropriate for available candidates.

■ We know our employees.

When we look for a suitable candidate for you, we know who fits the position and your organisation.

■ We are committed to having the right person in the right place at the right time.

We ensure that our workers have the agreed qualifications and skills.

We stand for good employment practices

■ We stand for a diverse and inclusive labour market and do not discriminate.

Everyone should be able to participate and be themselves.

■ We do not discriminate or facilitate discrimination.

Everyone is equal in our eyes, regardless of origin, gender, age, creed or sexual orientation, and we act accordingly.

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- **We do not compete on employment conditions.**

We pay our employees on time, adhering to working conditions in accordance with laws and regulations, collective labour agreements and user company remuneration. We do not facilitate strikebreaking.

- **We have external auditing.**

HelloFlex People is audited for compliance with rules and procedures twice a year. HelloFlex People is a member of ABU and NBBU. Members are audited for compliance with rules and procedures twice a year.

We are transparent in our actions

- **HelloFlex People and its affiliated intermediaries are transparent about our services.**

You know what to expect from us and what costs are involved. You will be informed about this in time.

- **HelloFlex People and its affiliated intermediaries create realistic expectations.**

We are clear in advance about the success rate for filling vacancies, for example.

- **HelloFlex People and its affiliated intermediaries respond quickly.**

Whatever the issue, you can trust us to respond quickly and appropriately.

In conclusion: we stand for good employment practices. This requires the cooperation of our clients. We expect clients to conduct themselves appropriately, and, like us, to take good care of our employees, which includes ensuring a safe and healthy work environment.

For affiliated intermediaries

HelloFlex People wants work to be of value for people, companies and society. We, the member intermediaries, are united in this mission which consists of four core values: enjoyment, ambition, reliability and respect. It also includes quality, social commitment and good employment practices. Together, we contribute to the sustainable growth of the Netherlands. We work together and share knowledge. At the same time, we cherish the mutual competition and commercial successes of the individual businesses. The rule of thumb is to always play the game by the rules.

We promise the following:

We act with integrity and care

- **We stand for the value of work and our services.**

We unburden our member intermediaries and clients and together take care of our employees. This increases the value of work for people and organisations.

- **We comply with laws and regulations.**

Whether relating to working conditions, discrimination, personal data processing or anything else. We keep our knowledge up-to-date. We implement changes in a timely and appropriate manner.

- **We act in accordance with applicable agreements within ABU and NBBU.**

This includes the mission statement, articles of association, by-laws and this code of conduct.

We are socially engaged

- **We are committed to a fair labour market.**

We do not compete on working conditions and are jointly committed to fair, clear and enforceable laws and regulations.

- **We invest in the sustainable employability, safety and job satisfaction of employees.**

We adhere to the spending obligation for development and training, as stipulated in the collective labour agreement.

- **We are working to resolve structural mismatches in the labour market.**

Among other things, we do this by investing in training people where necessary and desirable, together with our clients.

- **We want to create opportunities for people who are struggling to find work.**

We are committed to helping find work for people who are on the sidelines wherever possible.

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We are interconnected

- **Together, we are more than the sum of our parts.**

We believe in the power of competition, but together, we make the case for a fair labour market and the position of our employees. We share knowledge and cooperate and help each other where possible.

- **At HelloFlex People, we work together to maximise our impact**

We aim to continuously improve and strengthen the quality of the industry for employees, clients and society. As such, affiliated intermediaries never engage in activities that harm the industry's image.

- **We do not express ourselves negatively about each other.**

We compete with each other by emphasising our own value, never by bringing down another.

- **We are mutually accountable for our behaviour.**

We solve misunderstandings together. This code of conduct provides opportunities for resolution through escalation, if necessary.

Compliance

Disputes may arise between employees, clients or members based on this code of conduct. If this occurs, the following is the preferred route to reach a solution.

- 1. The parties try to reach a solution by mutual agreement.**

HelloFlex People has set up a clear and accessible procedure for this purpose.

- 2. Mediation**

If the parties are unable to reach an agreement among themselves, or one party is unresponsive, ABU or NBBU can be called upon for mediation. ABU and NBBU have a hotline for this. For disputes relating specifically to compliance with the *CLA for Temporary Workers*, the parties may apply to the Disputes Committee established for this purpose.

- 3. The last step is for the parties to take their case—which does not involve compliance with the collective labour agreement—to an independent arbitration tribunal.**

This body has the authority to issue binding rulings regarding compliance with this code of conduct. HelloFlex People is also authorised to terminate cooperation with the affiliated intermediary.

Scope

This code of conduct applies to all employees of HelloFlex People's affiliated intermediaries. Member intermediaries who mediate international employees or in education are also subject to additional codes of conduct.

ABU has established these in consultation with the relevant sectors.

These include:

- The ABU Fair Employment Code for Migrant Workers and the ABU Fair Recruitment Charter for Migrant Workers (code for intermediaries under HelloFlex People 200 B.V.)
- The Education Code of Conduct (intersectoral code)