

NVP

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 labour organisations (companies and institutions entering into labour 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 labour 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 labour 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).



Dutch Association for
Personnel Management & Organisational Development

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 labour organisation will choose on the basis of suitability with respect to the position);
 - the applicant will be properly and fully informed on the application procedure, the details of the vacant position and the level thereof within the organisation;
 - the labour organisation will request that the applicant provide only the information that is needed to assess suitability for the position;
 - the applicant will provide the labour 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;
 - if an applicant submits a written complaint to the labour organisation concerning negligent, unfair or incorrect treatment, the labour 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 labour 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.
- The code applies to a procedure that is directed towards filling a vacancy within a labour organisation and for which the recruitment of candidates takes place by a) public announcement, such as in advertisements in newspapers, radio or the Internet, b) within restricted circles, such as through acquaintances or family, Centre for Work and Income, notice boards or internal recruitment and c) through employment agencies, recruitment and selection agencies or executive search.
- The code is in line with current European and Dutch legislation.

VACANCY

- 2.1** Should the labour organisation decide that a vacancy exists or will exist and that it must be filled, it will prepare a job description 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 these are necessary for the proper performance of the job-related duties and insofar as they are not in conflict with statutory regulations.

RECRUITMENT

- 3.1** In addition to the relevant job description, the job advertisement will state the method of application (for example, whether an application form must be filled out), the information to be provided by the applicant (such as education, diplomas, employment history and experience), any special 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.
- 3.2** If it is necessary to set an age limit, the reason for this restriction will be indicated.
- 3.3** If an affirmative action policy is being pursued with respect to certain groups, this policy and the underlying reasons will be expressly stated.
- 3.4** The labour organisation will not require a passport photo of the applicant prior to the applicant being invited for an interview.

SELECTION PHASE

- 4.1** The labour organisation will notify the applicant as soon as possible (within several weeks) after expiry of the closing date for submission of applications:
- 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 labour organisation will include its current selection procedure and state the expected duration in its notification to the applicant.

4.2 The labour organisation will ask questions on only those aspects that are relevant to the position and/or the job performance.

The labour organisation may require that the applicant identify himself by means of valid identification.

The applicant will provide the labour 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.

4.3 The labour 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 labour organisation.

4.4 The labour 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 labour organisation requires further information from third parties and/or other sources about the applicant, it will request the applicant's prior consent, unless this is not required pursuant to a statutory or generally binding provision. The intended information must be directly related to the position to be filled and may not disproportionately infringe upon the applicant's privacy. The information obtained from third parties and other sources will be discussed with the applicant, if relevant.

5.2 A psychological test or assessment may only 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 labour 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.

The Medical Examinations Act, the Protocol for Pre-employment Medical Examinations of June 1995¹ and the Pre-employment Medical Examinations Decree of November 2001² form the guideline for pre-employment medical examinations.

REJECTION, COMPLETION OF THE APPLICATION PROCEDURE AND APPOINTMENT

6.1 Should the labour organisation decide at any stage during the application process that an applicant is not qualified to fill the position, the applicant will receive written notification of this within two weeks of such decision. The rejection will be substantiated as comprehensively as possible. The rejection will be in writing (by letter or by e-mail message). The application procedure is considered to be concluded if the job vacancy has been filled by one or more applicants or if the labour organisation has decided that the vacancy should be withdrawn. Only those persons who are still participating in the procedure will receive written notification of this within two weeks.

6.2 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.

6.3 All agreements and undertakings will be recorded in writing upon appointment.

COMPLAINTS PROCEDURE BY THE LABOUR ORGANISATION

7.1 The labour organisation will inspect all written complaints made by applicants who believe that they have been treated negligently, unfairly or incorrectly, and the labour organisation will inform the applicant within one month of its findings in writing, giving reasons.

7.2 The Works Council or the employee representatives will be informed annually of the number, the nature and method of handling all complaints lodged.

COMPLAINTS PROCEDURE BY THE NVP

8.1 An applicant, who has lodged a written complaint with respect to the application procedure with the labour 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. The NVP will allow the labour 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 labour organisation in question.

8.2 The ruling is not binding. The NVP may send its ruling to the labour organisation together with a recommendation, which recommendation may contribute to a prudent recruitment and selection policy.

8.3 Complaints concerning a violation of a statutory regulation³ 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 Equal Treatment Commission (www.cgb.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 Wednesdays through Fridays from 9 am to 5 pm.

Complaints Committee NVP Recruitment Code

Post Box 70 - 3430 AB Nieuwegein

Tel. (+31) (0)30 - 605 5784

Fax. (+31) (0)30 234-3991

sollicitatiecode@NVP-plaza.nl - www.NVP-plaza.nl

¹ The Protocol for Pre-employment Medical Examinations has been signed by the central organisations for employees, employers, patients/consumers, doctors and occupational and safety health services. A copy of the protocol can be requested from the Royal Dutch Medical Association, Lomanlaan 103, 3526 XD Utrecht, 030 - 282 3911.

² The Decree dated 23 November 2001 for the regulation of the treatment of complaints in pre-employment medical examinations came into force on 1 February 2002. Among other things, this decree imposes the following obligations on the organisation:

1. the organisation must make a copy of the recommendation of the occupational and safety health service in question available to the applicant, if requested by the applicant in good time before the pre-employment medical examination;

2. the organisation will inform the applicant on the possibility of lodging a complaint with the Commission for Complaints Procedures Pre-employment Medical Examinations.

3. 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 consultation hours for the legal department of the Equal Treatment Commission are working days between 2 pm and 4 pm, telephone number 030 - 888-3888.

The telephone number for the Commission for Complaints Procedure Pre-employment Medical Examinations is 030 - 272 3044. For information on the protection of personal data, go to www.cbpreweb.nl.