

Anti-Harassment and Bullying Policy

Cardano Development Anti-Harassment and Bullying Policy

Updated Date: May 2023

Approved by: Cardano Development Managing Board

Audience: Stichting Cardano Development, Cardano Development, All Cardano Development Companies and Frontier Finance Solutions

Custodian: Senior Operations Manager

1. Introduction

This policy sets out Cardano Development's commitment to create a working environment free from hostility in which individuals are valued for their contribution and can develop to their full potential.

Cardano Development expects everyone to relate to each other professionally and treat their colleagues with respect in a manner which recognises everyone's right to dignity at work. Any behaviour that undermines this is unacceptable.

2. Scope

This policy (the Anti-Harassment and Bullying Policy) applies to all employees, directors, contractors, and agents ("Personnel") of Stichting Cardano Development, Cardano Development B.V., Frontier Finance Solutions B.V. and all subsidiaries controlled directly or indirectly by Frontier Finance Solutions B.V. (in this document hereafter collectively referred to as "CD" or the "CD Companies" and each, a "CD Company").

Cardano Development expects the managing boards of all of its affiliates to either

- (a) adopt the policy as stated herein; or
- (b) if required to address a need particular to that affiliate, adopt an alternative policy with substantially similar intent.

3. About this policy

This policy covers harassment or bullying which occurs at work and out of the workplace, such as on business trips or at work-related events or social functions. It covers bullying and harassment by and/or aimed at staff (which may include consultants, contractors and agency workers) and also by third parties such as customers, suppliers or visitors to our premises.

This policy applies to:

- All employees, officers, consultants, contractors, interns, casual workers and agency workers.
- This policy does not form part of any employee's contract of employment and we may amend it at any time.

4. Who is responsible for this policy?

The Cardano Development Supervisory Board has overall responsibility for the effective operation of this policy but has delegated day-to-day responsibility for overseeing its implementation to the Cardano Development Managing Board.

All managers have a specific responsibility to operate within the boundaries of this policy, ensure that all CD personnel understands the standards of behaviour expected of them and to take action when behaviour falls below its requirements.

CD personnel should disclose any instances of harassment or bullying of which they become aware to the CEO. Questions about this policy and requests for training or information on dealing with bullying or harassment should be directed to the CEO. The CEO has responsibility for ensuring that any person who may be involved with investigations or administrative tasks carried out under this policy receive regular and appropriate training to assist them with these duties.

5. What is harassment?

Harassment is unwanted conduct related to the characteristics, which has the purpose or effect of violating an individual's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive working environment. The characteristics are age, gender, marital or civil partnership status, pregnancy, maternity, or family responsibilities, political beliefs, race, ethnicity, religion, disability, sexual orientation or gender identity.

Sexual harassment also occurs where a CD personnel is treated less favorably because they have rejected or refuse to submit to sexual advances or harassment.

Sexual harassment is defined by the UN as to include "unwelcome sexually determined behaviour as physical contact and advances, sexually coloured remarks, showing pornography and sexual demands, whether by words or actions. Such conducts can be humiliating and may constitute a health and safety problem; it is discriminatory when a person has reasonable ground to believe that their objection would disadvantage them in connection with their employment, including recruitment or promotion, or when it creates a hostile working environment".

Harassment is normally characterized by more than one incident of unacceptable behaviour, particularly if it reoccurs once it has been made clear by the victim that they consider it offensive. However, a single incident may constitute harassment if it is sufficiently serious. Harassment on any ground shall not be tolerated by CD or CD Companies.

Examples of Harassment

Examples of harassment include but not limited to:

- Verbal – crude language, open hostility, offensive jokes, suggestive remarks, innuendoes, rude, or vulgar, malicious gossip and offensive songs;
- Non-verbal – wolf-whistles, obscene gestures, sexually suggestive posters/calendars, pornographic material (both paper-based and online, including offensive screen-savers), graffiti, offensive letters, offensive emails, text messages on mobile phones and messages on social media;
- Physical – unnecessary touching, patting, pinching or brushing against another CD personnel's body, intimidating behaviour, assault and physical coercion;

- Coercion – pressure or promises in return for sexual favours (e.g. to get a job or be promoted) and pressure to participate in political groups etc.;
- Isolation or non-corporation and exclusion from social activities;
- Intrusion – following, pestering, spying, etc.

6. What is bullying?

Bullying is a deliberate and consistent wearing down process comprising a sustained form of psychological abuse that makes victims feel demeaned and inadequate. Bullying is defined as offensive, intimidating, malicious or insulting behaviour, or an abuse or misuse of power, which has the purpose, or effect, of intimidating, belittling and humiliating the recipient.

Examples of Bullying

Workplace bullying can range from extreme forms such as violence and intimidation to less obvious forms such as psychological manipulation or isolating individuals by reference to characteristics.

Examples include but not limited to:

- Shouting or swearing at people in public or private;
- Persistent unjustified criticism, or criticism without offering constructive solutions in case of criticism that may be justified;
- Ignoring or deliberately excluding people from professional activities for personal reasons;
- Persecution through threats and instilling fear;
- Spreading malicious rumors.

Legitimate, reasonable and constructive criticism of an employees performance or behaviour, or reasonable instructions given to workers in the course of their employment, will not amount to bullying on their own.

7. Gender-Based Violence

Gender-based violence is defined by the UN as violence directed at someone because of their gender, as that affects an individual disproportionately. It includes acts that inflicts physical, mental or sexual harm or suffering and threats.

8. Impact of Harassment and Bullying

Harassment and bullying can lead to illness, absenteeism, an apparent lack of commitment, poor performance and resignation.

The damage, tension and conflict that harassment and bullying create should not be underestimated. The result is not just poor moral, but higher staff turnover, reduced productivity, divided teams and a poor external reputation.

9. Enforcement

Any proven instance of harassment or bullying will be classified as an offence for which CD personnel may be disciplined. Serious instances of harassment or bullying will be treated as gross misconduct for which CD personnel may be dismissed.

All CD personnel will be informed of CD's Anti-harassment and Bullying Policy at induction and through communication and awareness programs. It will be stressed that all complaints of harassment and bullying will be treated seriously.

10. Advice

Examples of harassment and bullying are often highly context-specific and sensitive in nature. CD personnel who believe they are being harassed or bullied may wish to discuss their situation before deciding what action to take. CD operates an open-door policy to discuss workplace problems and CD personnel can discuss the matter with their line manager on an informal basis.

CD recognizes however, that this may not always be appropriate. If this is the case, CD personnel can discuss the situation with the CEO.

They will ensure:

- Ensure the conversation remains confidential as far as possible;
- Listen sympathetically;
- Help individuals consider objectively what has happened;
- Discuss the outcome the individual would wish to seek;
- Draw the attention to available reporting and options;
- Help weigh up the alternatives, but without pressure to adopt any course;
- Assist individuals in dealing with the situation, if they ask for help.

Confidentiality will be maintained as far as possible. However, if a CD personnel decides not to take any action to deal with the problem and the circumstances described are very serious, CD reserves the right to investigate the situation. It has an overall duty of care to ensure the safety of all employees who may be adversely affected by the alleged harasser's/bully's behaviour.

11. Raising Complaints

It is up to the individual to decide which route to take in solving any problem that has occurred. There are two types of solutions available – informal and formal.

Informal

Where possible, CD personnel should, in the first instance talk directly and informally to the person whom they believe is harassing or bullying them and explain clearly what aspect of their behaviour is unacceptable or is causing offence. They should state that their behaviour is unwelcome and request that it should stop. It may be that the person whose conduct is causing the offence is genuinely unaware that their behaviour is unwelcome or objectionable.

If the victim would find it difficult or embarrassing to raise the issue directly with the person creating the problem, support can be sought out from a work colleague who can accompany the CD personnel when speaking to the person involved.

Alternatively, if the CD personnel feel unable to approach the person whose actions or conduct is causing offence, the complaint can be raised informally with their Line Manager or CD's trusted person, who will try to assist to find an informal solution to the problem. (See section on Advice above). This could include asking a third party (e.g. colleague or another manager) to approach the person on their behalf in the first instance.

If the CD personnel feels unable to follow these steps or have already done so without success, or if the complaint is one of the serious harassment, they may choose to raise a formal complaint.

Formal

Where informal solutions fail, or serious harassment or bullying occurs, CD personnel can bring a formal complaint in writing to the CEO. If the complaint is being made towards the CEO, a complaint should be logged to the Senior Legal Counsel.

Written complaint should set out full details of the conduct in question, including the name of the harasser or bully, the nature of the harassment or bullying, the date(s) and time(s) at which it occurred, the names of any witnesses and any action that has been taken so far to attempt to stop it from occurring. If the CD personnel finds it difficult to set out their complaint in writing, then they should contact CD's trusted person who will provide assistance.

12. Investigation

CD will investigate complaints in a timely and confidential manner. The investigation will be conducted by someone with appropriate experience and no prior involvement in the complaint. The investigation will be thorough, impartial and objective, and carried out with sensitivity and due respect for the rights of all parties concerned.

CD will arrange a meeting with the victim, usually within one week of receiving your complaint, so that the victim can give their account of events. The victim has the rights to be accompanied by a colleague of their choice, who must respect the confidentiality of the investigation. The victim will be given a provisional timetable for the investigation. The investigator will arrange further meetings with the victim as appropriate throughout the investigation.

If the complaint is about an employee, CD may consider suspending them on full pay or making other temporary changes to working arrangements pending the outcome of the investigation, if circumstances require. The investigator will also meet with the alleged harasser or bully who may also be accompanied by a colleague of their choice to hear their account of events. They have a right to be told the details of the allegations against them, so that they can respond.

If the complaint is about someone other than an employee, such as a customer, supplier or visitor, we will consider what action may be appropriate to protect you and anyone involved pending the outcome of the investigation, bearing in mind the reasonable needs of the business and the rights of that person. Where appropriate, we will attempt to discuss the matter with the third party.

CD will also consider any request the victim makes in changes to their own working arrangements during the investigation. For example, victim may ask for changes to their duties or working hours to avoid or minimise contact with the alleged harasser or bully.

It may be necessary to interview witnesses to any of the incidents mentioned in the complaint. If so, the importance of confidentiality will be emphasised to all involved.

At the end of the investigation, the investigator will submit a report to CD's trusted person to review the complaint. The CD trusted person will arrange a meeting with the victim, usually within a week of receiving the report, to discuss the outcome and what action, if any, should be taken. The victim has the right to bring a colleague to the meeting. A copy of the report and the CD's trusted person's findings will be given to the victim and to the alleged harasser/bully.

13. Outcome of the investigation

If the outcome of the investigation indicates that harassment or bullying has occurred, prompt action will be taken to address it.

In instance where the harasser or bully is a CD personnel, the matter will be dealt with as a case of possible misconduct or gross misconduct under our Disciplinary Procedure. If the harasser or bully is a third party such as a customer or other visitor, CD will consider an appropriate action to deal with the problem.

Whether or not the complaint is upheld, CD will consider how best to manage any ongoing working relationship between the victim and the person concerned. It may be appropriate to arrange some form of mediation and/or counselling, or to change the duties, working location or reporting lines of one or both parties.

14. Appeals

If the victim is not satisfied with the outcome, they may appeal in writing to the CEO within one week of the date on which the decision was given, stating full grounds of appeal.

CD will hold an appeal meeting within one week of receiving written appeal. This will be dealt with impartially by a Member of CD Supervisory Board, who has not previously been involved in the case (although they may ask anyone previously involved to be present). The victim may bring a colleague to the meeting.

CD will confirm the final decision in writing, usually within one week of the appeal hearing. The decision from this appeal will be final and there will be no further appeal.

15. Malicious Complaints

Where a complaint is blatantly untrue and has been brought out of malice, or some other unacceptable motive, the complainant will be subject to CD's disciplinary procedures, as will any witness who have deliberately mislead CD during the investigation.

CD recognizes that it is in the interests of everyone to resolve issues of concern that CD personnel may have about their employment as quickly as possible in order to maintain good working relations.

The aim is to provide an internal mechanism for dealing with concerns raised by CD personnels seeking a satisfactory solution. Where this is not possible, every effort will be made to explain the reasons for the decision.

16. Protection and Support

Any personnel who make complaints or who participate in good faith in any investigation must not suffer any form of retaliation or victimization as a result. Anyone found to have retaliated against or victimized someone in this way will be subject to disciplinary action under CD's Disciplinary Procedure.

If any CD personnel believes that they have suffered any such treatment, they should inform their line manager. If the matter is not remedied, they should raise it formally using our Grievance Procedure or this procedure if appropriate.

CD offers access to confidential counselling, which is available on request for anyone affected by, or accused of, bullying or harassment. The details are available in confidence from the CEO.

17. Confidentiality and record-keeping

Confidentiality is an important part of the procedures provided under this policy. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis. Breach of confidentiality may give rise to disciplinary action under our Disciplinary Procedure.

Information about a complaint by or about a CD personnel may be placed on the employee's personnel file, along with a record of the outcome and of any notes or other documents compiled during the process. These will be processed in accordance with our Data Protection Policy.

18. Measurement and transparency

CD tracks the total number of incidents of bullying and harassment and corrective actions taken disaggregated by gender and reports to the Cardano Development Supervisory Board.

Where harassment or bullying has been found to have occurred and the perpetrator remains in the employment, regular checks will be made to ensure that harassment has stopped and that there has been no victimization or retaliation against the victim.

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