

# (External) Confidential Counsellor policy

This protocol describes the tasks and responsibilities of the Confidential Counsellor of Prince Claus Fund.

## A. Tasks and Powers of the Confidential Counsellor

- Handling issues of staff members related to unwanted behaviour and misconduct. This includes investigating the problem, providing support, guidance, and advice to make the problem discussable and manageable, and attempting to find the most desirable and feasible solution.
- Conversations with the Confidential Counsellor have several objectives.
  1. First and foremost, it is about allowing the involved employee to express their concerns.
  2. Subsequently, the conversation should clarify whether the issue involves a workplace conflict, a moral protest or doubt, or an integrity violation.
  3. In the third place, an examination of possible and best follow-up steps is required, with the interests of the victim and witness taking precedence.
  4. Fourthly, the involved employee must be supported in making a decision, explicitly leaving open the possibility that the employee takes no further action.
  5. Finally, the Confidential Counsellor refers the involved employee to:
    - the reporting system for violations;
    - the management in case of workplace conflicts;
    - the management for protests and doubts;
- HR/management for assistance, including a referral to victim support or coaching.
- Unwanted behaviour includes: sexual harassment, discrimination, unwanted intimacies, and bullying. For a detailed description, refer to the Code of Conduct 2021.
- Providing requested and unsolicited advice to the director regarding resolving situations of unwanted behaviour in the workplace.

## B. Confidentiality

- The Confidential Counsellor establishes a trust relationship with the person seeking assistance. Therefore, the Confidential Counsellor promises confidentiality regarding information obtained in the exercise of their role.
- Exceptions to this commitment may occur if the person in question gives consent to breach this confidentiality promise or if urgent reasons exist that bring a solution closer.
- The Confidential Counsellor informs the concerned party of the intention to breach confidentiality before actually doing so.
- All other involved parties also have a confidentiality obligation.
- The Confidential Counsellor ensures that the documentation and archiving of data are done in accordance with its confidential nature. All documents are retained for a period of 5 years.

## C. Appointment and Composition

- The (external) Confidential Counsellor is appointed by the board upon the recommendation of the director and the staff representation.
- The Confidential Counsellor ensures that the steps outlined in the Code of Conduct have been taken before taking action.
- If necessary, the Confidential Counsellor can call upon an additional counsellor with legal knowledge or other required expertise and/or an additional counsellor of the opposite gender. Any costs incurred are borne by Prince Claus Fund.
- Employees and board members of Prince Claus Fund cannot act as Confidential Counsellors. The same applies to individuals involved in the alleged unwanted behaviour.
- The Confidential Counsellor is appointed for a period of three years, which can be extended once for another three-year period.