

## Trusted Persons at AidEnvironment

AidEnvironment is committed to ensuring that all employees work in a safe and respectful environment, free from detrimental treatment such as verbal aggression and violence, sexual or any other type of intimidation, bullying, and discrimination. At AidEnvironment, employees have the autonomy to decide if certain behaviour is unacceptable, empowering them to voice their concerns without fear of judgment or reprisal.

To support this commitment, AidEnvironment has designated trusted persons, also known as confidential counsellors, who serve as a point of contact for employees to report complaints. These trusted persons ensure that all complaints are handled through an anonymous and secure channel, maintaining the confidentiality of the reporting employee.

### Confidential Counsellors

AidEnvironment has appointed two confidential counsellors: Marco Garcia (internal) and Mirjam Lamark of Thermieq (external). Employees can approach these counsellors with any concerns related to unacceptable behaviour. The confidential counsellors are trained to handle such reports with sensitivity and discretion, ensuring that the privacy of the complainant is protected at all times.

#### Role and Responsibilities of Confidential Counsellors

**Handling Complaints Anonymously:** All complaints are processed through a secure and anonymous channel to protect the identity of the reporting individual.

**Providing Support and Guidance:** Confidential counsellors offer support and guidance to employees, helping them navigate through their concerns and understanding the steps involved in addressing their complaints.

**Ensuring a Safe Workplace:** By addressing complaints and taking appropriate actions, confidential counsellors play a crucial role in maintaining a safe and respectful workplace environment.

Confidential counsellors are available to listen to employees' concerns, offer advice, and initiate steps to resolve any issues that arise, ensuring that all employees feel heard and supported.