Amsterdam 02/09/2020

Dear stakeholders of My Red Light,

Monday we send a letter to our board and supervisory board. We asked for a reply within 24 hours because there was an urgent unsafe situation for us. Today, Wednesday, we have no reply back, even not a confirmation they received our letter. This is upsetting and not surprising at the same time because this is part of structural pattern with them: poor or no communication at all and ignoring serious concerns.

The board has always been a back-up in case someone got sick and if there is no replacement. Since the corona outbreak it is obvious the chance staff members are calling in sick increased tremendously. Since more than a month, [redacted] is the only person on board and management level so the one and only who is the back-up in case someone is sick and there is no replacement by colleagues. [redacted] is a boardmember since November 2019 and has never done a shift before, never showed any interest to join someone with a shift and had no clue at all how to do a shift. Even in the last month, she showed no interest.

Last Friday, 28th of August, someone of the staff was too sick to work and [redacted] did the shift from midnight till closing time (5 AM). A weekend night between midnight and closing time is always the most busy time of the week. During her shift, the alarm went of a couple of times. A renter had to guide her to the room where the panic button was pressed because [redacted] had no clue where to go to. Also the fire alarm went of and [redacted] had again no clue where to go to and had no idea how to turn of the alarm or reset it. A renter had to guide her to the fire alarm box. One of the renters had a serious problem with a client and called the office for immediate assistance. [redacted] had no clue how to help and the renter felt left in the dark. When she cleaned one of the rooms after a renter left, she pushed the panic button by accident because she thought it was a light switch. The sound of the alarm is always very stressful for us because it means a colleague can be in serious danger.

Also, whole night, there was [redacted], with her. He is not working in the office. She didn't introduce him or inform us about this. We felt really uncomfortable with this, especially because [redacted] left him alone in the office upstairs while she was walking outside or cleaning rooms downstairs. Multiple people noticed this from their windows. This means someone we don't know had access to our personal files, because they are in a drawer next to the desk. This is why beheerders never let anyone unattended in the office and always lock the door when they go out. This is concerning us the most because our real names, family names, personal stories and more are in our files. We decided for good reasons to use a workname and not tell our family about this job, so privacy is extremely important to us. The risk, and even the feeling of, that someone can expose us, is terrifying. [redacted] knows a lot of us are very critical and unhappy with her but because she and [redacted] she was with had access to our personal files, we are too afraid to criticize her anymore. All other people working in the office we still trust and they are doing a great job to help us during these crazy times with [redacted] and the supervisory board.

Like if this wasn't enough already: in the weeks before this all happened, we made very clear we felt unsafe with [redacted] (and the supervisory board) and we don't trust them. We made this very clear via the letters we wrote them, and we also made this very clear to [redacted] in person during the rentersmeeting on August 16. Some of us even recorded this meeting because they felt unsafe. We absolutely do not understand how it is possible that [redacted] allowed herself to do a nightshift while being very clear a lot of us don't trust her and don't feel safe with her and she is not trained at all to do this properly and she is absolutely not able to guard our privacy. This all happening is totally insane and the fact board and supervisory board are not responding at all to our

urgent letter from Monday is almost surreal and unbelievable. [redacted] and the supervisory board created, again, a real unsafe situation for us.

We heard you have a meeting about the situation at the end of this week and we urge you to replace the board and supervisory board as soon as possible because we cannot hold this much longer. We are sick and tired of these people and the whole situation. Something must really happen now. We also don't want them to replace themselves by people they know and trust.

We also attached the letter we send last Monday to the board and supervisory board.

Best regards,

The renters of MRL
Because of the reasons we mentioned earlier in this letter, we chose to send this letter anonymously.