



Employee Manual

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Flexportal

Flexportal is a PRO HRM portal that gives you a clear overview of your timesheets, payslips, annual income statements and other documents relevant to you. Flexportal is explained in more detail in the 'Flexportal guide for employees'.

Salary

How is my salary calculated?

Your salary level is set, as usual, in consultation with the company you work for. The level is based on the hourly pay/collective labour agreement (CLA) that applies in the company you work for and also depends on:



- your work pattern
- your age
- the type of work
- your work experience

We ensure that all wage increases that apply by law or under the prevailing CLA or remuneration system are granted to you.

When will my salary be paid?

Employees with a flexible number of hours are called weekly wage-earners or periodic wage earners. Weekly wage earners receive their pay on Friday of every week for the hours they worked in the previous week. Periodic wage earners receive their pay on Friday of every fifth week for the hours they worked in the previous four weeks. It is important that the hours worked are submitted to us through Flexportal so that we can make payments. Employees with a fixed number of hours each month can also choose to receive their pay on the 25th of each month. You make this choice in consultation with your manager.

Contracts

How does the phases system of the Federation of Private Employment Agencies' collective labour agreement for temporary workers (ABU CLA) work? There are three contractual phases. The employment contract or temporary employment contract you receive from us by email shows you which phase you are in.

Options:

- Phase A – from 0 to 78 weeks worked.
In this phase, you either have a flexible contract or a fixed-term contract.
- Phase B – the next four years.
After your contract in phase A ends, you could be given a phase-B employment contract. Once you have worked 78 weeks, phase B means that PRO HRM can offer you a fixed-term contract six times, with a maximum total length of four years.
- Phase C – an open-ended employment contract.
After you have gone through phase B, PRO HRM could offer you an open-ended employment contract. You will continue to work at the same place as far as possible, but now receive a fixed monthly salary.

What is my notice period?

The notice period depends on the length of the employment contract. You can find out which notice period applies to you in Articles 14 and 15 of the ABU CLA. You can find this CLA at www.abu.nl/cao.

If you unexpectedly wish to, or have to stop working, please let us know when and why you want to stop. We can then attend to all deregistration formalities.

Payslip

What is shown on my payslip?

You can find an explanation of your payslip at <https://www.prohrm.nl/medewerkers/documenten>.

The explanations are displayed as you hover over the different figures in this payslip. If you require a more detailed explanation, contact PRO HRM on +31 (0)88 201 3880.

How and when will I receive my payslip?

We will prepare your payslip every week, month or four-week period. The exact number of hours you have worked will be shown on your payslip. You can also see how your wages are calculated, what you have earned in the current year, which contributions have been deducted, and what you have accrued in reserves (holiday days and holiday pay). You will receive your payslip by email and can also find it in Flexportal.

What are the various deductions on my payslip?

Everyone who works has amounts deducted from their pay for payroll tax and social security contributions. These deductions ensure that you contribute towards the social system as a member of the labour force in the Netherlands. PRO HRM automatically pays over the payroll tax and social security contributions for you.

Do I need to have the tax credit applied at PRO HRM? The income tax credit gives you a discount on the wages and salaries tax to be paid. This leaves you with more net pay when your salary is paid than if you do not have this credit applied. The income tax credit may be applied by one employer or benefits agency only. We recommend having the income tax credit applied at the employer or benefits agency from which you receive the highest gross income.

When will I receive my annual income statement?

Your annual income statement will be emailed to you by 1 March and can also be found in the Flexportal.

Holidays

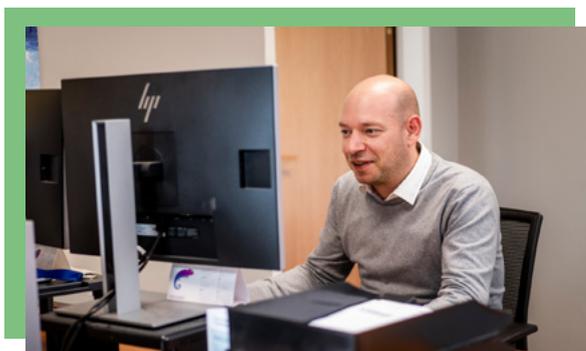
How and when can I take a holiday and how do I get these days paid? If you wish to take the holiday you have accrued, please inform your direct manager. If your client approves, notify us of your holiday through Flexportal or by email at backoffice@prohrm.nl.

We reserve a statutory percentage, laid down in the CLA, of every hour you work for days' leave. When you take a holiday, these days' leave serve to cover the salary you are used to receiving. Your holiday balance always appears at the bottom of your payslip.



When will I receive my holiday pay?

We reserve eight per cent of your holiday allowance from every normal hour worked. The holiday pay you accrue is reserved and can be requested up to twice a year. If you do not request any holiday pay in the interim, we pay it in the first week of June. If you wish to receive your holiday pay earlier, you can request it by sending an email to: backoffice@prohrm.nl.



Pension

What is the situation with my pension?

If you are 21 or older and you have worked under the ABU CLA for at least 8 weeks in a single year, you will automatically be a member of the StiPP pension plan. The capital saved will be paid to you when you reach state pension age.

Updated information about the pension plan can be found on the StiPP website: www.stippensioen.nl. If you have questions about your personal pension situation, you can complete an email form on the StiPP website.

Illness

What must I do if I am ill?

If you are ill, follow the rules of your client and PRO HRM's sickness absence regulations that you can consult in the personnel guide attached as a link to your employment contract. Among other things, this states that if you are ill, you must phone PRO HRM as early as possible, at least before 10am, or immediately if you leave work early because of illness. If you have questions, you can always contact our service desk.

The same applies if you unexpectedly want or have to stop working. Please let us know when and why you wish to stop. The same applies if you will be temporarily unavailable. We can then correctly attend to all the deregistration formalities, such as deregistration from the Employee Insurance Agency (UWV).

Work situation

What do I need to know about working conditions?

The rules that apply to working conditions are laid down in the Dutch Working Conditions Act (Arbowet). This Act describes the rules that safeguard health and safety at work. It is important for you to know that the company where you work is obliged to inform you about any risks in the workplace. You must ensure that you actually follow the instructions.

What is the identification requirement?

Everyone in the Netherlands must be able to identify themselves at work. Because of that, you must always carry your proof of identity and keep it with you at work. To identify yourself at work, you need to be able to show one of these original and valid identity documents:

- Passport
- Identity card
- Driving licence
- Immigration document and any accompanying documentation

Employee benefits

What benefits can I enjoy as a PRO HRM employee?

As a PRO HRM employee, you can take advantage of great offers. Examples include discounts on various products, day trips, courses, your sports subscription and health insurance.

- [View your benefits here.](#)
- [Also read about the benefits in the PRO Paper.](#)



Do you have other questions that are not answered in this manual?

You can always contact us during office hours.

Service desk opening hours:

- Mondays to Thursdays 9am – 5:30pm
- Friday: 9am – 4:30pm

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PRO:HRM