

## **Sickness absence regulations**

PRO HRM BV is self-insurer under the Sickness Benefits Act. Acture BV arranges for compliance with all statutory obligations that arise from self-insurance status under the Sickness Benefits Act on the instructions of PRO HRM BV. PRO HRM has appointed Acture to arrange for absence records, assessment of claims made under the Sickness Benefits Act, reintegration to work and the determination of the daily wage. Acture is supported by an occupational health and safety service when it provides assistance, claim assessment and reintegration.

### **Sickness notification**

If you are sick you are required to report sick personally to the company where the activities were to be performed and PRO HRM before the activities commence, but in any event before 09.00 hours on the day you fall ill. If you become sick during work and you are not able to carry on, you report this to PRO HRM and the immediate supervisor of the company where the activities are performed. Sickness notifications not made personally are not accepted unless there are good reasons. The final sickness notification is processed following contact with Acture concerning the nature and seriousness of the illness.

### **Accepting the sickness report**

Acture will contact you to verify your disease reports. Depending on the agreements between PRO HRM and Acture, Acture will contact you in one of two ways:

#### **- You will receive a text message containing a link.**

You need to click on this link and you will be taken to our 'absence application'. In this application the information about your sick leave will be reviewed with you, you can inform us about changes and you can indicate whether you are still ill or perhaps already recovered.

*If you would like to contact a case manager by telephone, you can also indicate this here. One of our case managers will contact you as soon as possible.*

#### **- Or, one of our case managers will call you by telephone.**

The case manager of Acture will contact you by telephone. In order to be able to deal with your report, it is very important that you can be reached at the telephone number known to PRO HRM. Have you passed on several telephone numbers to PRO HRM? If so, make sure that you can be reached on these telephone numbers. If you do not respond to our call, this may have consequences for your sickness benefit.

### **Staying home**

One of the employees from Acture will contact with you, either by telephone or through a home visit. You can also expect to be called to the consultation hour of the company doctor, for which you must be available. You are obliged to stay home between 08:00 and 18:00 hours until the first contact with Acture has taken place in order to enable this contact and/or visit. If you are residing at another address, you must report this immediately to the Acture case manager by telephone. It has consequences for your sickness benefit.

### **Accessibility**

Insight into sickness absence is necessary to be able to determine the entitlement to sick pay quickly and to be able to proceed with payment of sick pay. There will be regular contact with Acture. You do everything within your power to assist in your recovery. A call-up to visit a company doctor must be complied with immediately as well.

### **Company doctor**

You should, of course, comply with a summons from the company doctor to appear at the consultation hour. If you are absolutely unable to do so, or are already working again, you must notify the Acture case manager thereof no later than 48 hours before the appointment. If you fail to do so, this may have consequences for the level and/or duration of the payment of your sick pay.

### **Second opinion with respect to the company doctor**

If you doubt the correctness of the advice concerning absence management issued by the company doctor, you may indicate this to him while providing the reasons and request a second opinion from another company doctor. The first company doctor sets this second opinion in motion unless he has important arguments for not doing so; he will notify you of these arguments if this is the case.

If a second opinion takes place, the company doctor sets this in motion by selecting together with you a different company doctor from the pool set up for this purpose by Acture. This other company doctor must not be employed within the occupational health and safety service, the company or institution where the first company doctor is employed. Acture bears the costs of the second opinion when selecting a company doctor from the pool. If you would like to consult a company doctor who is not part of the pool, you will require Acture's approval. The first company doctor always informs Acture that another company doctor is being engaged for a second opinion and who this company doctor is.

The company doctor who provides the second opinion receives all information required for assessing your situation and the advice that was issued from the first company doctor. He then decides whether he still wishes to collect further information. Once the second company doctor has formulated his advice, he will first discuss it with you. You will then decide whether this advice will be shared with the first company doctor. If this does not take place, the advice from the first company doctor will continue to serve as the starting point for absence management.

If the first company doctor is provided with the advice, he will contact you as soon as possible after he receives it and he will tell you while providing reasons whether he will take over the advice in full, in part or not at all. He only reports to Acture whether the second opinion is reason for him to change his advice about absence management and, if so, what his new advice comprises. He then resumes issuing advice about absence management. If you consider this undesirable because of the manner in which he deals with the second opinion that was provided, you may indicate this. The company doctor will then consider whether he will transfer issuing advice about absence management to another company doctor and he reports his decision to you and to Acture.

### **Company doctor complaints procedure**

Acture ensures that the independent company doctor or certified occupational health and safety service has a complaints procedure in place. You can make use of this procedure if you are of the opinion that the company doctor has treated you in an indecent or unprofessional manner.

### **An agreement is an agreement**

Acture expects that you keep to the agreements that are made.

### **Expert opinion from the Employee Insurance Agency (UWV)**

Acture follows the advice issued by the company doctor when setting up reintegration. If you disagree with the manner in which Acture handles this advice and/or how it shapes reintegration, you may request an expert opinion from UWV. UWV will then assess whether Acture complies with all reintegration obligations: for example: whether our reintegration efforts are sufficient or whether we may be asking too much of you. The outcome of an Expert Opinion is not legally binding, but the

Acture case managers do always take it into account in the follow-up of the file and the development thereof.

### **Objection and appeal to UWV**

If the company doctor declares you fit for work or another situation occurs that has an impact on your entitlement to benefits under the Sickness Benefits Act and/or the duration thereof, Acture will request a decision from UWV for this purpose. UWV issues a decision if it considers following assessment that this application was formed in a careful manner. You will receive a copy, as will Acture. If you disagree with the content of the decision, you have the right to initiate objection and appeal proceedings at UWV. This agency applies fixed terms for submitting an objection in this connection. The term for submitting an objection is 2 weeks for a decision regarding a statement of recovery; a term for submitting an objection of 6 weeks applies for other subjects. The objection is handled by the UWV Objections and Appeal department. If you disagree with the outcome after your objection has been handled, you have the right to appeal to the District Court and thereafter file further appeals. This option is also available to Acture.

### **Residence abroad**

If you fall ill while on holiday abroad, the same rules that apply to reporting sick in the Netherlands shall apply. You are required to report sick to PRO HRM in accordance with the above procedure for reporting sick. The sickness notification is not processed until after there has been contact with Acture concerning the nature and seriousness of the illness. You keep yourself available for both telephone and personal contact. You report to the Acture case manager immediately when you return home. In addition to the above, days' holiday are not compensated unless there was admittance to a hospital or nursing institution. Any entitlement to a claim under the Sickness Benefits Act lapses if the above agreements are not complied with.

### **Holiday**

You are allowed to go on holiday if you receive sickness benefits provided you satisfy several conditions:

- your holiday must not obstruct your recovery and/or reintegration;
- you are required to comply in full with the agreements laid down in your (amended) plan of approach during your holiday as well;
- you indicated your holiday address and place of residence to your Case Manager on time.

Notify your holiday plans on time; the sooner the better. But in any event at least 2 weeks before your departure. Your Case Manager assesses whether your holiday satisfies the above conditions in consultation with the company doctor and/or your reintegration supervisor. If you go on holiday in the Netherlands and you continue to comply with your reintegration obligation, you will be obliged to notify your Case Manager of the address where you will be staying at least 48 hours in advance. Acture checks whether you comply with your obligations. You are going on holiday and you have not informed Acture or you have informed Acture too late? Such will have consequences for the amount and/or duration of your sickness benefits.

### **Recovery**

You are obliged to notify PRO HRM immediately of your recovery. You do not have to wait for approval to resume work or to start looking for other work. It is also possible that you resume your activities in part or that you will start performing other, replacement activities. You are required to comply with the rules in these absence regulations for the other hours you still claim under the Sickness Benefits Act.

**Sick pay**

You have a 2-day waiting period for which no sick pay is paid. Waiting days do not apply when you are again unable to work within a period of four weeks and waiting days have already been taken into account for the first sickness notification. At least four weeks after receiving your sickness notification, Acture will transfer the sick pay to you on a weekly basis. The level of your sick pay is based on your average daily salary that you earned with your last employer, to a maximum of 1 year prior to the sickness notification. Your salary details are obtained from the benefit entitlement database of the Employee Insurance Agency (UWV) or from the salary administration of your former employer. All changes that could have consequences for your sick pay should be immediately reported by you to the case manager of Acture. If you do not comply with the rules, this may have consequences for your sick pay.

**Activities aimed at resuming work**

If you are ill, you are obliged to do everything within your power to become healthy again so that you can resume work quickly. Your other activities must not obstruct your recovery.

**Privacy**

Acture handles your personal data with due care and always respects the General Data Protection Regulation (GDPR). You can find our Privacy statement on [www.acture.nl/werknemers/privacy](http://www.acture.nl/werknemers/privacy). This statement describes what personal data Acture may process, for which purposes and on what legal basis. The statement also includes information on how you may exercise your rights with respect to your personal data.

**Contact with Acture case managers**

Acture case managers can be reached at: **+31 (0)24 890 94 70**.