

PRO:HRM



Employee manual

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Flexportal

PRO HRM has created Flexportal to enable you to access your timesheets, payslips, annual income statements and other important documents. There's a PRO HRM app too, which you can download via either the Google Play Store or another app store to have Flexportal close at hand all the time. Simply search for PRO HRM and then start the download. For detailed information about how Flexportal works, see the Flexportal guide for employees; you will find it under Documents in Flexportal.



Scan the QR code to download the PRO HRM app for Apple.



Scan the QR code to download the PRO HRM app for Android.

Salary

How is my salary calculated?



Your salary is determined in consultation with the company for which you work and will be based on the collective labour agreement (CLA) or the hourly rate of pay applicable in the company in question. Your salary will also depend on:

- how much you work
- your age
- the type of work you do
- your work experience

We make sure you receive all the pay increases required by law or in line with the relevant CLA or remuneration system.

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 are paid every Friday for the hours they worked the week before. Periodic wage earners receive their pay on the Friday of every fifth week for the hours they worked in the previous four weeks. See the [PRO HRM website](#) for the salary schedule. Please note that we are only able to pay you if you submit your hours via Flexportal. Employees with a fixed number of hours each month can also choose to receive their pay on the 25th of each month - which they will do in consultation with their managers.

Contracts

A phase system consisting of three contractual phases is set out in the ABU-CAO. The employment contract or temporary employment contract you receive from us via Flexportal shows you which phase applies to you.

The three phases follow below:

- ⋮ **Phase A - from 0 to 52 hours worked**
In this phase, you either have a flexible contract or a fixed-term contract.
- ⋮ **Phase B - the next three years**
After your contract in phase A ends, you could be given a phase-B employment contract. Once you have worked 52 weeks, phase B PRO HRM will be able to offer you a fixed-term contract six times, with a maximum total length of three years.
- ⋮ **Phase C - an open-ended employment contract**
After you have completed phase B, PRO HRM could offer you an open-ended employment contract. You start to receive a fixed monthly salary in this phase.

What is my notice period?

The notice period applicable depends on the length of your employment contract. See Article 15 of the ABU CLA (on www.abu.nl/cao) for more information.

If you would like or have to stop working, contact us to let us know when and why you want to stop. We will then make sure that you are deregistered correctly.

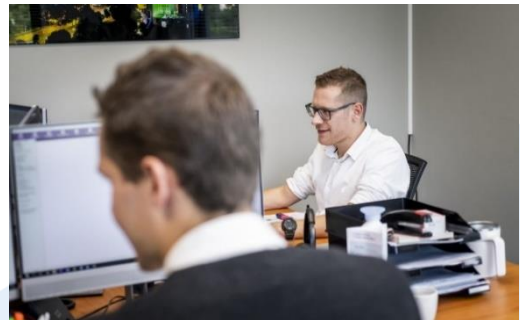
Payslip

Which information will I see on my payslip?

See the [PRO HRM website](#) and Flexportal for more information about the different parts of your payslip. It contains a number of figures and a glossary explaining each of the figures. If you would like a more detailed explanation, contact PRO HRM on 088 - 201 3880.

How and when will I receive my payslip?

We prepare your payslip either once a week or month or every four weeks. It states exactly how many hours you worked in the period in question. It also shows how your salary is 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 via Flexportal, where you will also find all your past payslips.



What are the various deductions on my payslip?

Everyone who works in the Netherlands has payroll tax and social security contributions deducted from their pay, to ensure they contribute to the social security system here. PRO HRM automatically remits both deductions on your behalf.

Should I ask PRO HRM to apply the income tax credit?

The income tax credit reduces the amount of wages and salaries tax you pay. In other words, your net salary is higher if this credit is applied. However, just one employer or benefits agency can apply it. We recommend you arrange to have the income tax credit applied by the employer or benefits agency from which you receive your highest gross income.

When will I receive my annual income statement?

You will receive your annual income statement via Flexportal by 1 February 2023.

Holidays



payslip.

How and when can I take holiday leave?

Arrange holiday leave with your direct manager. Once approved by your client, notify us of your holiday via Flexportal or mail (backoffice@prohrm.nl).

How am I paid for holiday days?

We reserve a statutory percentage (specified in the relevant CLA) of every hour you work for holiday days. Whenever you use holiday days, an amount is taken from the reserve to make sure you still receive your full salary. Your holiday balance is shown at the bottom of each

When will I receive my holiday pay?

We reserve 8.33% of your holiday allowance from every normal hour worked and pay it out to you as holiday pay a maximum of twice a year. If you do not request any holiday pay in the interim, you will receive it in the first week of June. If you would like to your holiday pay to be paid to you earlier, request this by sending an email to: backoffice@prohrm.nl.

Pension

Do I have a pension?

When you reach the age when you are entitled to build up a pension, you automatically join the StiPP pension scheme. The amount saved will be paid to you when you reach the state pension age.

See the [StiPP website](#) for up-to-date information about the pension plan. If you have any questions about your personal pension situation, complete the relevant form on the StiPP website.



Illness

What should I do if I am ever ill?

If you are ever ill, follow the rules specified by your client and also PRO HRM's sickness absence regulations. You will find these regulations in the Personnel Guide that is attached to your employment contract and also in Flexportal. Amongst other things, the regulations state that you must always call PRO HRM on 088 - 201 3880 to notify it if your illness before 10.00 hours on the day in question. If you leave work early because you are ill, you must notify PRO HRM immediately.

The same applies if you unexpectedly want or have to stop working or if you become temporarily unavailable. Please let us know when and why you want to stop working or when your temporary unavailability will start. We can then make sure you are deregistered correctly (with the Employee Insurance Agency (UWV), for example). If you have any questions, call our service desk on 088 - 201 3880.

Work situation

What do I need to know about working conditions?

The rules applicable in respect of working conditions and health and safety at work are laid down in the Dutch Working Conditions Act (*Arbowet*). It is important for you to know that the company you work for is required to inform you of any risks there are in the workplace. You must ensure you actually follow all the instructions provided.

What is the identification requirement?

Everyone in the Netherlands is obliged to be in a position to identify themselves at all times. This means that you will need to some form of ID with you at work as well. If original and valid, the following identity documents will be accepted as proof of identity:

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

Employee benefits



Which other benefits do I have as a PRO HRM employee?

As a PRO HRM employee, you have access to a number of benefits. For example, discounts on various products, day trips and supplementary health insurance. You also have free access to Evie for help with your mental well-being. See the [PRO HRM website](#) and Flexportal for these benefits and extra information.

Questions?

You can contact us by telephone on 088 - 201 3880 during office hours. Outside these hours, email us on: info@prohrm.nl. Or visit our website: www.prohrm.nl

Service desk opening hours:

Mondays to Thursdays 09.00 hours - 17.00 hours
Fridays: 09.00 hours - 16.30 hours

Have a great day at work!

PRO:HRM

Signature

Mr J.C. van Arkel

DocuSigned by:

Nancy van Arkel

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