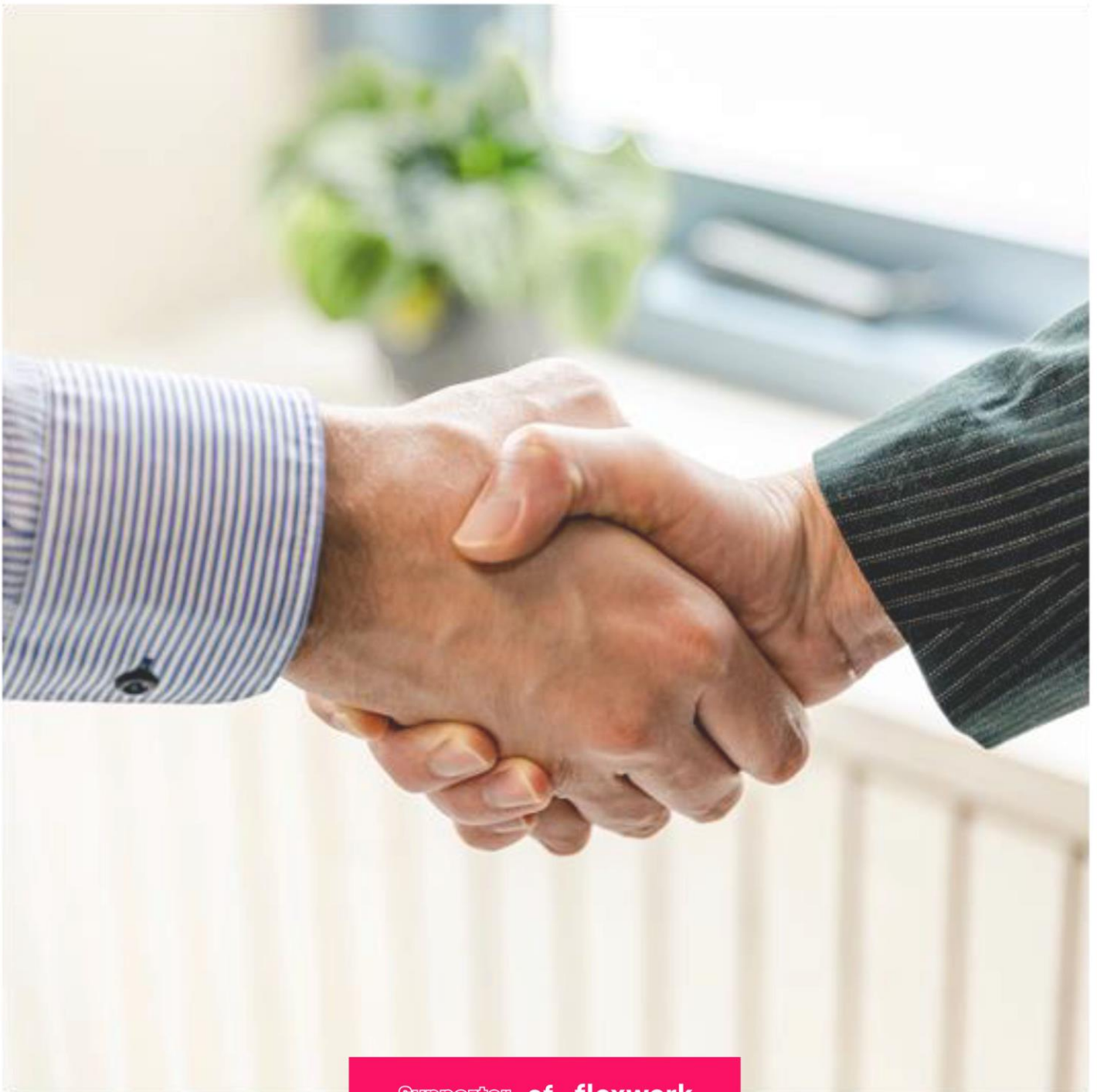


Working at Flexsupport

Working with VCA



Supporter of flexwerk

Welcome to Flexsupport

This booklet is a supplement to the 'Working at Flexsupport' booklet you received together with your employment contract. We assume you'll read both booklets carefully.

You're receiving this booklet because both Flexsupport and the company you are going to work think health and safety at the workplace is very important. You'll have to deal with issues about health and safety in your work. So we think it's important that you're aware of the risks involved in your work, and that you know how to act in unsafe situations. Because you (too) have an impact on a safe and enjoyable working environment.

Please read this booklet carefully so you know what's expected of you in case of unsafe situations. That way you'll be well-prepared for your work. You have to provide a signature after reading these booklets. If you don't sign the agreement, you can't work via Flexsupport.

If you have any comments on the information in this booklet, then of course we'd like to hear from you.

Have a good time at your work, and we look forward to a great partnership!

Best regards,

Team Flexsupport

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Section 1: General issues

1.1 Flexsupport contact details

Flexsupport can be reached on working days from 9AM to 5PM. You can call us on +31 (0)50 - 210 10 08 and email us at info@flexsupport.nl. We will respond to your email within one working day at the latest. A lot of the information in this booklet can also be found on our website: www.flexsupport.nl.

1.2 House rules and safety

A company often has their own house rules and a Risk Inventory and Evaluation document. You must comply with these house rules while working for this company.

House rules are often about working hours and breaks, how you treat each other in the workplace and what safety rules apply within the company. We recommend that you ask the company where you will be working about the house rules, read them and, of course, comply with them! Violation of the house rules may result in a penalty, such as a wage penalty.

We would also like to point out that every company must have a Risk Inventory and Evaluation document. In a Risk Inventory and Evaluation document the company describes how to work safely for them.

In the context of working in a safe workplace it's a good idea to request this document, to read it very carefully and to comply with it during your work. In this way you can prevent damage to yourself, your colleagues or the company's property.

If the company where you will be working does not have this document, or does not want to give it to you, then please contact Flexsupport immediately.

1.3 Risk Inventory and Evaluation (RI&E)

Every company is legally obliged to have a Risk Inventory and Evaluation (RI&E) document. In an RI&E document with its accompanying Plan of Action (PoA), the company describes the risks that could possibly occur while working for them.

Because you need to work in a safe workplace, it's a good idea to request this document and read it very carefully. If the company where you will be working does not have this document, please contact Flexsupport as soon as possible.

We have informed the company where you will be working that you can ask them for access to this RI&E document. It is obligatory to give you the information if you ask for it.

1.4 Company emergency response team (BHV), first aid and emergency plan

We advise you to find out who is a company emergency response team member (BHV'er) and who is a first aider at the company. It is also important to know where the escape routes and assembly point after evacuation are in the company or at your workplace. These are often shown on floor plans at office and/or workplace entrances.

Before you start working, also check where safety facilities (such as fire extinguishers, emergency brakes, hand-held detectors, eyewash bottles, first aid boxes and the assembly point) are located. You will usually be informed of this by the company where you will be working.

Also important: do you know what safety regulations apply at the company where you will be working? Learn to always pay attention to prohibition signs, command signs, markings and warning symbols, and to follow these instructions carefully.

If you have any questions about these issues, then you can put your questions to your supervisor at the company. Safe working and being prepared for emergencies are really important!

1.5 VGA prevention officer and health and safety service

Any issues you don't feel comfortable with regarding health and safety should be first reported to your supervisor. If these unsafe or undesirable situations continue, you should report them to Flexsupport's prevention officer. This colleague's contact details can be found in Section 1.1 of this booklet. Our prevention officer will consult with the company to resolve the situation. If necessary the prevention officer can call in the company doctor or health and safety service.

1.6 Complaints procedure

If you cannot come to a good solution to complaints or problems with the company where you will be working, your supervisor or the temporary employment agency, you should report your complaint to Flexsupport.

Flexsupport will start to deal with your complaint within two working days. We'll talk to you about how to proceed. Your identity will not be disclosed to stakeholders if you don't want this. If this is necessary for the procedure, then Flexsupport will consult with you.

Flexsupport will investigate your complaint and give an opinion on whether it is valid. During this investigation you will be regularly updated on its progress.

Section 2: All about safety

2.1 General

We expect you to respect and carry out all instructions, guidelines and rules of the the company were you will be working. If anything is unclear, then let your supervisor know! Avoid unsafe actions and unsafe situations as much as possible.

2.2 Working equipment

All equipment (for example tools, machines and computers) that you use for your work must be in good condition, and some must also be certified. Before using these machines, it's a good idea to check the certification. To work safely with the equipment, it's very important to follow the safety instructions. You must be familiar with these instructions before you start work.

Always follow the operating instructions of the equipment, and familiarise yourself with the information about the equipment or machine given to you by the client. Don't carry out repairs, modifications and/or maintenance on machinery/equipment, installations and buildings if you are not authorised to do so.

2.3 VCA certificate

You must send a copy of your VCA health, safety and environment certificate to Flexsupport before your first working day starts. You can find the contact details in Section 1.1. Ask Flexsupport about the possibilities for extension if your certificate is about to expire. We will be happy to offer you a refresher course.

If you don't have a valid VCA certificate, you must get one within three months of starting work. Flexsupport will pay your training costs.

2.4 Personal Protective Equipment (PPE)

You may need PPE at your workplace. Mostly you get this on loan from the company were you will be working. The most common PPE is eye protection, a safety helmet, gloves and safety shoes. Ear protection can also be part of your PPE. This is different for each workplace. Use them in the way they are intended, and only during working hours.

Always check the equipment provided to you before using it and follow the company's instructions for maintaining, cleaning and storing PPE.

Is your PPE damaged or broken? Report this immediately, and ask the company were you will be working for replacement PPE.

When your assignment ends, you must return all borrowed PPE at the end of your last working day. If the company says you can keep the PPE, you don't have to return it. But you must have permission for this. If you do not return the PPE, we might withhold your pay.

2.5 Last-Minute Risk Analysis (LMRA)

Before you start work, you first do an LMRA. This is very important in order to identify the risks of the job before you can start your work safely. If you see something that's not right, you are obliged to report it to your supervisor immediately. In consultation, you decide whether it's a safety risk and whether you can start work.

2.6 Workplace and working environment

Your workplace and working environment should always be neat and tidy, and also clean and uncluttered. Your working environment should include good storage areas for your tools, work clothes, safety shoes, hearing protection and other PPE.

The walkways, emergency stairs, fire extinguishers, switch boxes and emergency exits should always be kept clear of materials and machinery etc. Do not enter places or areas you are not familiar with, or are not authorised to be in.

2.7 Health

The use of alcohol and drugs or other narcotic or hallucinogenic substances before or during your work is strictly prohibited. We also advise against using them outside of working hours.

If you use these substances during or before your working hours, we can terminate your work and apply a wage penalty. By doing so you may put yourself and possibly others at risk as a result. We do not accept that! Any damage caused by violating this ban will be charged to you.

If you are on medication, then report this to your supervisor immediately. In consultation, it can then be decided – possibly after consulting a doctor – what work you can do safely. If you are on medication we advise you to carry a medicine passport with you.

Tell your supervisor or intermediary in good time if there are any concerns about doing your job properly, such as fear of heights, fear of failure, social anxiety or social dilemmas. Together we will see if you could be affected by these while working, and what measures need to be taken.

If you have any injury you suffer during your work, you should immediately assessed and/or treated by a company emergency response team member (BHV'er) or first aider. If necessary, call a hospital's accident and emergency department.

Chapter 3: Accidents at work

3.1 Preventing accidents at work

An important part of the Dutch Working Conditions Act and the Safety, Health and Environment Certificate (VCA) is the prevention of accidents and unsafe situations at work. As you learned in training for your VCA, most workplace accidents are caused by unsafe actions. If you come across an unsafe situation we ask you to report this to your supervisor immediately. If a colleague is behaving unsafely it's also a good idea to speak to them about this. You often have the most influence on your own safety. Recognise this, and act accordingly!

3.2 Accidents at work

If there has been an accident at work, you and the company where you will be working have a duty to report this to Flexsupport and, in serious cases, also to the Netherlands Labour Authority (NLA). In case of doubt we always recommend contacting Flexsupport for advice.

Report an accident at work to the Flexsupport management or prevention officer. They will take care of the further handling of the accident. This could include communication about and recording the accident. Of course this is done in consultation with the client. Together they decide whether further investigation by the NLA is needed.

3.3 Finally

We've done our best to give you as much information as possible as clearly as possible. You can also find a lot of information on the www.flexsupport.nl website. There may be changes in certification, the law or our working methods. We'll keep you informed of these changes on www.flexsupport.nl or in our newsletter, which we send you four times a year.

No rights can be derived from the content of this information brochure.

Appendix 1: Policy statement

Our health and safety policy has been drawn up by our director, Gert Arends, and is used and communicated throughout the organisation of Flexsupport B.V. and its partners.

The director ensures that employees (office workers, intermediaries and flex workers) are well-equipped with training, courses and clear instructions, and are competent enough to do their work.

With this policy Flexsupport aims to ensure good working conditions and prevent any negative consequences for all our employees, including flex workers, and the environment. The aim is for all employees to do their work in a pleasant and safe working atmosphere.

To keep work and clients, the entire organisation is responsible for the final result. Our clients judge us on the quality of our work.

The management has a number of focus points:

- Setting realistic health and safety targets every year;
- Preventing HSE incidents/damage/accidents with injuries/complaints;
- Keeping the accident frequency rate (IF) at 0;
- Striving for continuous organisational and health and safety improvement;
- Where possible, raising health and safety awareness among employees, intermediaries and flex workers;
- Posting flex workers with health and safety-aware companies that respect the safety rules;
- All employees using work equipment, materials and PPE correctly;
- Meeting client expectations every year.

By carrying out an annual internal audit and management review, we check whether the health and safety system is still functioning properly and can be improved where possible.

The management expects all employees to actively cooperate with and make a positive contribution to the implementation and continuous improvement of an effective health and safety system and a consistently healthy company.

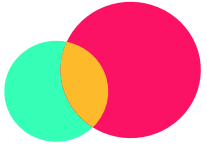
This policy is communicated throughout the organisation, and to any other stakeholders as appropriate. The policy is reviewed at least once every three years.

Groningen, 22 March 2023



Gert Arends

Flexsupport Director



Flexsupport

