

Working at Flexsupport

Congratulations on your new job!



Supporter van flexwerk

Welcome to Flexsupport

Congratulations on your new job!

You are going to work at the company or organization of one of our clients. We are your employer and you are an employee of Flexsupport. Being an employer and employee involves various rights and obligations for you and for us. You discuss the daily routine and the content of your tasks with the client where you are actually working. For all other matters, we are there for you!

To help you as much as possible and to provide you with information about how we work, we have listed a number of things in this booklet. Read this booklet carefully so that you know what your rights and obligations are.

Together with your employment contract, work confirmation and the Collective Labour Agreement [CLA] for Temporary Agency Workers, this information forms the basis for our cooperation. Would you like to know more about a subject after reading this booklet? Please contact us.

Do you have an idea for this booklet or our services? Please let us know, too.

Enjoy your work and we look forward to a good cooperation!

Kind regards,

Team Flexsupport

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Chapter 1: General matters

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. Much of the information in this booklet can also be found on our website: www.flexsupport.nl. You always can contact Your intermediair also.

1.2 House rules and safety

A client often has its own house rules and a Risk Inventory and Evaluation document. You must comply with these house rules while working for this client. 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 your client 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 also want to remind you that every client must have a Risk Assessment and Evaluation document. In a Risk Inventory and Evaluation document the client 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 client's property. If your client does not have this document, or does not want to give it to you, Then please contact Flexsupport immediately.

1.3 Confidentiality

Many clients of Flexsupport impose a duty of confidentiality. You also have this duty as an employee of Flexsupport. Confidentiality means that you can be liable to punishment if you talk to third parties about the content of your work, the company concerned, the company processes or the product. Be aware of this!

Your employment contract includes an article promising to observe the duty of confidentiality. Your client may additionally require you to also sign a client confidentiality agreement.

1.4 Privacy statement

Flexsupport considers it important to handle the personal data you have entrusted to us confidentially. We have published a privacy statement on our website. In this statement we describe how we handle your personal data.

1.5 Anti-discrimination policy

Flexsupport considers an inclusive labour market very important and is against discrimination on any ground, as described in the Dutch constitution! We have developed an anti-discrimination policy to put this into practice.

Do you feel you have been discriminated against by us or the client? We then ask you to contact our management immediately using the details above.

If you want to read this anti-discrimination policy, You can. You can find our anti-discrimination policy on the bottom of the homepage of our website.

Chapter 2: All about your remuneration

2.1 Employment contract

You have received a contract of employment from Flexsupport. Flexsupport adheres to the applicable laws and regulations and is subject to the CLA for Temporary Agency Workers – the collective bargaining agreement of the ABU [*Federation of Private Employment Agencies*]. The most recent version of this ABU CLA is always available [on our website](#).

Flexsupport uses the phase system in accordance with the ABU CLA. You work in phase A, phase B, or phase C. Phase A consists of 52 weeks worked. All weeks in which you have worked or took holiday hours, regardless of the number of hours, count as a week worked. In certain cases you are entitled to continued payment in case of illness, special leave and compensation on a national holiday. You can read more about this further on in this booklet.

In phases A and B you will receive an employment contract from Flexsupport for a certain period for a certain number of hours per period. Phase C is a contract for an indefinite period. In phase A, your employment contract will always be tacitly renewed if you can continue to work for the client or if you can work through another client.

Are you not available, do you refuse other and suitable work, are you no longer able to work or do you want to stop? Then you must notify us in writing. In this manner you terminate your employment contract and you will be paid your reservations. There are no more obligations between you and Flexsupport afterwards.

If you can continue to work via Flexsupport after phase A, you will move on to phase B. You can have a maximum of six temporary contracts with Flexsupport in three calendar years during phase B, before you are eligible for an employment contract in phase C. In both phases B and C you have a minimum number of hours stated in the contract and for that number of hours you must be available for work.

Are you unable or unwilling to work anymore? Then you have to inform us. There is one month's notice period for all parties involved in the employment contract in phase B and two months in phase C.

2.2 Remuneration scheme

Your salary is calculated on the basis of the hours worked as indicated on the hourly time sheet in accordance with article 8 of the ABU CLA. The hours worked are processed through an online hour registration system. This way, you always and everywhere have access to your hourly timesheets, even when you have stopped working with us.

For most clients, a specific CLA or company-specific arrangement applies. If that is the case, we will state this on your Work Confirmation that you will receive by email with your employment contract. We adhere to the remuneration scheme of that CLA or the client. Your wages, your expense allowances and your overtime and unsocial hours allowance are based on the CLA or your client's remuneration scheme. If there is a change in that CBA or scheme, it applies to you as well. The remuneration elements we must apply are listed in article 16 of the ABU CLA.

If no CBA applies to your client, we are free to determine the remuneration in consultation with you and your client. We determine the remuneration with due observance of the Statutory Minimum Wage and applicable employment law.

2.3 Periodic increases

With the client or in the CLA that applies to the client, there may be periodic increases in your wages. This increase sometimes applies when you have been employed for a year, or complete a course or obtain a diploma, or when it is your birthday. Sometimes there is also an annual cycle and everyone receives a periodic increase at a certain time as a result of good performance. We keep track of this when we know the scheme and discuss with the client whether you are eligible for that periodic increase.

If you suspect that we have forgotten your periodic salary increase, please contact us immediately! We will ask your client about the possible periodic salary increase and will process it with retroactive effect.

2.4 Travel expenses and travel time

There may be a travel expenses and/or travel time allowance for you at your client's firm. Flexsupport processes any travel expenses in three ways:

- In consultation with your client, a fixed amount per day/week worked has been determined. As soon as you work, you will be paid this fixed amount. You do not have to enter anything in your hourly timesheet.
- For each day worked, you enter the number of kilometres travelled in the online hour registration system. Don't forget to include a description of your trip, for example: commuting.
- Scan your original public transport tickets and email them to us at info@flexsupport.nl.

Make sure that your expense claim is accompanied by a signature of your client approving your expense claim, otherwise we will not pay it.

Travel hours can be entered in your timesheet. Often for those hours a different hourly wage is paid or certain conditions apply. Your client knows more about this subject. If they have no information, you can contact us and we will explain it to you.

2.5 Expense allowances

From 1 July 2023, the number of allowances that you can claim is expanded. You may also claim all expense allowances that your hirer has in its remuneration scheme or applicable CLA. You will receive an expense allowance for expenses that are directly related to your work. Some examples of the above are: tool allowance, Company Emergency Response allowance or a meal allowance. Relocation costs are, however, not included in this.

We communicate the possible allowances, according to the CLA or the client's own scheme, via the Work Confirmation. If you incur these costs, you must report this to Flexsupport and the client in advance. If the client agrees that you may claim these costs, we will make them available to you in the Online timesheet, so that you can claim them.

2.6 Private Unemployment Benefit Supplements and Wage-related WGA Benefits [PAWW] premium deduction and payment

Your payslip will show that a PAWW premium is withheld from your wages and compensated by means of a reimbursement. So you will not notice much of a net effect, but you can make use of it when you stop working. Flexsupport pays the PAWW premium to Acture. They manage these funds and pay them out to you if you are entitled to them. You are entitled to benefits through them if you are unemployed. The UWV [*Employee Insurance Agency*] handles the first 2 years of your WW benefit [*benefit under the Unemployment Insurance Act*] and Acture handles the 3rd year. On [their website](#) you can find more information.

2.7 Payment of wages

On your work confirmation you will see whether you receive your wages per week or per period of four weeks and whether you also have the payroll tax credit applied. You have made this choice yourself, but we can change this if you want to. This will also be stated on your work confirmation.

Every Wednesday we process the hours approved by your client. Approval of hours must be done before noon on Wednesday! If the hours worked are approved after noon on Wednesday, you will receive your wages a week later, because your worked hours will be included with the next payment and your wages will be deposited into your bank account. Every Thursday afternoon we send the wage payments to our bank and send the payslips.

Have you opted for period pay? An overview of the payment dates 2025 can be found on our website www.flexsupport.nl/documenten.

2.8 Payment of wages in the event of illness

If you are ill, there is one waiting day for which no salary is paid. Within two weeks of receiving your sickness report, we will pay your salary. The amount of your salary is based on your average daily wage. We will email you a calculation of the number of hours you will receive compensation for. If you disagree, please contact us directly.

If you are ill, you are in principle entitled to salary. Sometimes this sickness benefit may not be paid. For example:

- The illness was caused intentionally;
- You impede or delay your recovery process;
- You refuse to cooperate in the reintegration process without good reason.

Should this be the case, you will be informed of this in writing, giving reasons. Later in this booklet you will read more about reporting sickness absence and reporting end of sickness absence.

2.9 Payslip and annual income statement

In the online hour portal you will find your payslip. Of course, we also email you your payslip after each wage payment on Thursday afternoon. Your payslip shows, among other things, which deductions and reservations have been made for you and the amount of net wages transferred to your bank account.

In February each year, we send your annual statement to your email address and publish it in your online hour portal. You will need this for your tax return. Keep it safe, it will only be issued once!

Did you stop working and then got a new email address? Please let us know so that you receive your annual statement at the correct email address.

Chapter 3: Secondary employment conditions

3.1 Holiday days and holiday pay

You are entitled to holiday pay in accordance with the ABU CLA. This holiday pay is reserved for you and paid out in June. The amount of the holiday pay is 8.33% of your gross salary. You accrue this on top of your salary.

You accrue 25 days' holiday for full-time employment. If you work less, you accrue in proportion. Holiday hours can be taken at any time. You email us how many and for which week you want to take your holiday hours. It is wise to also inform your client that you will be taking time off. They may need to arrange for a replacement during your absence.

You can see the status of your reservations on the homepage of your online environment and at the bottom of your last payslip. It is not possible to take more holiday hours than you have accrued.

If you switch from a secondment contract phase A to a secondment contract phase B, the reservations you accrued during phase A remain reserved for you. You accrue new reservations from the start date of your contract in phase B. Your first payslip in phase B starts at zero. If you take days off, they will first be paid from the accrued reservations in phase A. This continues until you have been paid all of your reservations from phase A.

3.2 Public holidays and special types of leave

The ABU CLA describes your right to a public holiday allowance and special leave. In addition, there are legal regulations that apply to everyone. In a general sense, it means that you cannot work, because on your regular working day there is a nationally recognized holiday, or there are personal circumstances that prevent you from working. Think of a funeral or a wedding party or maybe your family has expanded or family members are sick that you need to take care of.

For a public holiday allowance, Flexsupport considers the hours you worked in the thirteen weeks preceding that public holiday. If you worked at least seven of those thirteen weeks, we will pay you for the average number of hours you missed because you were unable to work.

According to the ABU CLA, public holidays are: New Year's Day, Easter Sunday and Easter Monday, Ascension Day, Whit Sunday and Whit Monday, King's Day, Christmas Day and Boxing Day. If the national holiday falls on a Saturday or Sunday, there is no right to a national holiday allowance.

If you work on a public holiday, you often get a supplement to your salary. Your client is required to inform us of this supplement so that we can pay you.

Are you unable to work due to a special event in your family? Let us know and we will check whether and how much you are entitled to continued payment of wages or perhaps you are entitled to a benefit via the UWV [*Employee Insurance Agency*]. In such situations there are various schemes to which you may be entitled.

3.3 Pension

Flexsupport is obliged to reserve pension premiums for you. If you are over 18 years of age, we will pay premium to the StiPP pension fund from your first day of work through our company. StiPP is the pension fund for the temporary employment sector. You will be registered by us and informed by StiPP that they receive pension funds for you through us.

You can see how much pension (StiPP Plus scheme) you are accruing at the bottom of your payslip. Flexsupport pays the most of the premium, the other part you'll pay yourself. If you work in the construction industry, we may pay into the construction industry pension fund. Different rules apply to this.

More information on this subject can be found in a booklet that can be downloaded from [our website](#) and through the StiPP website.

3.4 Sickness absence and reporting end of sickness absence

Flexsupport is self-insured for the Sickness Benefits Act. This means that we take care of the absence records, absence management and the implementation of the Sickness Benefits Act ourselves with the help of the Working Conditions Service Uitgedokterd.

Are you unable to work because you are ill? Then you must personally report sick to Flexsupport **before 10.00 am** using the contact details in chapter 1 of this booklet. You must report sick to your client prior to the agreed start time.

Do you fall ill during your work or are you involved in an accident at work? Then report this immediately to Flexsupport and to your manager at the company where you work. Sick reports not made personally are not accepted unless there is a very good reason.

After you report sick, a colleague from Flexsupport will contact you by telephone or a colleague will visit you. We want to know whether you are at home or elsewhere during your illness. We must be able to contact you, otherwise it may have consequences for your salary payment. Of course you are allowed to visit your family doctor, a specialist or the company doctor during your illness. If the colleague does not find you at home, you may be charged for the cost of the home visit.

We may also use a Working Conditions Service to support us during the reintegration process. If this is the case, we will let you know.

Flexsupport may decide to have a company doctor assess your illness. You must be available for an appointment with the company doctor. If you cancel the appointment with the company doctor fewer than 48 hours in advance, you will be charged the cost of the consultation at €250.

A company doctor can also be used preventively. If you think this is necessary for you, please contact us. A company doctor will only provide medical information about your illness if you have given permission! If you disagree with the company doctor's report, you should report this immediately to Flexsupport.

It is in everyone's interest that you return to your work happily as soon as possible. We will help you to achieve this goal. We will be in close contact with you about the progress of your recovery and the mutual efforts towards your reintegration. Where necessary, we will draw up an action plan together within the framework of the Dutch Eligibility for Permanent Incapacity Benefit (Restrictions) Act. An appointment with a Flexsupport

colleague or work at the Flexsupport office can be part of this recovery and reintegration process.

You can also fall ill during your holiday. When this happens, you must report to Flexsupport immediately and seek medical assistance. Naturally, there will be intensive contact between you and Flexsupport. You must save all medical information regarding your illness and make it available if we ask you to do so.

As soon as you have recovered, it is your duty to report to us and your client that you are better. This can be done by telephone, but may also be done by email. You do not have to wait for permission from Flexsupport to go back to work or to look for other work.

3.5 Training courses

In phase A you build up a reservation for training. We would like to discuss with you how we can develop your talent by financing your education, a course or a training in whole or in part. Do you have an idea? Please contact us, because everyone has talent that can be developed!

For all training opportunities through Flexsupport, please see our special page on [training courses on our website](#). Do you stop working and you have not taken any training courses via Flexsupport? Then your training fee will lapse and will not be paid to you.

3.6 Reduction of working hours and year-end bonus

In paragraph 2.2 we mentioned the hiring company's remuneration. One of those components of the hirer remuneration is the reduction in working hours scheme (ADV) and another is the end-of-year bonus (EJU).

If this applies to your employment with us, you can find this ADV reservation on your payslip. We reserve those days for you and you can record them via the hourly time sheet as extra days off. Would you like to have this paid out every week in addition to your salary? Please let us know and we will arrange this for you.

The EJU is paid to you when you stop working through us or at the end of the year you worked for us. We will then implement the scheme as stated in the CLA applicable to you.

3.7 Transition payment

Dutch employment law states that you may be entitled to a transition payment if your assignment is terminated by Flexsupport. If you give notice yourself or are you no longer available for other work, your entitlement to a transition payment lapses. If you think you are entitled to a transition payment, you can inform Flexsupport within three months after you have stopped working. We will then assess whether you are entitled.

3.8 Gift cards scheme

Flexsupport has a gift card scheme. With this scheme, you can buy all kinds of things, nights out or weekends away with a tax advantage. The scheme is as follows. You can use part of your gross salary to buy a gift card through us. As a result, you pay less wage tax. The amount that you submit will appear on the gift card that you receive at home. Via a

code you can activate and use the card. Would you like to know more about this? Please contact us.

3.9 Group discount on your health insurance

Flexsupport has a group discount scheme for Dutch health insurance. You get the discount at VGZ. The group number for the discount through Flexsupport is: 87712420. Check the website of [VGZ](#) for the discount for your insurance package.

Chapter 4: Other matters

4.1 Online hour registration system

Flexsupport uses a digital hour registration system. By now you have received a link, a login name and a password via an automatic email. Your login name is your email address; you can change your password as soon as you are logged in.

There are two commonly used ways of processing hours: you enter your hours worked and your manager approves them OR your manager fills in your hours and approves them immediately. On the home page of the online hour registration system you can see which method applies to you. Please note that only approved hours are paid by us. Please do not forget to submit your worked hours to your client on time.

Entering hours worked is very easy. It is not possible to make adjustments to an already submitted or approved statement. Do you want to make such an adjustment? Please contact Flexsupport.

Every hour worked is entered in the correct hour line. Usually you only work normal hours. For three hours and 15 minutes you write 3:15; for three and a half hours 3:30 and for three hours and 45 minutes 3:45. It is always wise to fill in and submit your hours worked to your client immediately after the end of your working week. This way, your client has time to approve the hours worked before 12:00 noon on Wednesday (see 2.4).

4.2 Group accident insurance

Flexsupport has taken out additional accident insurance for all of its employees. Should you have an accident on the way to work, from work or during work that results in permanent physical injury, this insurance will pay out a one-time sum. This amount depends on the severity of the injury.

You contribute to this insurance: 5 euro cents per weekday worked. This amount is automatically deducted from your salary and can be found on your payslip.

4.3 Change of data

If something changes in your personal situation, we would like to know about it. Are you moving, getting married or separating? Please let us know, because it could impact your salary or pension. If you change your email address, telephone number or bank account number, we would like to be informed!

4.4 Stop working

If you stop working then please contact us and let us know. We would like to know if, why and when you stop working. When you stop working you will automatically be paid all your accrued reservations after six weeks.

4.5 Feedback / complaint

Flexsupport values your opinion. Do you have an opinion on a topic? Let us know, because we might learn from that! Do you have a complaint about us or a client? Call us to discuss it and solve it together.

Flexsupport also has a confidential adviser. Our confidential adviser is employed by Tijt in Groningen and is completely independent.

4.6 Finally

We have done our best to describe as much information as possible as clearly as possible. You can also find a lot of information on our website. Changes may occur in the ABU CLA, Dutch employment law or in our working methods. We will keep you informed of these changes via the aforementioned website or our newsletter, which we send to you 4 times a year.

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