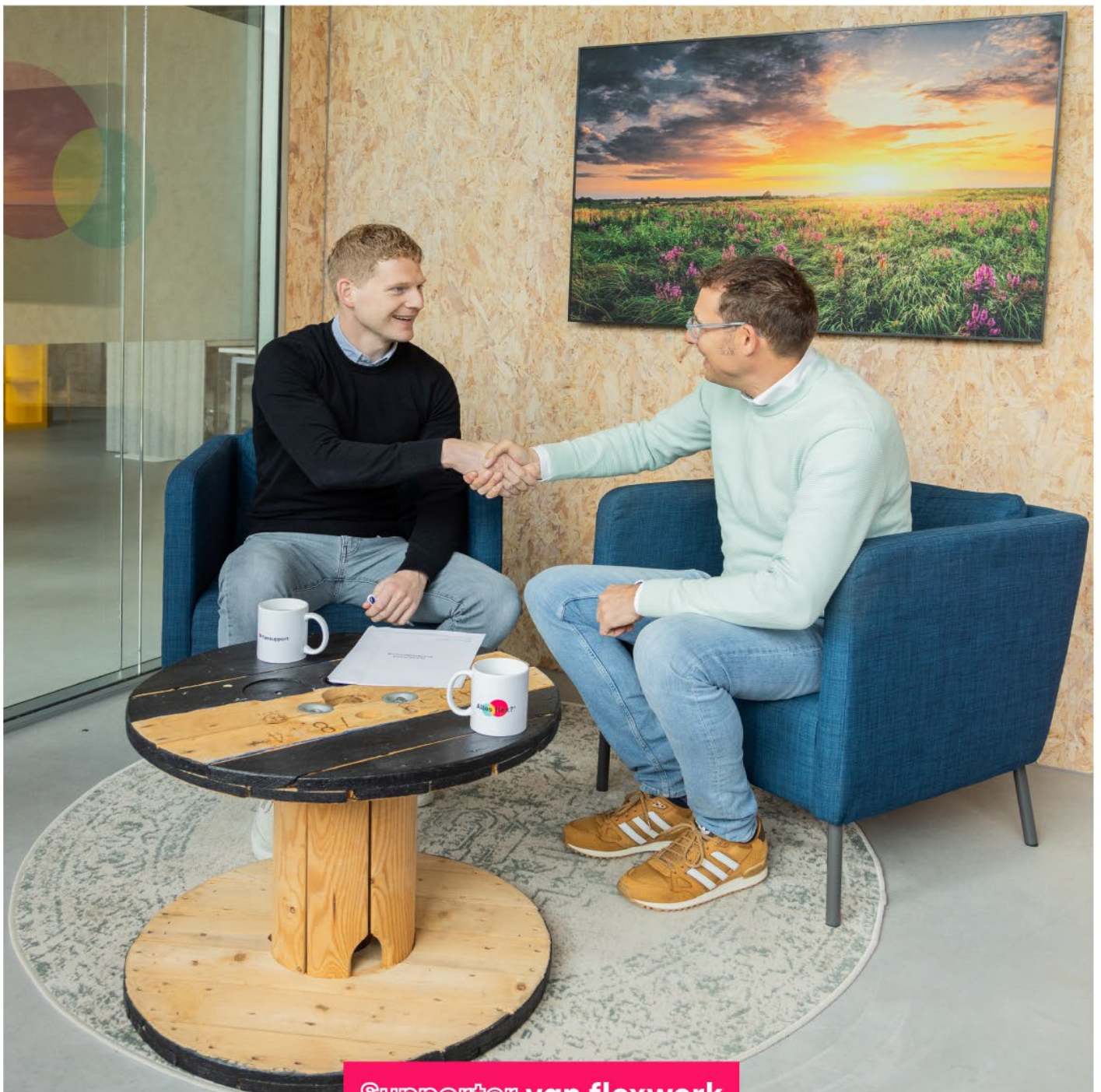


# Working at Flexsupport

**Congratulations on your new job!**



**Supporter van flexwerk**

# Welcome to Flexsupport

Congratulations on your new job!

You will be working at the company or institution of one of our clients. We are your employer and you are a Flexsupport employee. Various rights and obligations, for you as well as for us, accompany having that status. You discuss the day-to-day operations and the content of your tasks with the client where you are actually working. For all other matters, we are here for you!

To be able to help you as best we can and provide information on how we work, we have set out a few things in this booklet. Read this booklet carefully so you know what your rights and obligations are.

This information, together with your employment contract, work confirmation and the CAO for Temporary Workers is the basis for our cooperation. If you would like to know more about a topic after reading this booklet, then please don't hesitate to contact us.

If you have any ideas about this booklet or our services, then please share them with us.

Have fun at work and we look forward to a good collaboration!

Best regards,

**The Flexsupport Team**

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## Section 1: General matters

### 1.1 Flexsupport contact details

Flexsupport can be reached on working days from 9 am to 5 pm. You can call us on +31 (0)50 - 210 10 08 and email us at [info@flexsupport.nl](mailto:info@flexsupport.nl). We will respond to your email within one working day at the latest. Much of the information in this booklet is also available on our website: [www.flexsupport.nl](http://www.flexsupport.nl). You can also always contact your intermediary.

### 1.2 House rules and safety

Often a client has its own house rules and a hazard inventory and risk assessment document. You must abide by these house rules while working for that client. House rules generally deal with working hours and breaks, how you treat each other in the workplace and the safety rules at the company. We advise you to inquire about the house rules at your client's company, read them and observe them! Violation of the house rules may result in a pay or other kind of sanction.

We would also like to remind you that every client must have a hazard inventory and risk assessment document. The client lays down in this document how to work safely at its premises. As part of working in a safe workplace, it is good to request this document, read it very carefully and observe it during your work. This will avoid harm to yourself and your colleagues or damage to the client's property. If your client does not have this document or won't to give it to you, then contact Flexsupport directly.

### 1.3 Confidentiality

Many of Flexsupport's clients have a duty of confidentiality. As an employee of Flexsupport, you too are bound by this confidentiality obligation. 'Confidentiality' means that talking to third parties about the content of your work, the company in question, its business processes or product may be punishable. Be aware of this!

Your employment contract includes an article in which you promise to abide by the duty of confidentiality. Your client may require you to sign a client confidentiality agreement in addition to this.

### 1.4 Privacy statement

Flexsupport considers it important to treat the personal data you entrust to us as confidential. We have published a privacy statement on our website. In it, we explain 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 grounds, as defined in our constitution! We have drafted an anti-discrimination policy to put this into effect.



If you feel discriminated against by us or the client, then please contact our management directly using the details above.

If you would like to read this anti-discrimination policy, no problem! Our anti-discrimination policy is available at the bottom of the homepage on our website.



## Section 2: All about your wages

### 2.1 Employment contract

Flexsupport has given you an employment contract. Flexsupport adheres to the applicable laws and regulations and is itself subject to the Dutch Association of Intermediary Organisations and Temporary Employment Agencies Collective Bargaining Agreement for Temporary Workers (ABU CAO). The most recent version of that ABU CAO is always available [on our website](#).

Flexsupport applies the phase system in accordance with the ABU CAO. You work in either Phase A, Phase B or Phase C. Phase A consists of 52 worked weeks. All weeks in which you worked or took leave hours, no matter how many hours, count as a week worked. In certain cases, you are entitled to continued sick pay, special leave and compensation for working on a public holiday. This booklet explains this in greater detail below.

During Phases A and B, Flexsupport will give you an employment contract for a certain period for a certain number of hours per period. Phase C is an open-ended contract for a certain number of hours. You can be employed in all types of contract with various hirers. In Phase A, your employment contract will always be tacitly extended if you can continue working at the client or continue working through another client.

If you are not available, if you refuse alternative and suitable work, are unable to work anymore or want to quit working, then you must notify us or your intermediary in writing. With that, you then terminate your employment contract and your reservations are paid out. This means that there are then no more obligations between you and Flexsupport.

If you are able to continue working through Flexsupport after Phase A, then you advance to Phase B as long as you are able to keep working. You may then have a maximum of six temporary contracts from Flexsupport in three calendar years before you are eligible for a Phase C employment contract. In both Phase B and C, you have a minimum number of hours in the contract and you have to be available for work for that number of hours.

If you are no longer able or willing to work anymore, then please let us know. Phase B is subject to one month's notice period under the employment contract and Phase C is subject to two months in Phase C. These notice periods apply to all the parties involved.

### 2.2 Remuneration scheme

Your salary will be calculated based on the hours worked as indicated on the timesheet in accordance with Article 12 of the ABU CAO. Hours worked are processed through an online timesheet system. This allows you to access your timesheets anytime, anywhere, even if you have stopped working through us.

From 2026, you will be on equivalent pay if you are a flexible worker compared to someone who works/could work in the same job at the client. That person is known as a 'permanent' member of staff. 'Equivalent' means that all of the terms of employment earned by the 'permanent' employee must be the same as what you earn as a flexible worker. It's all about terms of employment as a whole!

An example of equal pay: it may be that that 'permanent' employee gets more leave days than you. We pay those extra leave days directly to you, so they are not accrued as leave days. The value is the same, the form is different.

For clients, a particular CAO applies to company-specific regulation. We will state this on your work confirmation, which is emailed to you together with your employment contract. We adhere to that remuneration scheme in line with that CAO or the client's CAO.

Your wages, expense allowances, and allowances for overtime and irregular working hours are stipulated in the client's CAO or pay scheme. You can also take advantage of various additional schemes that the 'permanent' employee can also access, like a gym membership or a bicycle scheme. The conditions attached to those schemes also apply to you. If you would like these kinds of 'alternative' fringe benefits, speak to your client and let us know as well, because we will have to see if and how we can arrange it for you. If there is a change in that CAO or scheme, it will also apply to you.

If your client's company does not have a CAO, then in consultation with your client and you, we will determine your remuneration. We do so in compliance with the legal minimum wage and applicable employment legislation.

## 2.3 Periodic wage increments

You may get periodic increases in your pay at the client or under the CAO applicable to the client. That raise is sometimes applied once you have been employed for a year; have completed a training course; obtained a diploma; or on your birthday. Sometimes an annual wage increase is held at a particular point in time and everyone gets an increment if they perform well. We keep track of this if we know about this arrangement and consult with the client about whether you qualify for that increment.

If you suspect that we have forgotten your periodic salary increase, please contact us immediately! We will then ask your client about this salary increase and process it (retroactively).

## 2.4 Travel expenses and travel time

Your client's company may pay a travel expenses allowance and/or a travel hours allowance. If applicable, Flexsupport processes travel expenses in three ways:

- A fixed amount per day/week worked is agreed with your client. If you work, you will be paid that fixed allowance. This does not have to reflect on your timesheet.
- For each day worked, you enter the number of kilometres travelled in the online time system. Don't forget to include a description of your trip, for instance 'commuting to and from work'.
- Scan your original public transport tickets and email them to us at [info@flexsupport.nl](mailto:info@flexsupport.nl).

Make sure your client signs your claim for approval, otherwise we will not pay it.

Travel hours can be entered on your timesheet. Often there is a different hourly rate for those hours or certain conditions apply. Your client has the details. If the client doesn't have all the information, you can approach us and we'll explain it to you.

## 2.5 Allowances

You may also claim the expense allowances that your hirer has in its remuneration scheme or applicable CAO. You are given an expense allowance for costs directly related to your work. Examples include: a meal allowance, a laundry and ironing allowance, tool allowance or a company emergency response allowance if you are an emergency response officer. Some allowances apply to everyone, while others may be allocated according to the job or task.

We inform you about the allowances you are granted on the work confirmation. If you incur these costs, you tell Flexsupport and the client about them in advance. If the client agrees that you are entitled to claim these costs, we will make them available for you in the online timesheet so that you can claim them.

## 2.6 PAWW premium deduction and payment

Your payslip shows that a PAWW premium is deducted from your salary. [PAWW is an acronym for the Regulations governing Private Unemployment Benefit Supplements and Wage-Related WGA Benefits.] In some CAOs or schemes, it is reimbursed and compensated again. If you stop working and have had two years of unemployment benefits, you are entitled to take advantage of the PAWW scheme. Flexsupport pays the PAWW premium to Acture. They manage these funds and disburse them to you if you are entitled to them. The Employee Insurance Agency (UWV) handles the first two years of your unemployment benefits and Acture handles the third year. More information is available on [their website](#).

## 2.7 Wage payments

Your work confirmation states whether you are paid your wages per week or per four-week period, and whether the payroll tax reduction is applied. You yourself decided on the payment period and when to apply the payroll tax reduction. We can change the period and/or the payroll tax reduction if you like.

We process the hours approved by your client every Wednesday and Friday. Approving hours must be done by noon Wednesday or 10am Friday! If the hours worked are approved after these deadlines have passed, then you will be paid your wages during the next payment round. We send wage payments to the bank every Thursday and Friday afternoon.

If you have opted for a periodic remuneration, then consult our website [www.flexsupport.nl/documenten](http://www.flexsupport.nl/documenten) for the 2026 remuneration information.

## 2.8 Sick pay

A waiting day may apply if you fall ill. This is a sick day for which you are not paid. This is stated in the CAO or regulation that applies at your client. Often, this is not the case and you are paid your salary immediately until you are better again.

We will pay your salary for your sick leave within two weeks of receiving your sick report. The amount of your salary is based on your average daily wage. We will email you a



calculation of the number of hours for which you will be compensated. If you disagree with this calculation, then please contact us immediately.

You are in principle entitled to your salary when you are sick. Sometimes this sick pay is not paid out. This may be for the following reasons:

- the illness was self-inflicted;
- you obstruct or delay your recovery process;
- you refuse to cooperate with rehabilitation without good reason.

If this is the case, you will be informed of this in writing and reasons will be given. This booklet provides more information below about reporting your sickness and recovery. Our sickness protocol, listing all your rights and obligations, is available on our website at [www.flexsupport.nl/documenten](http://www.flexsupport.nl/documenten).

## 2.9 Payslip and annual income statement

Your payslip is available on the online timesheet portal and we'll email it to you after each wage payment. Your payslip will state, among other things, which deductions and reservations have been made for you and the amount of net pay transferred to your bank account.

We will send you your annual income statement to your email address and publish it in your online timesheet portal in February each year. You will need it when you file your tax return. Keep it safe, we only issue it once!

If you stopped working and then got a new email address, then let us know so that you your annual income statement is sent to the correct email address.



## Section 3: Fringe benefits

### 3.1 Leave days and holiday pay

You are entitled to holiday pay as per the legal minimum. That is 8% of your gross salary. It may be that your client applies a higher rate. If so, you are entitled to that too. Holiday pay is set aside for you and paid out in June. You accrue this on top of your salary.

You will accrue 20 statutory leave days if you are on full-time employment. If you work less, you accrue leave days pro rata. The client may also allow for more leave days as standard practice. You too will then be entitled to those days over and above the statutory entitlement. Additional days off related to your age or ADV days (for reduction in working hours) may also apply. You are also entitled to this, again in proportion to hours worked. The number of all this additional time off is stated on your work confirmation.

You may take these leave and ADV hours at any time using your online timesheet. It is advisable to tell your client that you are taking time off. Arrangements may need to be made for a replacement during your absence.

The status of your reservations can be consulted on the homepage of your online environment as well as at the bottom of your last payslip. It is not possible to take more leave or ADV hours than you have accrued.

If you move from a Phase A secondment agreement to a Phase B secondment agreement, your reservations that you have accrued during Phase A will 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. When you take days off, they are first paid from accrued Phase A reservations. This process continues until you have been paid out for all your reservations from Phase A.

Bear in mind that you must take your statutory leave days before 1 July of the year following the year in which you accrued them, otherwise, they will expire as of 1 July.

### 3.2 Public holidays and special leave

The ABU CAO mentions your entitlement to public holiday pay and refers to the client's scheme for special leave. There are also legal regulations concerning pregnancy and birth leave that apply to everyone.

You can claim this leave if you cannot work because a normal working day falls on a national public holiday, or because personal circumstances prevent you from working. Here we have in mind a funeral or a wedding or maybe your family has expanded or family members who you have to take care of are ill.

For public holiday pay, Flexsupport takes into account the hours you worked in the thirteen weeks prior to that public holiday. If you worked at least half the number of days before in that period of thirteen weeks, then we will pay you the average number of hours you miss due to being unable to work.

National public holidays are New Year's Day, Easter Sunday and Easter Monday, Ascension Day, Whit Sunday, Whit Monday, King's Day and Christmas and Boxing Day. Liberation Day, the Sugar Feast and Good Friday are also public holidays according to some CAOs.

If you work on a public holiday, then you often get an extra allowance. Your client is obliged to pass on that allowance to us so that we can pay it to you. You then enter your hours worked on the timesheet as hours qualifying for extra pay.

If you are unable to work because of a special event in your family or household, then please let us know and we will look into whether you are entitled to continued payment of wages and how much this amounts to. You may also or be entitled to benefits through the UWV. Special events include marriage, birth or death in the family, as well as leave for pregnancy, birth and parenthood. There are several schemes that you may qualify for.

### 3.3 Pension

Flexsupport is obliged to reserve pension contributions for you according to the ABU CAO. If you are over 18 years old, we pay contributions to the StiPP pension fund through our premiums from your first working day. StiPP is the pension fund for the employment agency sector. We will register you and StiPP will inform you that they are receiving pension premiums for you through us.

The amount of pension you are accruing is stated at the bottom of your payslip. Part of the remittance you pay yourself; we pay most of it. If you work as a finishing contractor or builder in the construction industry, we may contribute to the construction industry's pension fund. Different rules apply for this. More information about StiPP Pension is available as a booklet on [our website](#).

If your client has a better pension scheme for 'permanent' employees than StiPP, then we will compensate you for the additional benefits under that pension scheme. We calculate the difference in employer's contribution, take that figure times the formula from the ABU CAO in Article 46 and pay out the amount as a gross payment.

### 3.4 Sick leave and reporting yourself better

Flexsupport is the own-risk bearer under the Dutch Sickness Benefits Act [*Ziektewet*]. This means we do the absence administration, absence management and implementation of the Sickness Benefits Act ourselves with the help of the Uitgedokterd Occupational Health and Safety Service.

If you are unable to work because you are sick, then you must report sick in person, **before 10 am** to Flexsupport via the contact details in Section 1 of this booklet. Reporting sick to your client must be done prior to the agreed start time.

If you fall ill while at work or if you have a workplace accident, then report this immediately to Flexsupport and to your manager at the company where you work. Illness has to be reported in person, unless there is a very good reason why the employee cannot appear in person.

After you report sick, a colleague from Flexsupport will contact you by phone or will visit you. We would like to know whether you are at home or staying elsewhere during your illness. You have to be reachable, otherwise there could be consequences for salary payments. It goes without saying that you are allowed to visit your GP, a specialist or the company doctor during your illness. If the colleague did not find you at home, you may be charged for the cost of the home visit.

We may also engage an occupational health and safety service to support us during the rehabilitation process. If this is the case with you, we will report it.

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 your appointment with the company doctor less than 48 hours in advance, then you will be charged €250 for the consultation.

The company doctor may be consulted for preventive matters. If you think this is necessary for you, then contact us. A company doctor will only provide medical information about your illness if you give your permission. If you disagree with the company doctor's report, you must report this to Flexsupport immediately.

It is in everyone's interest that you get back to work as soon as possible after you feel well again. We will help you achieve this goal. We will be in close contact with you about the progress of your recovery and mutual efforts for your rehabilitation. Where necessary, we draw up a plan of action together under the Dutch Eligibility for Permanent Incapacity Benefit (Restrictions) Act [*Wet verbetering Poortwachter*]. An appointment with a Flexsupport colleague or working at Flexsupport's offices may be part of this recovery and rehabilitation process.

You may also fall ill during your holidays. If this happens to you, you must report to Flexsupport immediately and put yourself under medical supervision. Naturally, there will then be intensive contact between you and Flexsupport. You must keep all medical information regarding your illness and submit it to us if we ask you to do so.

Once you are better again, it is your duty to report your recovery to us and your client. This can be done by phone or by email. You don't have to wait for Flexsupport's permission to start work or look for other work.

### 3.5 Training courses

You accrue a reservation for study or training courses. We will gladly discuss with you how we can develop your talent by financing your education, a course or training, or helping you to finance it. If you have something in mind, then let us know because everyone has talent that can be developed!

For all training opportunities through Flexsupport, visit our special page on [studies and courses on our website](#). If you stop working and have not taken any training courses or studies via Flexsupport, then your training fund will be forfeited and it will not be paid to you.

### 3.6 Reduction of working hours and year-end bonus

We mentioned our hirer's remuneration in Section 2.2. One such component of that hirer's remuneration is the reduction in working hours scheme (ADV); another is the year-end bonus.

If this applies to your employment with us, this ADV reservation will be stated on your payslip. We set these days aside for you and you can take them via the timesheet as extra days off. If you would prefer to have them paid out every week in addition to your salary, then let us know and we will arrange it for you.

The year-end bonus is paid to you periodically, either when you stop working through us or at the end of a year during which you worked for us. For this, we use to the percentage defined in the client's CAO.

### 3.7 Transition payment

Employment law states that you may be entitled to a transition payment if Flexsupport terminates your posting. If you cancel your contract yourself or are no longer available for other work, then your right to a transition payment will lapse.

If you believe you are entitled to a transition payment, inform Flexsupport within 12 months after you stopped working. We will then assess whether you have that entitlement.

### 3.8 Gift voucher scheme

Flexsupport has a gift voucher scheme. This scheme allows you to buy all kinds of things, nights out or weekends away at a tax-friendly rate. The scheme is as follows. You can use part of your gross salary to buy a gift voucher through us. As a result, you pay less payroll tax. The amount you enter will appear on the voucher, which will sent to you. You can activate and use the voucher by entering a code. If you would like to know more about this, then please don't hesitate to contact us.

### 3.9 Group discount on your health insurance

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





## Section 4: Other matters

### 4.1 Online time system

Flexsupport uses a digital timesheet system. For this, you will have by now 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 once you are logged in.

Your working times can be recorded and processed in two ways: you enter hours you worked and your supervisor approves them OR your supervisor/intermediary enters your hours and approves them directly. On the home page of the online timesheet system, you can see which method applies to you. Please note that we will only pay out approved hours. So don't forget to submit the number of hours you worked to your client in good time.

Entering the number of hours you worked is very easy. It is not possible to change a claim that has already been submitted or approved. If you nevertheless need to do so, then contact Flexsupport.

Enter each hour worked in the correct line for accounting for hours. Generally speaking, you only work normal hours. For three hours and 15 minutes write 3:15; for three and a half hours 3:30 and for three hours and three quarters of an hour 3:45. It is always wise to complete and submit your the number of hours you worked to your client immediately after the end of your working week. This gives your client time to approve the hours worked by noon on Wednesday (see 2.4).

### 4.2 Group accident insurance

Flexsupport has taken out group accident insurance for all its members of staff. This insurance will pay out a lump sum if you have an accident on the way to work, from work or during work resulting in permanent personal injury. This amount depends on the severity of the injury.

You contribute to paying for this insurance: 5 cents per weekday worked. This amount is automatically deducted from your salary and is mentioned on your payslip.

### 4.3 Changing your details

We would like to be informed if anything changes in your personal situation. If you intend to move, get married or indeed separated, then please let us know because it may affect your pay or pension. If you get a different email address, phone number or bank account number, please let us know!

### 4.4 Quitting work

If you stop working then contact us and let us know. We would like to know that you are quitting, your reasons for this and when you are quitting. When you stop working, you will automatically be paid all your accrued reservations six weeks later.



#### 4.5 Feedback/complaints

Flexsupport values your opinions. If you have one, please let us know, so that we can learn from it. If you have a complaint about us or a client, call us to discuss it and resolve it together.

Flexsupport also has a confidential adviser. Our confidential adviser works at Tijt in Groningen and is completely independent. Any contact you make with them will be kept anonymous and we will not get to know unless an intervention is necessary.

#### 4.6 In conclusion

We have done our best to describe as much information as clearly as possible. There is also a lot of information on our website. There may be changes in the ABU CAO, employment law or in our working methods. We will keep you informed of those changes through the above-mentioned website or our newsletter, which will be sent to you regularly.

No rights may be derived from the contents of this information leaflet.

