

Article 1. Definitions

For the purposes of this Personnel Guide, the following definitions apply:

- a. *Personnel guide*: current personnel guide of FLEXWORLD B.V.
- b. *BW*: Burgerlijk Wetboek/[Dutch Civil Code]
- c. *Temporary employment agency*: FLEXWORLD B.V. established in Naaldwijk
- d. *Direction*: the management of the temporary employment agency
- e. *Temporary employee*: the natural person who has entered into an employment contract with the temporary employment agency in order to be made available by the temporary employment agency to a third party, in the course of carrying on the business of the temporary employment agency, with a view to carrying out work in accordance with an assignment given to the temporary employment agency by that third party under the supervision and direction of the third party. This therefore concerns temporary employees of the temporary employment agency whose employment contract is classified as an agency employment contract within the meaning of Section 690 of Book 7 of the Dutch Civil Code.
- f. *agency employment contract*: the employment contract between the temporary employee and the temporary employment agency as referred to under (e). The Personnel Guide and the temporary employment confirmation form an integral part of the agency employment contract
- g. *Client*: the third party referred to under e.
- h. *Availability*: the assignment of the temporary employee to the Client to perform work under the direction and supervision of this Client
- i. *Temporary work*: the work to be carried out by the temporary employee on behalf of the Client
- j. *NBBU-CAO*: the Collective Agreement for Temporary Agency Workers of the Nederlandse Bond van Bemiddelings- en Uitzendondernemingen (NBBU) in Amersfoort, the Netherlands
- k. *Temporary employment*: the work performed by the temporary agency worker, pursuant to the agency employment contract
- l. *Aspirant-Temporary Employee*: the natural person registered by the temporary employment agency as possibly available for Temporary Employment
- m. *Enrolment*: the pre-contractual phase that may precede the agency employment contract, in which the temporary employee informs the temporary employment agency that they may be available for agency work and the temporary employment agency informs the prospective agency employee that it considers the prospective agency employee to be a possible candidate for placement in the future

Article 2. Applicability and publication of the Personnel Guide

1. The most recent version of the Personnel Guide applies to all temporary employees and prospective temporary employees.
2. Upon commencement of employment, a copy of the Personnel Guide applicable at that time shall be provided to the temporary employee. Changes or additions to the personnel guide after the start of the employment are communicated by the employment agency using the P4F app.
3. The contents of the most recent personnel guide form an integral part of the agency employment contract.

Article 3. CAO

1. The most recent version of the NBBU Collective Labour Agreement shall always apply to the Agency Employment Contract, insofar and for as long as the temporary employment agency does not or does not have to follow or apply another Collective Labour Agreement. Before signing the agency employment contract, the temporary employment agency shall provide the temporary employee with a written or digital copy of this Collective Labour Agreement. Upon request, the temporary employment agency shall provide the temporary employee with a written copy of this Collective Labour Agreement.
2. If a provision in the Personnel Guide or the Agency Employment Contract is in conflict with a Collective Labour Agreement applicable at any time, the provision in the Collective Labour Agreement shall prevail.

Article 4. Registration, agency employment contract and Temporary Employment Confirmation

1. Registration does not oblige the temporary employment agency to offer Temporary Work to the Aspirant temporary employee. Registration does not oblige the prospective temporary agency employer to accept an offer of temporary work.
2. When registering, the Aspirant temporary employee must provide a detailed written account of their employment history in what is known as a “History Form”, including the positions they have held (in the context of successive employership), previously paid transition allowance(s) and/or other types of severance pay(s), their ET past and StiPP past. If the prospective temporary employee acts contrary to the provisions of paragraph 4.2.
of this article, or has provided incorrect information in this context, any (tax) consequences thereof will be entirely at the temporary employee’s expense and risk. In that case the temporary employee is also liable for any damage incurred or to be incurred by the temporary employment agency as a result.
3. If the temporary employment agency offers the Aspirant temporary employee Temporary work, it may also request that the Aspirant temporary employee (again) submit a statement of their employment history, ET history and StiPP history. The Aspirant temporary employee is obliged to comply with this request. If the temporary employment agency makes a request to that effect, the offer will be made by the temporary employment agency subject to its decision as referred to in paragraph 4.
4. If, on the basis of the information referred to in paragraph 3, the temporary employment agency can be regarded as the successor employer as referred to in article 7:668a, paragraph 2, and the articles applicable in accordance with the NBBU Collective Labour Agreement (successive employers), the temporary employment agency shall be entitled to decide to withdraw the offer of such employment prior to commencement of the Temporary work.
5. Unless otherwise agreed in writing, the agency employment contract shall be deemed to have been concluded at the time at which the temporary employee actually commences the agreed Temporary Work. The agency employment contract shall be governed by the provisions of the applicable Collective Labour Agreement, the Personnel Guide and the provisions of the individual written record of the agency employment contract.
6. The agency employment contract shall be laid down in writing. The agency employment contract shall cover at least the following subjects:
 - a. the applicability of the Personnel Guide;
 - b. the starting date and duration of the agency employment contract;
7. Since the temporary employee is deployed to several Clients on the basis of the agency employment contract, the temporary employment agency chooses to describe the details of the posting in a ‘Temporary Employment Confirmation’ drawn up for each posting or Client, as the case may be. The details are understood to mean in any case:
 - a. the function (group);
 - b. the gross (hourly) wage;
 - c. the Client;
 - d. the place of work;
 - e. the (probable) volume of work (number of hours to be worked per unit of time);
 - f. the working hours and break times at the Client;
 - g. reimbursements of expenses (including travel expenses);
 - h. the one-off payments as stated in the client collective labor agreement;
 - i. supplements;
 - j. ADV compensation;
 - k. The collective bargaining agreement/remuneration scheme applicable at the Client.

The temporary employment confirmation is an integral part of this agency employment contract. If the temporary employee believes that the confirmation is incomplete or contains inaccuracies, they must report this to the temporary employment agency immediately, but no later than within 14 days of receipt, failing which the correctness of the Temporary Employment Confirmation will be assumed. The temporary employment agency and the temporary employee have agreed that a request in accordance with Article 16, paragraph 8, of the NBBU Collective Labour Agreement must be sent by the temporary employee to the temporary employment agency by registered post.

8. In accordance with Article 36, paragraph 3, of the NBBU Collective Labour Agreement, the temporary employment agency has informed the temporary employee of the possibility of being registered in the Municipal Personal Records Database (GBA).
9. In accordance with Article 36, paragraph 17, of the NBBU Collective Labour Agreement, the temporary employment agency has informed the temporary employee about the possibilities of attending a Dutch language course and shall facilitate the language course where possible.
10. In accordance with Article 36, paragraph 7, of the NBBU Collective Labour Agreement, the temporary employment agency has informed the temporary employee of the possibility for transport to and from the home country.
11. In the event of a conflict between any provision of the Personnel Guide and any provision of the agency employment contract, the provision of the Personnel Guide shall prevail, unless the provision of the agency employment contract provides explicitly for a derogation from the provisions of the Personnel Guide.
12. If, on account of their nationality, the temporary employee is not permitted to work in the Netherlands without a permit or residence sticker*, the following applies. Only if the temporary employee has been issued with a permit or residence sticker proving that they may lawfully perform work in the Netherlands, may the temporary employee actually perform work for the temporary employment agency. If the permit or residence sticker is not issued to the temporary employee or the application for a permit or residence sticker is in danger of being rejected, this agreement cannot be implemented and this agency employment contract shall be deemed not to have been entered into. In any case, this agency employment contract shall end by operation of law as soon as it becomes clear that a permit or residence sticker will not be granted or that the application for such a permit or sticker will be rejected. If the permit or residence sticker is withdrawn (or the temporary agency worker otherwise loses their right of residence and/or their right to be legally employed in the Netherlands or it appears that they have never had one), this agency employment contract will end by operation of law on the date of withdrawal of the permit or residence sticker (or the date on which the temporary employee loses their right to stay in the Netherlands, as the case may be). The agency employment contract shall end by operation of law on the date on which the temporary employee (and/or the temporary employment agency) is notified of this by the Netherlands authorities.
13. The temporary employee undertakes to inform the temporary employment agency of all facts and circumstances that could have consequences for their right of residence in the Netherlands or their right to work as an employee in the Netherlands legally (including the imminent withdrawal of their residence permit). The temporary employee shall submit new photocopies of any extended permit or residence sticker to the temporary employment agency in good time.
14. If the temporary employee fails to comply with their obligations under paragraph 13 or violates paragraph 13, and/or it is established that the temporary employee is not permitted to work lawfully in the Netherlands but has nonetheless done so at the temporary employment agency, the temporary employee must pay the temporary employment agency a penalty. The penalty shall be for the employment agency's personal benefit. The fine is € 10,000.00 per violation and also € 1,000.00 per day or part of a day that in violation. The penalty shall be payable immediately, without the need for a notice of default or other prior declaration within the meaning of Article 6:80 et seq. of the Dutch Civil Code. The penalty shall be payable without prejudice to the employment agency's other rights pursuant to the law or the agency employment contract, including in any event the right to perform the agency employment contract and the right to claim damages instead of the fine, pursuant to the law. With this penalty clause, the temporary employee and the temporary employment agency explicitly deviate from paragraphs 3 to 5 of Section 7:650 of the Dutch Civil Code.
15. If the temporary employee earns a wage that does not exceed the applicable minimum wage, the following penalty clause shall apply instead of paragraph 14: If the temporary employee fails to comply with their obligations under paragraph 13 or violates paragraph 11, and/or it is established that the temporary employee is not permitted to work lawfully in the Netherlands but has nonetheless done so at the temporary employment agency, the temporary employee must pay the temporary employment agency a penalty. The fine will be paid to the Personnel Association. For each infringement, the fine shall be equal to the amount of the temporary employee's gross pay, determined in money, for half a day. The penalty shall be payable immediately, without the need for a notice of default or other prior declaration within the meaning of Article 6:80 et seq. of the Dutch Civil Code. The penalty shall be payable without prejudice to the employment agency's other rights pursuant to the law or the agency employment contract, including in any event the right to perform the agency

employment contract and the right to claim damages instead of the fine, pursuant to the law.

16. Continuations of the fixed-term agency employment contract shall be entered into in writing. In the unlikely event of a tacit continuation, this shall be deemed to have been entered into under the conditions as stated in the preceding agency employment contract, but for a maximum period of fourteen calendar days.

17. A fixed-term agency employment contract entered into for a period of six months or longer shall not be continued unless the temporary employment agency informs the temporary employee in writing no later than one month before the end date of the agency employment contract that and under what conditions the agency employment contract shall be continued.

* A permit or residence sticker means: *a valid general residence endorsement (VA sticker) with correct labour market endorsement or a provisional residence permit with correct labour market endorsement or a residence permit and/or work permit or a single permit for residence and employment.*

Article 5. Probation

1. If the agency employment contract is concluded for a period of more than six months, a probationary period as referred to in Section 7:652 of the Dutch Civil Code shall apply on both sides. During the trial period both the temporary employment agency and the temporary employee have the right to immediately terminate the agency employment contract without observing the provisions governing termination.
2. The probationary period shall be:
 - a. one month if the agency employment contract has been entered into for a period of less than two years;
 - b. one month if the end of the fixed-term agency employment contract is not set to a calendar date;
 - c. two months if the agency employment contract is entered into for two years or more;
 - d. two months if the agency employment contract is entered into for an indefinite period of time.

Article 6. The premature termination of a fixed-term agency employment contract

1. The agency employment contract entered into for a fixed period may be terminated prematurely at any time by the temporary employee and the temporary employment agency with due observance of paragraph 2. However, premature termination may be excluded in the agency employment contract.
2. Premature termination must take place in writing with due observance of the relevant rules, including those concerning the notice period, in the agency employment contract or, in the absence of contractual rules, with due observance of the statutory rules.

Article 7. Age of entitlement to state pension (AOW)

1. Contrary to the provisions of the NBBU Collective Labour Agreement, the agency employment contract does not end by operation of law on the day on which the temporary employee reaches the age on which they are entitled to state pension (AOW), unless this is expressly deviated from in the agency employment contract.

Article 8. General obligations of the temporary employee

1. The temporary employee is obliged vis-à-vis the temporary employment agency to perform the agreed Temporary Work under the supervision and management of the Client and to comply with reasonable requirements of the temporary employment agency and the Client regarding the performance of the work.
2. The temporary employee undertakes to perform the work in their job to the best of their ability. The temporary employee also undertakes to perform activities other than those that are part of the normal performance of their job, also for Clients other than those initially laid down in the agency employment contract, if such activities can reasonably be expected of them.
3. The temporary employee must comply with official (company) regulations, safety regulations and rules of conduct of both the temporary employment agency and the Client.
4. The temporary employee is obliged to wear the work clothing and/or protective equipment provided to them by the temporary employment agency or the Client during the performance of the temporary work.
5. The temporary employee must immediately notify the temporary employment agency and the Client, or have them notified, of any injury or accident they sustain in connection with the performance of the temporary work.

6. The temporary employee is forbidden to perform acts aimed at terminating the Temporary Work assigned to themselves on their own initiative with a view to continuing this work via a third party, such as another temporary employment agency, without the temporary employment agency's written permission to do so.
7. The temporary employee is obliged to report an unsafe situation at work to the Client. If the Client fails to take measures, the temporary employee will be obliged to report this to the temporary employment agency.
8. The temporary employment agency will inform the temporary employee prior to the temporary employee's commencement of the work about possible safety risks and how to deal with them, as well as an explanation of the applicable occupational health and safety instructions. The temporary employee is obliged to familiarise themselves with these rules prior to commencement of the work. In order to ensure that they are familiar with the aforementioned rules, the temporary employee is obliged to sign that they have received and read them.
9. All materials made available to the temporary employee by the temporary employment agency or the Client remain the property of the temporary employment agency or the Client. It is prohibited to use these materials for private use, unless the temporary employee obtains the express permission of the temporary employment agency or the Client to do so. The costs resulting from disposal or damage shall be charged to the temporary employee.
10. If the temporary employee wishes to enter into an employment relationship with a user company for which they have worked via the temporary employment agency at any time, they must immediately inform the employment agency in advance. This must be done in writing.
11. The temporary employee may not, directly or indirectly, contact employees of the temporary employment agency, either on their own behalf or on behalf of third parties, in order to persuade them to terminate the employment contract between them and the temporary employment agency. In this context, the employment agency shall also be deemed to mean the companies affiliated with the employment agency.

Article 9. Payment of wages

1. The period in accordance with Section 7:623 of the Dutch Civil Code for which the wage must be paid is hereby extended to one month. The temporary employee agrees to this. Without prejudice to the foregoing, the wages will in principle be paid at the end of each period (week or 4 weeks) in which the temporary employee has worked, but the temporary employee may not derive any rights for the future from this. The wage payment will take place on the basis of the timesheets provided by the client. The temporary employee must assure the client that this is the correct statement.
2. The wages shall be paid by the temporary employment agency, after deducting any deductions that are required by law and agreed upon (including any penalties that may have been imposed), into a bank account specified by the temporary employee that is (partly) in the name of the temporary employee. The temporary employee explicitly agrees that any advance payment given may be set off against the wage payment in a subsequent period. The temporary employee also agrees that, in appropriate cases, the aforementioned set-off may be set off in a different pay period than the period for which the advance payment was made.
3. The temporary employee must have a bank account (partly) in the name of the temporary employee, because otherwise the temporary employment agency will not be able to pay the temporary employee's wages correctly on the basis of the Wet Aanpak Schijnconstructies (Law on dealing with arrangements for evading labour laws). The costs of opening and using a bank account will be borne by the temporary employee. The temporary employee must correctly report the bank account number (partly) in their name to the temporary employment agency by stating this on the registration form. The temporary employee hereby confirms that the wages must be paid into the bank account number specified by the temporary employee on the registration form and that the account number specified by the temporary employee is (partly) in their name. In the event of a change in the IBAN/account number, the temporary employee is obliged to inform the temporary employment agency of this as soon as possible. If the temporary employee does not comply with the above, the resulting damage is for the account and risk of the temporary employee.

4. Overtime is deemed to have been worked if work is performed in excess of the number of hours per day, per week or by regulation or by a schedule that is customary in the sector concerned. The temporary employment agency and the temporary employee agree that the work during irregular working hours as well as the overtime can be compensated in whole or in part in paid time off within the agreed working hours (in accordance with Article 13a, paragraph 2 of the Minimum Wage and Minimum Holiday Allowance Act), provided that this possibility is provided for in the collective agreement that applies to the user company. The compensation hours shall in any case be paid to the temporary employee if and as soon as the temporary employee has not acquired an entitlement to the actual pay for a period of six weeks. The temporary employment agency shall provide a monthly statement of the number of compensation hours.
5. If the net wage, after deduction of the legally required and agreed deductions, falls below the amount that the temporary employment agency is legally required to pay the temporary employee for each period (the net equivalent of the statutory minimum wage (NEWML) minus any amounts that may be due as an exception to the prohibition on withholding tax in respect of health insurance and accommodation), the temporary employment agency shall pay a supplement to the wage up to the amount of the NEWML (minus any exceptions referred to in respect of health insurance and housing). This “WAS supplement to NEWML” is excessive pay in accordance with the Dutch Civil Code (as payments to third parties have been made in accordance with agreements, but there was not enough possibility to withhold from the pay). The amount of the paid WAS supplement to NEWML (the overpaid wage) will therefore be deducted from the wages for subsequent wage payment(s).
6. The temporary employee explicitly agrees that the temporary employment agency can provide the pay slip digitally. In such a case, the payslip will be provided in such a way that the temporary employee can store the payslip and view it at a later time.

Article 10. Work and break times

1. The Client’s regulations shall apply with regard to the working hours and breaks for the Temporary Work, on the understanding that the Client shall be entitled to draw up a different schedule for the temporary employment agency’s employees.
2. The temporary employment agency shall be authorised to change the working hours after the commencement of the Temporary Work.
3. If the temporary employment agency considers that overtime is necessary, the temporary employee shall be obliged to work the overtime.
4. The temporary employee is obliged to commence the Temporary Work punctually at the time that applies to them.

Article 11. Leave and holiday allowance

1. The temporary employee builds up leave days in accordance with the NBBU Collective Labour Agreement. If the agency employment contract does not continue for the entire year, the calculation of holidays shall take place pro rata.
2. The temporary employee shall only take leave after consultation with the Client and after obtaining permission from the temporary employment agency. If the temporary employee has applied for leave for a specific period but has insufficient leave days and the temporary employment agency agrees to this application for leave, the temporary employee will take unpaid leave for the remaining period of the requested leave as soon as the remaining days of leave have been taken. Unpaid leave affects pension accrual, payment of wages during pregnancy, and social benefits.
3. If the temporary employee is employed by a Client where a general company closure or collective holiday applies for a specific period, the temporary employee will take their leave during this period.
4. The temporary employee's agreed fixed hourly wage shall be increased by the statutory holiday allowance. At the time of the entry into force of the Personnel Guide, this amounts to 8.33% on the basis of the NBBU Collective Labour Agreement in force at that time. The leave allowance shall be paid in accordance with the NBBU Collective Labour Agreement, unless the provisions of paragraph 5 apply.
5. In consultation, the leave allowance and leave days in excess of the statutory entitlement may be paid periodically (per applicable payment period). If this is the case, this will be included in the Temporary Employment Confirmation.

Article 12. Transportation

1. The temporary employment agency may offer transport to and from the user company if it considers this desirable. This is at the temporary employment agency's discretion. The employment agency uses cars and bicycles. The choice of the type of transport lies with the employment agency. If the temporary employee acts as a driver, they must submit a mileage accounting. Temporary employees with own accommodation and transport are subject to a tax-free allowance per km in the amount of the maximum tax amount per km. If the employment agency engages a third party, the costs will be borne by the employment agency as long as there is transport to and from the hirer. Private miles are for the account of the temporary employee. In that case, the temporary employment agency may engage a third party to arrange the transport.
2. Transport to and from the hirer may also be by bicycle if the distance does not exceed 10 kilometres. In that case, the temporary employment agency shall provide the temporary worker with a bicycle

Article 13. Care insurance

1. The temporary employment agency or a facility company engaged by the temporary employment agency has concluded a collective contract with a health insurance company for the benefit of the employees. The temporary employment agency therefore makes an offer directly to participate in a (group) health insurance policy or the temporary employment agency makes an offer to the temporary employee to participate in a (group) health insurance policy. The temporary employee is of course not obliged to participate in this. The temporary employee is aware of the usefulness and necessity of taking out healthcare insurance and, if necessary, voluntarily continuing the healthcare insurance after the end of his employment. The temporary employment agency or the facilitating company will register the temporary employee on participation with the healthcare insurer with which a (collective) contract has been concluded for health insurance as referred to in the Healthcare Insurance Act (Zvw). The temporary employment agency or the service company will inform the temporary employee of the contents of the group contract and the health insurance to be taken out on the basis of this.
2. The temporary employment agency or the facilitating company is authorised to register the temporary employee with a general practitioner, pharmacy, etc. If the temporary employment agency advances the general practitioner's bill in a particular case, the temporary employment agency is entitled to charge the temporary employee for these costs by means of an invoice and - if possible - to set them off against the wages. If a temporary employee urgently needs medical assistance and the situation is life-threatening, a call must be made immediately to direct 112, or the temporary employee must in any case go to the nearest hospital. The temporary employment agency will refer the temporary employee to ARBO.NU if the temporary employee wishes to receive assistance when visiting a doctor, general practitioner, hospital or dentist. Temporary employees who do not rent accommodation from Van Bergen Personeelsdiensten B.V. will be charged a personal contribution for this by ARBO.NU. A surcharge will be charged for weekend accompaniment.

Article 14. Pension

1. Pursuant to the Compulsory Participation in an Industry-wide Pension Fund Act, the Minister of Social Affairs and Employment may decide, at the request of the social partners, that participation in an industry-wide pension fund is compulsory. temporary employees shall only participate in a pension scheme in the event of such an obligation decision.

Article 15. Transition fee

1. By signing the agency employment contract, the temporary employment agency and the temporary employee agree that transition and deployment costs (as well as any other costs incurred by the temporary employment agency to assist the temporary employee in finding other work) may be deducted from any transition pay, as referred to in Sections 7:673 and 7:673a of the Dutch Civil Code, insofar as this is legally permitted on the basis of the Transition Fee Decree. If the temporary employee is offered any measures in connection with the termination or discontinuation of the employment contract that are aimed at preventing unemployment or shortening the period of unemployment (e.g. outplacement), the temporary employment agency shall submit

the costs of those measures to the temporary employee in detail. By accepting that offer, the temporary employee agrees to deduct the costs specified in the offer from the transition allowance.

Article 16. Code of Conduct

1. The temporary employee must avoid ending up in a situation in which their interests conflict with those of the temporary employment agency.
2. The temporary employee is obliged to comply with and agree to the rules on the use of alcohol, drugs and medicines as set out in Appendix 1 (“Regulations on alcohol, drugs, medicines and the workplace”).
3. If the temporary employee makes use of e-mail or the Internet in the context of the Temporary Work, the following rules apply, without prejudice to the Client’s rules in this respect:
 - a. Temporary employees are not permitted to use e-mail and internet facilities for private purposes. If the temporary employee receives non-business messages, the temporary employee must ask the sender to stop sending them immediately.
 - b. In any event, the temporary employee is not permitted to use the Internet or via e-mail for the following purposes:
 - The temporary employee is not permitted to visit so-called profile sites (such as Facebook, Linked-In and Instagram), which include Twitter, on which (friend) networks are maintained and can be visited extensively;
 - Visiting sites that contain pornographic, racist, discriminatory, insulting or offensive material;
 - Viewing or downloading or distributing pornographic, racist, discriminatory, insulting or offensive material;
 - Gaining unauthorised access to non-public sources on the Internet;
 - Intentionally altering or destroying information accessed via the Internet without permission;
 - Sending messages anonymously or under a fictitious name;
 - Sending or forwarding threatening, abusive, sexually explicit, racist or discriminatory messages;
 - Sending or forwarding chain emails;
 - Harassing anyone.
 - c. The temporary employment agency or the Client will be authorised to monitor compliance with the provisions of subparagraphs (a) and (b).
4. The temporary employee is prohibited from:
 - a. Leaving the workplace without the manager’s permission;
 - b. Making private telephone calls during the Temporary Work, regardless of whether this is done with a private telephone or not. The manager of the temporary employee can grant an exemption from this prohibition on a case-by-case basis;
 - c. Publishing or participating in publications, in whatever form, about the temporary employment agency without the temporary employment agency’s permission;
 - d. Performing work during working hours and/or using materials, computers, printers, tools, etc. that are the property of the temporary employment agency or the Client, for their own benefit or that of third parties, without the temporary employment agency’s permission;
 - e. Operating in a department other than that in which they work, unless the Temporary Work requires this;
 - f. Consuming drinks and/or food in places on the company premises other than the canteens or similar places;
 - g. Smoking during the Temporary Work, with the exception of breaks, as well as smoking in places that are not designated as smoking areas;
 - h. Removing the Client’s property from the Client’s premises without the Client’s written permission;
 - i. Making recordings with video, film or photo cameras in the Client’s factories and offices, as well as on the Client’s premises, without the Client’s prior written consent
5. If the temporary employee violates an obligation in one of the preceding paragraphs, the temporary employee must pay the temporary employment agency a penalty. The penalty will be used for charitable purposes. If the temporary employee earns more than the statutory minimum wage, the penalty will be for the benefit of the

temporary employment agency. For each infringement, the fine shall be equal to the amount of the temporary employee's gross pay, determined in money, for half a day. If the temporary employee earns more than the statutory minimum wage, a penalty of € 7,500 will be imposed. For temporary employees who earn more than the statutory minimum wage, the provisions of Section 7:650 (3) to (5) of the Dutch Civil Code will therefore be explicitly derogated from. The penalty shall be payable immediately, without the need for a notice of default or other prior declaration within the meaning of Article 6:80 et seq. of the Dutch Civil Code. The penalty shall be payable without prejudice to the employment agency's other rights pursuant to the law or the agency employment contract, including in any event the right to perform the agency employment contract and the right to claim damages instead of the fine, pursuant to the law.

Article 17. Use of company car

1. If, in the opinion of the temporary employment agency, a company car is required for the temporary employee to perform the work properly, the temporary employment agency shall make it available to them. In that case, the temporary employee is prohibited from using the company car for private purposes.
2. The following rules apply in any case with regard to the use of the company car:
 - a. The temporary employee must hold a valid European driving licence, a copy of which must be handed over to the temporary employment agency;
 - b. The temporary employee is obliged to be able to present his driving licence to the competent authorities at first request at all times while driving;
 - c. The temporary employee must use the company car professionally and carefully;
 - d. The temporary employee must immediately report any damage to or theft of the company car to the Management Board;
 - e. Temporary employees are not permitted to take hitchhikers with them in the company car;
 - f. Costs of traffic offences, fines, administrative sanctions, etc., as well as any legal costs incurred in this connection, shall be borne entirely by the temporary employee. Insofar as these costs have not been paid directly by the temporary employee, they will be deducted from the net wage;
 - g. The temporary employee is also obliged to bear the following costs or to reimburse the temporary employment agency, as the case may be:
 - i. Costs resulting from demonstrably improper use of the company car;
 - ii. Costs resulting from reckless (driving) behaviour on the part of the temporary employee;
 - iii. Costs resulting from the use of the company car under the influence of alcoholic beverages, narcotics and/or medicines that are not covered by the insurer and/or costs resulting from the confiscation of the vehicle.
 - h. The temporary employment agency is authorised to issue further rules for use, either in writing or orally.
3. The temporary employment agency will carry out an inspection of the vehicle as soon as it permits the temporary employee to use a company car and hands over the keys for this purpose. An agreement will be signed between the parties regarding the condition of the car at the time the keys are handed over. The temporary employee who obtains the keys to the company car is also responsible for looking after them. The moment a company car has to be returned by the temporary employee, the car will be inspected again. If this inspection reveals damage to the car that had not previously been reported and all damage arising for the temporary employment agency (including the deductible applicable to the temporary employment agency) will be recovered from the temporary employee. The temporary employment agency is entitled to charge the temporary employee this amount of compensation and - if possible - to set it off against the pay.
4. The temporary employment agency shall ensure that the prohibition on private use of the company car is observed.
5. If the temporary employee violates paragraph 1, the temporary employee must pay the temporary employment agency a penalty. The penalty will be used for charitable purposes. If the temporary employee earns more than the statutory minimum wage, the penalty will be for the benefit of the temporary employment agency. For each infringement, the fine shall be equal to the amount of the temporary employee's gross pay, determined in money, for half a day. The penalty shall be payable immediately, without the need for a notice of default or other prior declaration within the meaning of Article 6:80 et seq. of the Dutch Civil Code. The penalty shall be payable without prejudice to the employment agency's other rights pursuant to the law or the agency employment contract, including in any event the right to perform the agency employment contract and the right

- to claim damages instead of the fine, pursuant to the law.
6. In addition to the penalty referred to in paragraph 5, the costs of the temporary employee's private use shall be charged at € 0.40 (in words: forty eurocents) per private kilometre travelled. These costs will - if possible - be set off against the temporary employee's net wages or the temporary employee hereby authorises the temporary employment agency to pay these costs from the wages on behalf of the temporary employee, or the costs will be charged to the temporary employee in another manner.
 7. In the event of a collision, the temporary employee must immediately inform the temporary employment agency and the Dutch police. In any case, the company car can only be moved after the temporary employment agency has appeared on site. The temporary employee must also immediately report any damage to or theft of the company car to the temporary employment agency.
In the event of a collision, the temporary employee is obliged to complete the European claims form as correctly as possible with the other party. If the temporary employee is at fault with regard to causing the damage and/or theft, the resulting damage for the temporary employment agency will be recovered from the temporary employee, including, but not limited to, the costs of the temporary employment agency's own risk.
 8. In the event of a contravention of paragraph 1, the value of the private use of the company car (i.e.: a certain percentage of the value of the company car, depending on the type of car) will be proportionately counted as part of the temporary agency worker's wages as of the date of the contravention as per the applicable tax rules. For the periods of the calendar year for which the tax return period has expired, adjustment notices on the wage tax return must be drawn up. However, this will not take place if the temporary employee can convincingly prove to the temporary employment agency that the company car made available is not used for private purposes for more than 500 kilometres per year in the calendar year in proportion to the period of use.
 9. The whole amount owed of the payroll tax/contribution public insurance, the income-dependent contribution under the Healthcare Insurance Act as well as the fine and the tax interest resulting from the contravention of the prohibition on private use, will be recovered from the temporary employee by the temporary employment agency.
 10. If the prohibition on private use is repeatedly violated, this may result in other disciplinary measures in addition to the sanctions described above, and in possible dismissal.
 11. The temporary employee and, if applicable, his/her fellow passengers are responsible for cleaning the company car. It is forbidden to smoke in the car. If an interim or final inspection reveals that the car is not clean, an amount of € 50.00 per temporary employee will be charged and deducted from or deducted from the wages or charged in some other way. The temporary employee is obliged to report any defects or possible defects in the company car to the temporary employment agency as soon as possible.

Article 18. Disclosure

1. The temporary employee acknowledges that the temporary employment agency has imposed a duty of confidentiality on them with respect to all details concerning or relating to the business of the temporary employment agency of companies affiliated with the temporary employment agency and the business of the temporary employment agency's Clients.
2. The temporary employee is therefore forbidden, both during and after the agency employment contract, to make any communication to third parties, directly or indirectly, in any form whatsoever and in any sense whatsoever, about any information that has come to their knowledge in the course of the performance of the work in connection with the business and interests of the temporary employment agency and of companies affiliated with the temporary employment agency. This confidentiality also includes all information from Clients and other business relations of the temporary employment agency of which the temporary employee has become aware.

3. If the temporary employee violates an obligation in one of the preceding paragraphs, the temporary employee must pay the temporary employment agency a penalty. The penalty will be used for charitable purposes. If the temporary employee earns more than the statutory minimum wage, the penalty will be for the benefit of the temporary employment agency. For each infringement, the fine shall be equal to the amount of the temporary employee's gross pay, determined in money, for half a day. If the temporary employee earns more than the statutory minimum wage, a penalty of € 7,500 will be imposed. For temporary employees who earn more than the statutory minimum wage, the provisions of Section 7:650 (3) to (5) of the Dutch Civil Code will therefore be explicitly derogated from. The penalty shall be payable immediately, without the need for a notice of default or other prior declaration within the meaning of Article 6:80 et seq. of the Dutch Civil Code. The penalty will be payable without prejudice to the temporary employment agency's other rights under the law or the agency employment contract, which will in any event include the right to have the agency employment contract fulfilled and the right to claim compensation under the law instead of the penalty.

Article 19. Other work and working hours

1. The temporary employee must be aware that in the performance of any other work in addition to the work for the temporary employment agency (if any) they are obliged to ensure that in the performance of that work in combination with the work for the temporary employment agency they remain within the limits of the Working Hours Act (and/or related regulations).
2. If the temporary employee violates paragraph 1, the temporary employee must pay the temporary employment agency a penalty. The penalty shall be for the employment agency's personal benefit. The fine shall amount to EUR 1,000.00 (in words: one thousand euros) for each infringement. The penalty shall be payable immediately, without the need for a notice of default or other prior declaration within the meaning of Article 6:80 et seq. of the Dutch Civil Code. The penalty shall be payable without prejudice to the employment agency's other rights pursuant to the law or the agency employment contract, including in any event the right to perform the agency employment contract and the right to claim damages instead of the fine, pursuant to the law. With this penalty clause, the temporary employee and the temporary employment agency explicitly deviate from paragraphs 3 to 5 of Section 7:650 of the Dutch Civil Code.
3. If the temporary employee earns a wage that does not exceed the minimum wage applicable to them, the following penalty clause shall apply instead of paragraph 2: If the temporary employee violates paragraph 1, the temporary employee must pay the temporary employment agency a penalty. The fine will be paid to the Personnel Association. The fine is equal to the amount of the temporary employee's gross pay, determined in money, for half a day for each violation, as well as after one week, to be increased by the same amount for each week that the violation continues. The penalty shall be payable immediately, without the need for a notice of default or other prior declaration within the meaning of Article 6:80 et seq. of the Dutch Civil Code. The penalty shall be payable without prejudice to the employment agency's other rights pursuant to the law or the agency employment contract, including in any event the right to perform the agency employment contract and the right to claim damages instead of the fine, pursuant to the law.

Article 20. Sanctions

1. Without prejudice to the enforceability of any specifically determined penalty, the temporary employment agency may take the following disciplinary measures in the event of non-compliance with or violation of the Personnel Guide, the agency employment contract or other applicable regulations:
 - a) A reprimand;
 - b) Suspension, possibly without pay;
 - c) A change of job (including transfer and demotion), with or without a reduction in salary;
 - d) Dismissal (with or without immediate effect).
2. In determining the sanction, the temporary employment agency shall take into account the seriousness of the temporary employee's behaviour and the specific circumstances of the case.
3. The suspension measures and the commencement of the dismissal procedure may be imposed in parallel.
4. The temporary employee shall be suspended without pay insofar as this is possible in connection with the provisions of the employment contract (exclusion of the wage payment obligation).
5. If the temporary employment agency is of the opinion that an investigation is necessary to establish the facts before one of the disciplinary measures referred to in paragraph 1 is taken, the temporary employee may be suspended from work with retention of salary while awaiting a decision to be made. If the temporary employment agency subsequently decides to initiate dismissal proceedings, the temporary employment agency may extend the suspension until the date of termination of employment or convert it into an expulsion until the date of termination of employment.
6. Conduct towards the Client that gives rise to an urgent reason for termination of the assignment shall also be deemed to give rise to an urgent reason for dismissal of the temporary employee by the temporary employment agency.

Article 21. Identification obligation and processing of personal data

1. Pursuant to the law, temporary employees are required to identify themselves at work. The SZW Inspectorate, the Immigration Police, the Employee Insurance Agency (UWV), the Tax and Customs Administration or other competent authorities may carry out a workplace inspection. During these checks, the temporary employee must be able to identify themselves with an original proof of identity.
2. The temporary employment agency will treat the personal details provided by the temporary employee (and/or prospective temporary employee) confidentially. The temporary employee (and/or prospective temporary employee) hereby grants, to the extent necessary and possible, permission to the temporary employment agency to process these data within the meaning of the General Data Protection Regulation "GDPR", to exchange them within the temporary employment agency and to provide them to (potential) Clients, as well as to any inspection bodies in the event of an audit at the temporary employment agency or the Client and to other third parties, to the extent that this is necessary for the conclusion and performance of (a) possible (temporary) contract(s). Of course, the processing of personal data will only take place insofar as this is in line with the GDPR.
3. To the extent necessary and possible, the temporary employee grants permission to process data concerning their indication as an occupationally disabled person in the context of the Wet op de (re)integratie arbeidgehandicapten (Act on the (re)integration of persons with disabilities) and Article 29b of the Sickness Benefits Act (Ziektewet).

Article 22. Changes in the personal data

1. The temporary employee shall notify the temporary employment agency of any changes to their personal situation within five days if those changes are relevant to the registration or the agency employment contract. These include changes of address, changes in the marital status, changes in the family composition, changes in the employment history, illness and (in the case of a foreign national) the residence status. The temporary employee shall submit the required evidence in this respect.

Article 23. Final provisions

1. Appendix 2 to this Personnel Guide is appended to the sickness absence regulations applicable at the temporary employment agency, which lay down the agreements that the temporary employment agency and the temporary employee must observe in the event of incapacity for work due to illness. These obligations apply both during and after termination of the employment contract. These sick leave regulations form an integral part of this Personnel Guide.
2. On the basis of Section 613, Book 7 of the Dutch Civil Code, the temporary employment agency reserves the right to unilaterally amend a condition of employment agreed between the temporary employment agency and the temporary employee. The temporary employment agency shall only exercise this right if it has such a substantial interest in the change that the temporary employee's interest that would be harmed by the change must deviate from the principle of reasonableness and fairness.
3. Without prejudice to paragraph 2, the temporary employment agency is authorised to amend, supplement or withdraw the Personnel Guide.
4. This Personnel Guide has been adopted in the Dutch language and can be translated into another language. In the event of any conflict between the Dutch version and the translated version, the provisions of the Dutch version shall prevail.
5. The agency employment contract (and this Personnel Guide) shall be governed exclusively by Dutch law. Only the Dutch courts shall have jurisdiction to hear disputes arising from the agency employment contract, the Personnel Guide or other related arrangements.
6. This Personnel Guide will enter into force on 1-1-2022 and will replace previous versions of the Personnel Guide.
7. In cases not provided for in the Personnel Guide, the Executive Board shall decide.

Appendix 1 - Regulations on alcohol, drugs, medicines and work

The policy on the use of alcohol, drugs and medicines is part of the occupational health and safety policy of the temporary employment agency and is aimed at reducing and preventing alcohol and drug problems in the workplace. This is because these problems can lead to unsafe conditions at work for the temporary employee in question, their colleagues and the temporary employment agency and damage the health and welfare of employees. Furthermore, there will often be a loss of production and quality as a result of dysfunctions, and the use of these means may lead to an unfavourable image of the temporary employment agency, which in turn may indirectly cause damage.

In view of the serious consequences of alcohol and drug consumption, the temporary employment agency applies a “zero tolerance” policy. In this respect, the following agreements/rules shall apply, and shall be enforced by the temporary employment agency in full at all times.

Article 1 - Alcohol

Temporary employees are forbidden to use alcoholic beverages during the Temporary Agency Work.

Temporary employees are prohibited from being under the influence of alcohol during the Temporary Work. The temporary employee must be aware of the fact that alcohol is only gradually broken down in the body (approx. 1.5 hours per 10 grams of alcohol (standard glass)). The temporary employee must be aware of this and must therefore moderate the use of alcohol before the start of the work in such a way that they can start work with full sobriety.

Temporary employees are prohibited from possessing, passing on or trading in alcoholic beverages to third parties during the temporary agency work.

Article 2 - Drugs

Temporary employees are prohibited from using narcotics (hard and/or soft drugs) during the temporary agency work.

Temporary employees are prohibited from being under the influence of narcotics (hard and/or soft drugs) during the Temporary Agency Work. The same warning applies as stated in paragraph 2 of Article 1: the temporary employee must be aware that the body needs time to break down the drugs.

Temporary employees are prohibited from possessing, dispensing or trading in drugs (hard and/or soft drugs) during the temporary agency work.

Article 3 - Control of alcohol and drug use

The temporary employee undertakes to voluntarily participate in a valid alcohol and/or drug test (whether or not coincidental) during or before the start of the Temporary Work, with a view to establishing the actual alcohol or drug use. The test will take place by means of a bladder, urine, saliva and/or blood test. The breathalyser test can be performed by the temporary employment agency itself or by a designated official; the urine, saliva and/or blood test can only be performed by persons qualified to do so. The test can be carried out on a random basis, but it can also be performed when there is a suspicion that the temporary employee is under the influence of alcohol or drugs.

The temporary employee has the right to be notified first of the conclusion of the test. The temporary employment agency then has the right to be informed of whether or not the temporary employee is/was under the influence of alcohol or drugs. The temporary employee is entitled to a second opinion.

As stated above, the temporary employment agency applies a “zero tolerance” policy with regard to being under the influence of alcohol or drugs during the temporary agency work. This means in fact that the result of the test must be 0 (0 µg) alcohol per litre of exhaled air, or 0 mg alcohol per millilitre of blood, or 0 promille) and negative for the drug test. In any case, the following results show that the person is under the influence of alcohol:

- the alcohol content of the breath of the temporary employee higher than ninety micrograms (90 µg) of alcohol per litre of exhaled air, or;
- the alcohol content of the temporary employee's blood at an examination higher than one-fifth of a milligram (0.2 mg) of alcohol per millilitre of blood, or;
- a test result in excess of 0.20 per mille;

In any case, the following results are under the influence of drugs:

Type of drugs	Under the influence of drugs (single use)	Under the influence of drugs when combined with other drugs, alcohol, or medication
Amphetamine, methamphetamine, cocaine, MDMA, MDEA and MDA	50 micrograms per litre of blood (= 0.05 milligrams)	25 micrograms or 50 micrograms when using combination amphetamine-like substances (= 0.025 / 0.05 milligrams)
Cannabis	3.0 micrograms of tetrahydrocannabinol per litre of blood (= 0.003 milligrams per litre)	1.0 micrograms of tetrahydrocannabinol per liter of blood; (= 0.001 milligrams per liter)
Heroin and morphine	20 micrograms of morphine per litre of blood	10 micrograms of cocaine or morphine per litre of blood;
GHB, gamma butyrolactone or 1,4-butanediol	10 milligrams of GHB per litre of blood.	5.0 milligrams of GHB per litre of blood.
(in combination with alcohol)		0.2 milligrams of ethanol per millilitre of blood

If the results of the test are between 0 (/negative) and the above-mentioned units, the temporary employment agency shall decide on the basis of the (other) circumstances of the case.

Article 4 - Medicines

If the temporary employee uses medicines that are provided with a warning sticker (and can therefore have a significant effect on the temporary employee's ability to respond), the temporary employee must notify the temporary employment agency of this by reporting it to the temporary employment agency's planning and to their manager (or this person's deputy).

If the temporary employee performs work requiring extra attention - this to be assessed by the temporary employment agency - the temporary employee will be required to find temporarily adjusted work. If there is any doubt, the temporary employment agency will call in the occupational health and safety service. The temporary employee is obliged to perform the adjusted work.

Article 5 - Penalties

If the rules prohibiting alcohol, drugs and medicines are violated, dismissal will take place with immediate effect, as soon as the first violation occurs. This applies to all violations of the aforementioned prohibition rules, but it is stated in particular that immediate dismissal will take place:

- If the alcohol and/or drug test taken in accordance with Article 3 shows that the temporary employee is/was under the influence of either alcohol or drugs. It should be noted that, as stated above, the temporary employment agency pursues a "zero-tolerance policy" with regard to being under the influence of alcohol or drugs during the temporary employment agency's work.
- If the temporary employee refuses the alcohol and/or drug test referred to in Article 3 or does not cooperate in the alcohol and/or drug test referred to in Article 3. The refusal or non-cooperation is regarded as a declaration by the temporary employee that they are under the influence of alcohol or drugs. It is then up to the temporary employee to prove that they were not under the influence of alcohol and/or drugs at the time that the temporary employment agency wanted to carry out the test (or have it carried out).

Appendix 2 Absenteeism Protocol Flexworld BV Risk-bearer

What to do in case of illness

If you are ill, you must call in sick to the Flexworld BV administration as soon as possible, and in any case before 8:00 a.m., using the P4F app. Between 9.00 a.m. and 9.30 a.m. you can contact our occupational health and safety service - ARBO.NU at your service desk: 0174 -257057 Only then will your sick report be dealt with. The absenteeism coordinator inquires about the cause and seriousness of the illness, the expected duration and will make a follow-up appointment with you for a subsequent contact. We will also determine where you are staying or being cared for and how you can be reached. The information will be passed on to the occupational health and safety service.

Call from outside the Netherlands

Did you fall ill outside of the Netherlands? Inform the administration of Flexworld BV within 48 hours via the p4f app. Between 9.00 a.m. and 9.30 a.m. you can contact our occupational health and safety service - ARBO.NU - by telephone: 0174 -257057. The absenteeism coordinator inquires about the cause and seriousness of the illness, the expected duration and will make a follow-up appointment with you for a subsequent contact. We will also determine where you are staying or being cared for and how you can be reached. We can refer you to a doctor. If we ask you to do so, you must provide us with this doctor's medical statements. We can also refer you to the relevant social insurance institution in the country where you are staying. You are obliged to follow the instructions of this institution. If you receive a call from this institution or a doctor and you can't attend, Please contact us.

Your obligations with benefits from the Medical Care Act

You called in sick. If you are sick, you are probably eligible for Sickness Benefits under the Sickness Benefits Act. As the (former) employer, Flexworld BV bears its own risk. This means that you do not receive sickness benefit from the UWV, but from Flexworld BV. Flexworld BV is also responsible for your reintegration together with you. This means that from the moment you report sick you have a number of obligations (as described in the Sickness Benefits Act (Controlevoorschriften Ziektewet)). You can read more about this below.

Make sure you are at home

. As your (former) employer, we want to know how you are doing. We also want to know when you will be able to work again. That is why we will contact you within two days after you report sick.

- After you report your illness, you must stay at home every day until 6 p.m. until you have had contact with the occupational health and safety service. For example, until an employee of ARBO.NU visits you at home or until you receive an invitation to come to the practice.
- Until this first contact with ARBO.NU you may visit your doctor or your physiotherapist. Or go to a job interview.
- Sometimes we ask you to be at home for the first 2 weeks, because an ARBO.nu employee will visit you. In that case, stay at home from 9 a.m. until 2 p.m. If you are not at home because you have an appointment with your doctor or physiotherapist, or because you have to go to a job interview? In that case, always inform ARBO.NU in advance. Tel: 0174- 257057.

• Can't you open the front door yourself at home? Then make sure there is someone with you who can. Is your doorbell not working? Then let our occupational health and safety service know clearly how you can be reached. For example, with a note on the door.

Work on your recovery

During your illness you should do everything you can to get well again as soon as possible. If necessary, see your doctor or family doctor and follow their advice. Make sure you do things that are good for your recuperation.

Participate in your reintegration

You must actively participate in your reintegration. So do everything you can to get back to work as soon as possible. Together with our occupational health and safety service, you will draw up a plan of action if you have been ill for more than 6 weeks. This contains agreements about your reintegration activities.

Accept suitable work

Sometimes your illness will prevent you from doing your own work, but you will be able to do other work. The type of work depends on your health and how long you have been ill.

The company doctor will discuss this with you in order to determine what work is suitable. You should always accept this work, even if it is below your level.

Is there no suitable work available, but are you able to do it? Then you are required to register as a jobseeker. You must then try to get suitable work. You do not need to look for suitable work when you are on leave, up to a maximum of 4 weeks per year.

Leave

If you are ill and you have already applied for and obtained permission to take leave, you must first consult ARBO.NU (0174-257057). They will discuss your situation with the company doctor. The company doctor will determine whether you can take leave and whether this will prevent your reintegration. **So please note:** if you are on approved leave and you become ill, you cannot simply go on leave. Please contact arbo.nu on whether or not leave is allowed. If you go on leave without informing the health and safety service, this may have consequences for your benefit.

If you have left the company sick, you are entitled to 20 days' leave per year. If you leave work sick during the year, this is pro rata. You must also apply for leave from ARBO.NU (0174-257057) if you have left the company sick. They will discuss your situation with the company doctor. The company doctor will determine whether you can take leave and whether this will prevent your reintegration. **So please note:** if you are ill and you want to take leave, you must request this from the health and safety service. They will discuss with the company doctor whether leave is allowed or not and if it will hinder your reintegration. If you go on leave without informing the health and safety service, this may have consequences for your sickness benefit. Flexwork is its own risk bearer. You will therefore not be covered by the unemployment insurance scheme if you have left your employment while being sick.

Come to the company doctor's appointment

and you will be called up for the consultation hour? Or maybe ARBO.NU will invite you to attend a meeting or an examination? Then you are obliged to come. Do you want to reschedule the appointment? Please contact ARBO.NU no later than 24 hours before the appointment for a new appointment. You can only change the appointment with a valid reason. We assess whether the reason you give is valid. What if you don't have a valid reason or just don't come to an appointment? If so, this may have consequences for your sickness benefit.

Make sure you have a valid proof of identity

. What if you visit the surgery or an ARBO.NU employee or the company doctor visits you? If so, you must show a valid identity document. If you are contacted for the first time, this may be a passport, identity card or residence permit. In the event of a follow-up contact, a driving licence is also sufficient. A companion must also carry a valid identity document with them. Employees of ARBO.NU always identify themselves when they visit you. If this does not happen, you can ask for their identification.

Submit changes

If something changes in your situation, this may have consequences for the amount or duration of your benefit. You are therefore obliged to provide this information directly to ARBO.NU. The most common changes you need to report are:

- **Changes to your work or income** -You are going to earn (more or less).
- You will be stopping working.
- You will be receiving income other than wages. For example, a supplement to your benefit.

These changes must be reported to ARBO.NU within 24 hours of this being known to you.

Change because of your health

- Your health improves or deteriorates. This change you need to report it to ARBO.NU within 24 hours of this being known to you. Tel: 0174 -257057.

Changes to your life situation

- Your personal situation changes. For example, you are moving house. Or you will be getting a new account number. You will be transferred to a different residential or residential address in the Netherlands. For example, if you are temporarily admitted to a hospital, nursing home or institution. Or because you are going on holiday.
- You are being detained.

You must notify ARBO.NU of these changes within 48 hours after they could have been known to you.

Staying abroad

You are moving to a residential or accommodation address outside the Netherlands. You must notify ARBO.NU of this change at least 48 hours before departure.

Are you unsure about what you should or should not report? Then contact ARBO.NU. Tel: 0174 -257057

What to do if you are better

As soon as you are better again, you must inform your (former) employer and the ARBO.NU occupational health and safety service within 24 hours.

Comply with the obligations

It is important that you comply with the obligations. What if you do not comply with your obligations? Then you will temporarily receive less or no benefit and/or a fine. You can read more about this in the Social Security Acts Decree. If you have received too much benefit, you must repay that amount.

More information:www.arbo.nu