



# Working via SD Worx Staffing Solutions

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## The clear choices of SD Worx Staffing Solutions

Congratulations with your new job with one of SD Worx Staffing Solutions's clients.

We are extremely proud that you have chosen SD Worx Staffing Solutions. Just like you, we like clear choices. We have chosen to establish a leading role in the labour market. Although we already hold a strong position, we continuously strive to further improve our achievements.

How? Simply by being better than our competitors!

We are better if we can exceed the expectations, not only of our clients and staff, but also yours. Together with your colleagues, you are our most important asset. So, we invest in you because in doing so, we guarantee continuity. The key role in that investment lies with the consultant. The consultant, who mediated on your behalf, is the key person in the triangular relation between the employee, client and SD Worx Staffing Solutions.

SD Worx Staffing Solutions chooses specialists in the Industry, Logistics and Office market. Choosing means not doing everything, but doing that what you chose to do as best as possible. By making the clear choice to specialise in a number of markets, we can grow in becoming the best service provider in the market in which you operate. This choice gives you the chance to pursue a career within SD Worx Staffing Solutions.

SD Worx Staffing Solutions offers ample opportunities. We have a lot of work with both small as well as international companies. This means variety for you on every level: professionally, in size and in culture of an organisation.

SD Worx Staffing Solutions has a reputation to uphold. As an employee, we offer an extensive package with numerous possibilities, such as:

- Collective Labour Agreement remuneration
- Education and training
- Study costs arrangement
- Insurance
- Pension scheme

As far as we are concerned, you and SD Worx Staffing Solutions will enter into a commitment for a long time. You are important to us and therefore we would like to invest in you!

Good luck at SD Worx Staffing Solutions!



Maurice Bisschops  
General Director

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# 1 | Collective Labour Agreement for temporary workers

Welcome to SD Worx Staffing Solutions!

SD Worx Staffing Solutions is happy to inform you about your position as an employee. This brochure presents the most important points from the Collective Labour Agreement in a clear and well-arranged manner. If, after reading this information, you still have questions, please feel free to visit one of our branches or take a look at our website [www.sdworxstaffing.nl](http://www.sdworxstaffing.nl). Here you will also find the complete collective labour agreement for temporary workers under "downloads".

## 1.1 | Phase system

In this chapter we will guide you through your rights as an employee. The longer you work for SD Worx Staffing Solutions, the more rights you accrue. This accumulation proceeds in "phases". In the flow chart below, you can learn about the progress of the various phases and the additional rights that you have as an employee of SD Worx Staffing Solutions.

Agreements that start from January 2, 2022 fall under the new regime, as shown below:

### The Phase System

#### Phase A

- Phase A concerns a period of maximum 52 weeks
- If there is an interruption of > 26 weeks, between 2 assignments, the counting of the weeks starts again at the beginning.
- From 2 January 2023, weeks in which paid holidays have been taken count towards the total number of weeks worked.
- At this stage SD Worx Staffing Solutions may terminate an assignment with immediate effect, taking into account of the phase A notification period

<i>Duration of assignment</i>	<i>Notice period (in calendar days)</i>
<i>0 to 26 weeks</i>	<i>0</i>
<i>27 to 52 weeks</i>	<i>10</i>

#### Phase B

- Phase B covers a maximum period of 36 months (3 years). In this offer you a maximum of 6 contracts in a maximum period of 36 months in this phase. (Notice period phase B: for contracts of 6 months or longer, at least 1 month before the end of the contract by giving written notice).
- If you have not had a contract for 26 weeks, you fall back to the beginning of phase B. Is this break > 26 weeks, you go back to the beginning of phase A.
- In this phase SD Worx Staffing Solutions continues to pay your wages during a current contract, even if unexpectedly there is no more work for you.

#### Phase C

- In phase C you are entitled to an open-ended contract, with all the rights (and obligations) that go with it.
- This phase starts as soon as you have worked 4 years without interruption of > 26 weeks for SD Worx Staffing Solutions, or if there has been successive employment in this period (with regard to the successive employer status, only the number of weeks is counted in the systematic phases where in fairness the same or hardly the same working conditions have been performed by the same client).
- In this phase SD Worx Staffing Solutions, during a current contract, will continue to pay your wages even if there is unexpectedly no more work for you.

## 2 | Finances

### 2.1 | Wage & Reservations

Before beginning with working, our consultant will go through all important matters with you. One of those matters concerns your wage, which is an important part of your total employment conditions package.

Your wage is dependent on education, experience and of course the position you will hold. The amount of tax and the premiums which SD Worx Staffing Solutions pays on your wage can be found on your pay slip. This is available every week on Wednesday in the Flexwrapp. The Flexwrapp is an online service which is offered by SD Worx Staffing Solutions. You can sign documents digitally in the Flexwrapp, and gain insight into annual income statements and pay slips. If you do not have access to the internet, then the pay slip can, of course, also be picked up at a business location of SD Worx Staffing Solutions.

As an employee of SD Worx Staffing Solutions you accrue a number of reservations on all actually worked hours.

#### 2.1.1 Days' leave

You accrue a reservation of 16  $\frac{2}{3}$  days' leave on a fully worked month or a proportional part thereof, if you did not work a full month. Of course, before taking leave hours, you first need to ask permission from the client where you are working and you then need to inform your contact with SD Worx Staffing Solutions about this.

#### 2.1.2 Holiday allowance

You have a right to holiday allowance (holiday pay). This amounts to 8.33% of your actual wage that you earn every month. For the calculation of your holiday allowance, the number of hours which you worked for SD Worx Staffing Solutions are used. Days' leave and public holidays are also counted. You will receive the accrued holiday allowance paid out automatically in the first week of June.

#### 2.1.3 Short-term absenteeism

If you are working as a temporary employee in Phase A then you will accrue short-term absenteeism. For short-term absenteeism this is meant to be understood as a short period in which you cannot work. The hours which you take for short-term absenteeism are not deducted from your accrued days' leave. To this end, the employment agency reserves a certain percentage of your actual wage. The reasons for short-term absenteeism can be of a personal nature, such as a visit to the dentist or a special family circumstance.

#### 2.1.4 Special leave

If you are working in Phase B, then you have a right to continued payment of your actual wage if you take special leave. Special leave is granted, for example for when you get married, for family expansion or the death of a family member. For an overview of all situations where you have a right to special leave, you can consult Article 28 in the CLA for temporary employees.

### 2.1.5 Public holidays

You are also entitled to continued payment of your actual wage during festive holidays on days you would actually be working. However, only if no one is working for the client on that particular day.

Official public holidays:

- New Year's Day;
- Easter monday;
- King's day;
- Liberation Day (in anniversary years);
- Ascension Day;
- Whit Monday;
- Christmas Day and Boxing Day.

Of course, in all cases, taking holidays, short-term absenteeism and special leave is always in consultation with your manager at the company where you work (the client) and with SD Worx Staffing Solutions.

## 2.2 | Remuneration scheme CLA/User company remuneration

Your wage is determined by the CLA of the client (the company where you are working). The confirmation of temporary employment specifies what your gross hourly wage is, which remuneration scheme applies and the pay scale in accordance with the CLA.

The basic assumption of the remuneration scheme of the client is that you have a right to the same wage as your colleague who holds a permanent position. In addition to the wage, this also applies to:

- The allowances (for additional work, irregular work, work in shift service, on public holidays and/or shifted hours and working under physically taxing circumstances related to the nature of the work).
- Net expense allowances such as travel allowance.
- General and periodic pay rises (amount and time as determined with the client).
- Any days of in relation to reduction in working hours. This can be compensated at the discretion of the employment agency in time and/or money.
- Possible reimbursement of travel hours/ travel time associated with work.
- One-off payments
- Work from home benefits

## 2.3 | Pension scheme StiPP

There is a pension scheme which provides for the accrual of pension for temporary employees. This pension scheme is managed by StiPP (Pension Fund for Personnel Services).

Participation to the Basic and Plus schemes are determined for all flexible workers on the basis of the amount of worked hours, regardless of the contract type. To this end, SD Worx Staffing Solutions needs to take into account any earlier acquired pension rights with StiPP in the past.

If you will work through SD Worx Staffing Solution, then you are obligated to disclose any earlier acquired pension rights in accordance with the CLA for temporary employees. You will need to disclose this PRIOR to your first working day.

The pension fund of StiPP has two pension schemes; the Basic and Plus schemes.

- no pension accrual takes place the first 8 worked weeks. (= reference period)
- starting from the 9th worked week up to the 60th worked week, the employee is placed in the Basic scheme.
- starting from the 61th worked week, the employee is placed in the Plus scheme.

Participation to the pension scheme is mandatory and set out in the CLA for temporary employees.

To check whether you have already accrued pension with the StiPP you can login using DigiD at [www.mijnpensioenoverzicht.nl](http://www.mijnpensioenoverzicht.nl). Here you can find an overview of the pension providers where you have accrued pension. You can then login with the pension provider in question with your DigiD so you can see what you have accrued of pension and from which date the pension accrual started.

### 2.3.1 Basis scheme

The basic scheme is for employees of 21 years and older, who have worked for at least 26 weeks for one employer. You will remain no more than 52 working weeks in the basic scheme, then you will participate in the Plus scheme (see paragraph. 2.3.2).

### 2.3.2 Plus scheme

Starting from the moment you have worked 78 weeks for SD Worx Staffing Solutions, you can participate with the Plus scheme. The pension basis is your gross wage less the franchise. The franchise is the part of your gross wage on which you do not accrue pension.

You can easily track how much pension you have accrued in various ways.

Through the Uniform Benefit Statement, or UBs, this is sent by the StiPP every year. Do you prefer to receive your pension information online in the future? Then register on [www.stippensioen.nl](http://www.stippensioen.nl) via [www.mijnpensioenoverzicht.nl](http://www.mijnpensioenoverzicht.nl).

It is important that your personal information is correct. If your personal situation changes, for example if you are getting married or divorced or if you become incapacitated for work, then please notify StiPP as soon as possible.

For more information or questions, you can contact the StiPP at 030-2775690.

## 2.4 | Digital submission hourly time sheets

You can submit your worked hours digitally in two ways if you are working through SD Worx Staffing Solutions. This can be done using the Flexwrapp (the 'my environment', see also 2.5) or through the time registration portal on our website [www.sdworxstaffing.nl](http://www.sdworxstaffing.nl). The login information for the Flexwrapp or time registration portal is received by email when you start working.

For a number of relationships of SD Worx Staffing Solutions, your time is registered through a time registration system, in such cases you will only need to check your worked hours with the payment on the pay slip.

## 2.5 | Flexwrapp

SD Worx Staffing Solutions works with online services for the flexible workers. These services mean that you can sign your contract digitally and have insight into pay slips and annual income statements. These online services are offered under the name 'Flexwrapp'. If you will start working through SD Worx Staffing Solutions for the first time, you will receive login information for the Flexwrapp. You will need to register once. After this registration you can do such things as sign documents digitally and have insights into your contracts and other documents pertaining to your work activities through SD Worx Staffing Solutions. In addition, your pay slips and annual income statement are placed on the Flexwrapp. If you start working for SD Worx Staffing Solutions, you will receive a manual for this Flexwrapp which explains all functionalities in detail.

## 2.6 | Payment moments

You can determine with which frequency you want to receive your wage. You can choose to be paid weekly, 4-weekly or per month.

### 2.6.1 Weekly payment

If you opt for weekly payment, then the declarations are processed every Tuesday. In this case, you will receive your wage in your account on Wednesday.

### 2.6.2 4-weekly payment

If you are opting to pay out your wage 4-weekly, then the payment always takes place on the Tuesday after the 4-weekly period ends. This period is fixed and at [www.sdworxstaffing.nl](http://www.sdworxstaffing.nl) you can find when the payment is processed and paid. In this case, you receive your wage in your account on Wednesday. If you are responsible for filling in your worked hours through the time registration portal on the website, then you do have to submit your declaration on a weekly basis. Do not save up your declarations!

### 2.6.3 Monthly payment

If you are selecting to have your wage paid out on a monthly basis, then the processing always takes place on the first Tuesday after the lapsing of the month, unless the final day of the previous month is a Monday. In this case you will also receive your wage on your account on Wednesday.

The dates for payment are fixed. On [www.sdworxstaffing.nl](http://www.sdworxstaffing.nl) you can find when the payment is processed and paid. However, you need to submit your declarations on a weekly basis with SD Worx Staffing Solutions. Do not save up your declarations!

## 2.7 | Perspective declaration

### 2.7.1 | What is the perspective declaration?

The perspective declaration looks at your future options to acquire revenue. The declaration is based on an analysis of your labour market position. Besides, the bank values SD Worx Staffing Solutions's opinion about your (future) employability. This is why SD Worx Staffing Solutions shall have a good look at your curriculum vitae, work experience, references, possible past assessments and reports of personal conversations. It is important to know that a perspective declaration is not the same as an employer's declaration. In some cases, an employer's declaration is sufficient. First enquire with your mortgage advisor what you need.

### 2.7.2 | Perspective declaration application

First condition to request a perspective declaration is that at the time of the application, you have been employed by SD Worx Staffing Solutions for at least one year. Afterwards, you are expected to submit the following on paper and/or electronically to your consultant at SD Worx Staffing Solutions:

- Proof of identification;
- Curriculum Vitae;
- Education degrees and certificates;
- Complete employment history;
- Employers credentials (minimum of two);
- Employers assessments (minimum of two).

Once everything has been submitted and you meet the basic requirements, then you will be invited for an interview. During this interview, your file will be evaluated and your consultant shall assess if you generally have the required expertise necessary to be successful in the labour market. Furthermore, your employability, motivation, flexibility, mobility and employability during your agency period shall be assessed and valued. In addition, your contact person at SD Worx Staffing Solutions shall have your labour market position and perspective assessed by the Intelligence Group, an external and independent company.

Finally, all the conclusions drawn shall be presented to the perspective valuator at SD Worx Staffing Solutions; (s)he shall assess all the submitted files and issue the perspective declaration. The application shall be rejected in case of a negative outcome, along with an explanatory note and the different sections that lead to the negative opinion will be looked over.

### 2.7.3 | Practical matters

Keep in mind that a complete and good file (references, assessments, interviews) does not always secure the issuing of a perspective declaration, because the perspective on the labour market could be disappointing. The lead time of an application is maximum six weeks. To avoid fines, it is important to wait in buying a house until you are in the possession of a perspective declaration. The perspective

declaration is valid for six months after issuance. The perspective declaration is accepted by the largest mortgage providers along with the possibility to obtain a National Mortgage Guarantee (NHG).

You can find more information on [www.perspectiefverklaring.nl](http://www.perspectiefverklaring.nl).

Would you like to apply for a perspective declaration? Please contact your contact person at SD Worx Staffing Solutions!

## 3 | Illness

### 3.1 | 3.1 Collaboration SD Worx Staffing Solutions

If you work for SD Worx Staffing Solutions and have a Phase A agreement without a stipulation, Phase B or C, the case managers of the SD Worx Staffing Solutions occupational health team will supervise the sick employee and SD Worx Staffing Solutions will also be responsible for the continued payment of wages in the event of illness. SD Worx Staffing Solutions' case managers will contact you by telephone and work very closely with various partners to reduce sick leave as much as possible and guide you back to work.

Since 1 May 2020, SD Worx Staffing Solutions has also been responsible for the supervision and payment of sick pay for our employees with a Phase A contract with agency clause. Within the organisation, Team Company Health is responsible for the Private Implementation of Sickness Benefits Act and ensures that employees are properly supervised and paid out with the ultimate goal of returning to their original work.

Your sick report is recorded by the consultant at the branch / on-site location, resulting in a quick claim assessment by Team Occupational Health. Once the claim assessment has been carried out, it is considered an official sick report. After the claim assessment, you will be approached by our occupational health and safety service for a medical triage (they will inquire about the reason for your coming in. This is called triage. Triage ensures that you, the client, receive the right care, at the right time, by the right care provider) . Team Occupational Health will guide you intensively in the meantime. In doing so, the General Data Protection Act will be respected at all times. The starting point here is that, after recovery, you will return to your last or new client.

Payment of sickness benefit is handled by the MidOffice department. See also 3.3 in this regard.

### 3.2 | 3.2 Sickness report

If you are sick, then you personally, prior to commencement of the work activities, but no later than 09.00 hours on the day of sickness, need to report sick by telephone with the company where the work activities were to be performed and with SD Worx Staffing Solutions (business location/on site).

If you become sick during the work and can no longer work, then you report this with SD Worx Staffing Solutions (business location/on site) and with the immediate superior officer of the company where the work activities are performed. Sickness reports which are not communicated personally are not accepted, unless there are good reasons for this. Reports made too late are processed on the day that you report sick and therefore not with retroactive effect. This has direct consequences for the amount and duration of your sickness benefit, so report in time!

If there is the expectation that it concerns short-term absenteeism, because of the nature of the complaints, then the consultant may request that you make contact again on the same day between 14:30 hours and 16:00 hours. After all, a day of rest may have the result that you are sufficiently recovered to get back to work on the next working day. The consultant will have the possibility to schedule you for the next day and to inform the hirer in a timely manner.

### **3.2.1 | 3.2.1 Staying at home**

The SD Worx Staffing Solutions case manager will contact you no later than 24 hours after you report sick in the form of a telephone interview or home visit. On the fifth working day, you should be available for a (telephone) medical triage. You can also expect a call for the company doctor's surgery for which you should be available. Unless you have to visit a doctor or perform suitable work, you are obliged to stay at home between 08.00 and 18.00 hours until the first contact with SD Worx Staffing Solutions has taken place, in order to make this contact and/or visit possible. SD Worx Staffing Solutions may oblige you to stay at home for no more than two weeks after the first contact has taken place. This obligation then applies from 10.00 in the morning until 14.30 in the afternoon. The only exception is that medical appointments may be scheduled during that time frame.

If you reside at a different address, then you need to report this immediately by telephone to the case manager of SD Worx Staffing Solutions. If, and to the extent in violation with aforementioned provisions, you are not available, this may have consequences for your eligibility for sick pay or continued payment of wages during sickness.

### **3.2.2 | 3.2.2 Accessibility**

In order to quickly be able to determine the eligibility to sick pay and to proceed to payment of the sick pay, insight into the sickness absenteeism is necessary. There will be regular contact with the case managers of SD Worx Staffing Solutions. You do everything possible in order to cooperate with the recovery. A call to go to the company medical officer also needs to be complied with immediately. In relation to the Eligibility for Permanent Incapacity Benefit (Restrictions) Act, it is important to make intensive contact and consultation possible.

### **3.2.3 | 3.2.3 Company medical officer**

Of course, you comply with a call of the company medical officer to appear at the consulting hour. If you are absolutely not capable of doing so, or if you have already returned to work, then you communicate this no later than 48 hours prior to commencement of the appointment to the case manager of SD Worx Staffing Solutions. If you fail to do so, then this may have consequences for the amount and/or duration of the payment of the sick pay and costs of the consult may be charged to the employee. The costs of a culpable no show to the company medical officer is also charged to you or a measure may be imposed on you by the UWV. Exceptions to this are only possible after approval from the case manager of SD Worx Staffing Solutions.

### **3.2.4 | 3.2.4 Second opinion from the company medical officer**

If you doubt the correctness of an advice given by the company medical officer about the absence management, you can indicate this with specification of reasons with him/her and request a second opinion of another company medical officer. The first company medical officer will set the second opinion in motion, unless he/she has compelling arguments not to do so; in that case, he/she will tell you what these arguments are.

If the second opinion takes place, then the company medical officer sets this in motion by selecting another company medical officer with you from the pool which the occupational health and safety service of SD Worx Staffing Solutions has organised for this purpose. This other company medical officer cannot be working within the occupational health and safety service, the company or the institution where the first company medical officer is working. In all cases, the first company medical officer reports to SD Worx Staffing Solutions that another company medical officer is called upon for a second opinion and which company medical officer this is.

The company medical officer who performs the second opinion, receives all information from the first company medical officer necessary to assess your situation and the advice that was given. He/she decides whether he/she wants to collect other information in addition to this. If the second company medical officer has reached an advice, he/she first discusses this with you. You will then decide whether this advice is shared with the first company medical officer. If this does not happen, then the advice of the first company medical officer remains the starting principle for the absence management.

If the first company medical officer does receive the advice, then he/she will contact you as soon as possible after receiving it and he/she will tell you, giving reasons, whether he/she adopts the advice completely, partially or not at all.

He/she only reports to SD Worx Staffing Solutions whether the second opinion is a reason for him/her to change his/her advice about the absence management, and if yes, what his/her new advice entails. He/she then takes up the advising on the absence management. If you believe that the way he/she handles the given second opinion is undesirable, you can indicate this. The company medical officer will then consider whether to hand over the advising on the absence management to another company medical officer and reports his/her decision to you and SD Worx Staffing Solutions.

### **3.2.5 | 3.2.5 Complaints procedure company medical officer**

SD Worx Staffing Solutions ensures that the independent company medical officer or certified occupational health and safety service has a complaints procedure. You can make use of this procedure if you believe that the company medical officer is guilty of acting improperly or unprofessionally towards you.

### **3.2.6 | 3.2.6 A deal is a deal**

SD Worx Staffing Solutions expects that you comply with agreements as they are made with you by SD Worx Staffing Solutions and Occupational Health Team in the context of the absenteeism and the absence management.

### **3.2.7 | 3.2.7 Expert opinion with UWV**

For organising the reintegration, SD Worx Staffing Solutions or Occupational Health Team complies with the advice of the company medical officer. If you disagree with the way SD Worx Staffing Solutions or Occupational Health Team handles this advice and/or the shapes the reintegration, you can request an Expert Opinion with UWV. UWV will then assess whether SD Worx Staffing Solutions/ Occupational Health Team complies with all reintegration obligations, for example whether we do not do enough for the reintegration, or demand too much of you. The outcome of an Expert Opinion is not legally binding, but the case managers of SD Worx Staffing Solutions do always consider it in the follow-up to the file and its development.

### **3.2.8 | 3.2.8 Objection & appeal with UWV**

If the company medical officer declares your incapacity for work or another situation occurs which influences your eligibility to a sickness benefit (in the event of an agreement Phase A with clause) or the amount and/or duration of it, Occupational Health Team requests a decision for this with UWV. If UWV believes, after evaluation, that this request was formed properly, then UWV issues the decision. You will receive a copy of this, and so does Occupational Health Team. If you disagree with the content of the decision, you may start a procedure for objection and appeal with UWV. This institution uses fixed objection periods for this. For a recovery statement decision, the objection period is 2 weeks, other subjects have a objection period of 6 weeks. The objection is handled by the Objection and Appeal department of UWV. If you disagree with the outcome after you objection was handled, then you may appeal with the court and then on appeal. SD Worx Staffing Solutions (Occupational Health Team) also has these options.

### 3.2.9 | 3.2.9 Stay abroad

If you become sick during your holiday stay abroad, then the same rules apply at the very least as with a sickness report in the Netherlands. You need to report sick with SD Worx Staffing Solutions in accordance with the procedure for reporting sick set out in this chapter. The sickness report is only processed after contact with the case managers of SD Worx Staffing Solutions about the nature and extent of the sickness. You are to remain available for contact, both by telephone and in person, in accordance with the agreements under the header Staying at home.

When coming home, you immediately report to the consultant of SD Worx Staffing Solutions by telephone. If the abovementioned agreements are not complied with, a sanction may be imposed. In addition to this, leave days are not reimbursed if there is an admission in a hospital or nursing facility. If you want to go abroad during sickness, you need to report this to the Case Manager of SD Worx Staffing Solutions (Occupational Health Team) at least six weeks in advance. SD Worx Staffing Solutions points out to you that you also need to comply with all obligations which follow from the Sickness Benefits Act during a stay abroad. Departure abroad is not allowed to impede recovery.

### 3.3 | 3.3 Payment sickness benefit

You have two waiting days in Phase A. For the first day of sickness you are not eligible for continued payment of wages and the second day of sickness is compensated by a wage supplement. This means that you do not receive wage the first two sick days. However, you only have one waiting day in Phase B/C. There are no waiting days if you become incapacitated for work again within a period of four weeks and waiting days were already taken into account with the first sickness report. The sickness benefit amounts to 90% of your benefit daily wage and 80% in the second year of illness. The benefit is paid out to you by MidOffice of SD Worx Staffing Solutions unless you have an ongoing Phase A without clause, Phase B or C contract. In this case, payment is taken care of by the business locations SD Worx Staffing Solutions.

At least four weeks after receiving your sickness report, SD Worx Staffing Solutions will transfer the sick pay to you every week. MidOffice processes the payments with a delay of two weeks. This means that week 1 of a new year is paid out in week 3. The benefit will therefore continue for a bit after you are recovered. In the event of an agreement Phase A without clause, Phase B or C, it concerns a continued payment of wages during sickness and there is no delay in your payment.

In the event of an agreement Phase A with clause, the amount of your sick pay is based on your average daily wage you earned with your last employer, up to no more than 1 year prior to reporting sick. Your wage details are acquired from the policy administration of the UWV. **All changes which have consequences for your sick pay, need to be reported by you immediately to the case manager of Occupational Health Team.** If you do not comply to the rules, this may have consequences for your sick pay.

Is your contract ending during sickness? Then the absence management will continue to be managed by Occupational Health Team. The payment of the Sickness Benefits Act benefit will then be handled by MidOffice. For this, also take a minimum waiting time of 4 weeks into account for the first payment in the Sickness Benefits Act.

### 3.4 | 3.4 Rehabilitation Process

After a sickness report is made known by you to the business location or on site of SD Worx Staffing Solutions, you will be contacted within 24 hours by one of the case managers of Occupational Health Team. You need to be available for this by telephone. A home visit may also be made. Only after the claim assessment is done, there is a case of registration of the official sickness report. If SD Worx Staffing Solutions cannot contact you, then the sickness report is not accepted for processing (phase A with clause) or, if there is an agreement Phase A without clause, Phase B or C, a warning letter is sent with date for consult with the company medical officer, for verification. SD Worx Staffing Solutions will ask about the clinical picture and also sets an estimated recovery date.

If you are not recovered at the agreed upon estimated recovery date, you need to contact Occupational Health Team yourself before 10:00 hours. If a consultant of the business location asks you to communicate this, you also need to comply with this. Occupational Health Team may contact you to agree on a new date of recovery. If you fail to do so, SD Worx Staffing Solutions will close the sickness report and you are reported as “recovered”.

### 3.5 | 3.5 Notification of recovery

As soon as you are better you should report this to SD Worx Staffing Solutions. The recovery report should not only be passed on to the consultant but, in the case of a Phase A agreement without a stipulation, Phase B or C, also to the case manager of Team Occupational Health. It is also possible for you to partially resume your work or perform other substitute work. For the remaining hours, which you then still claim under the Sickness Benefits Act, you must comply with the rules as described in paragraph 3.2.

Also, the case manager may make a recovery appointment with you. This is always a written confirmation stating what you should do if you are still not recovered on the day of the recovery appointment. Care will be taken to ensure that privacy-sensitive data is handled carefully. The health and safety service will not provide medical data without having consulted you.

### 3.6 | 3.6 Privacy

SD Worx Staffing Solutions handles your personal information with care and observes the Personal Data Protection Act at all times. The privacy statement which sets out which personal information SD Worx Staffing Solutions may process, for what purposes, and on which legal basis and the information about how you may exercise your rights pertaining to your personal information is published on the website of SD Worx Staffing Solutions ([www.sdworxstaffing.nl](http://www.sdworxstaffing.nl))

### 3.7 | 3.7 Case management SD Worx Staffing Solutions

The case managers of Occupational Health Team are part of SD Worx Staffing Solutions. They are available at working days from 08.30 to 17.00 hours at telephone number : 088-6660767. If our employees are busy, the request is to leave a voicemail message.

## 4 | Safety Health and Environment

Everyone has the right to a safe workstation and good labour conditions. We depend for a great deal on our employees for this. Nevertheless, SD Worx Staffing Solutions shall make an effort to inform you thoroughly about the working conditions and possible risks involved with the client where you are employed.

We do everything to minimise the chances of an occupational accident. It is therefore, very important that you as employee are aware of a number of rules in terms of Safety, Health and Environment. See annex 1.

For SD Worx Staffing Solutions, these are very important aspects within our policy.

### 4.1 | VCU certification

Safety Checklist Temporary Employment Agencies (Veiligheid Checklist Uitzendorganisaties, VCU) was initially ensued and developed by the (petro) chemical industry. In practice, however, VCU is used pre- dominantly by clients outside of the (petro) chemical industry. This to ensure that the employee can conduct his or her assigned tasks safely according to a suitable selection and information procedure. VCU certification is mainly intended for a temporary employment agency that makes personnel available or secondment them to Safety, Health and Environment Checklist for Contractors (Veiligheid, gezondheid en milieu Checklist Aannemers, VCA) certified companies. These are companies who work with an increased risk or work in hazardous areas, such as factories, installations, work stations and large project locations. VCU is meant for organisations who send out employees with a transfer of hierarchical authority. The

authority is executed by the client. The purpose of the certification is to prevent accidents from occurring.

### 4.2 | Health and safety checklist

For their request for employees, the client is asked to document a few things on the Health and safety Checklist:

- Information about the work to be done;
- The specific health and safety risks;
- Control measures taken;
- Required personal protective equipment;
- Education and experience.

The consultant works together with the client to complete the Health and safety. There is a checklist for every separate position that describes the specific risks and measures taken. You shall discuss the Health and safety Checklist during the contractual negotiations. After that, you sign and date this check- list electronically or on paper, acknowledging that you have read and understood it.

### 4.3 | Policy statement

Because SD Worx Staffing Solutions is a VCU-certified temporary employment agency, an active policy is pursued with respect to the health and safety issues with several activities to achieve set goals and to improve the health and safety circumstances for employees. This policy statement shows the positive attitude, commitment and responsibility the SD Worx Staffing Solutions management has in terms of the health and safety of temporary workers.

The SD Worx Staffing Solutions management is responsible for all the business operations that could have consequences for health and safety. The management shall give meaning to these responsibilities by fully integrating aspects of the health and safety in the company policy. The policy is focused on continuous improvement.

The principles of the health and safety policy are:

- SD Worx Staffing Solutions complies with government laws, standards and rules in relation to health and safety.
- SD Worx Staffing Solutions shall take actions where necessary according to health and safety, tailored to the client's specification and regulations.
- The company's priority lies in minimising the risks in those situations where there is an increased risk. The working method has been documented in a manual for the benefit of a systematic approach and improvement. The applied systematic is VCU-certified.

The objectives of the health and safety policy are:

- Providing adequate information and education, relevant for the position and focused on recognising, evaluating and managing risks.
- Integrating health and safety tasks within the company activities.
- Maintaining a health system under the auspices of the VCU coordinator.
- Aiming for continuous improvement by means of internal audits.
- In consultation with the client, providing measures to minimise the risks as much as possible.  
Amongst others, aimed at:
  - Preventing personal injury
  - The care and safety of third parties
  - Preventing material damage
- In consultation with the client, determining the responsibilities for making available required personal protective equipment, informing other employees thereof and encouraging to use and the regular maintenance, unless these aspects are coordinated by the client.

#### 4.4 | Reporting (almost) accidents en incidents

When an occupational accident takes place, despite all efforts made by SD Worx Staffing Solutions, the client and employee to avoid this from happening, you are expected to report this immediately to the manager and to SD Worx Staffing Solutions. SD Worx Staffing Solutions shall ensure that the necessary documents are filled by the client. You can also actively contribute to the conditions of the workplace. This can be done, for instance, by helping bring dangerous or hazardous situations to the attention of your manager and to report these to SD Worx Staffing Solutions. Furthermore, you are expected at all times to comply with the security regulations applicable to the client you are working for. Is wearing Personal Protective Equipment (PPE) a requirement, then these shall be handed over to you by the client

or by SD Worx Staffing Solutions before work starts. Who is responsible in handing out the PPE's, is stated in the Health and safety Checklist.

#### 4.5 | Play the online safety game!

How consciously are you aware of risks? Play the online game on [www.jouwwerkjouwveiligheid.nl](http://www.jouwwerkjouwveiligheid.nl) and find out if you recognise risky work situations in the industry and logistics, and learn how to reduce risks

## 5 | Secondary employment conditions

As soon as you work for SD Worx Staffing Solutions, you are eligible for certain discounts for different insurances. You may, during your employment at SD Worx Staffing Solutions, make use of appealing discounts on, for instance, your health insurance. You may sign up yourself for this.

If you temporarily live and work in the Netherlands but also have a permanent address in your home country, then you will oftentimes be legally required to take out health insurance. This is possible via Holland Zorg.

### NOTE:

Bear in mind that you are responsible for the cancellation when you stop working via SD Worx Staffing Solutions. If you do not do so, the insurance can reclaim the unwarranted discount

### 5.1 | Collective health insurance companies

#### 5.1.1 | Registering with CZ

Employees can register with the CZ. In this way, a discount is obtained on the supplementary insurance. SD Worx Staffing Solutions' group number is: 2701073.

If you are already insured by CZ, then you can immediately switch to the collective insurance. If you are with a different insurance company, then you can switch per January 1 of the upcoming year.

Exception to this situation is when you change employer but you had a collective discount with your previous employer as well. In this case, you can switch over on the first of the month.

Registering with CZ can be done via telephone as well as via their site.

Keep your citizen service number (BSN), insurance and collective number at hand.

Telephone: +31(0)88-555 77 77

Website: [www.cz.nl](http://www.cz.nl)

#### 5.1.2 | Registering with VGZ

Employees can sign up for the VGZ. In this way, a discount is obtained on the supplementary insurance. SD Worx Staffing Solutions' group number is: 15704.

If you are already insured by VGZ, then you can immediately switch to the collective insurance. If you are with a different insurance company, then you can switch per January 1 of the upcoming year.

Exception to this situation is: When you change employer but you had a collective discount with your

previous employer as well. In this case, you can switch over on the first of the month.

Registering with VGZ can be done via telephone as well as via their site.

Keep your citizen service number (BSN), insurance and collective number at hand.

Telephone: +31(0)900-8490

Website: [www.vgz.nl](http://www.vgz.nl)

### 5.1.3 | Registration HollandZorg

If you meet the criteria, SD Worx Staffing Solutions will register you with HollandZorg. You are insured with HollandZorg with Basic insurance for:

- The most necessary care, such as hospitalisation, emergency care and the doctor.
- In most cases, the care provider sends the bill directly to the health insurer.
- You can determine yourself which care provider (in the Netherlands) you go to.
- Under the supplementary insurance, you are re-insured, which means that you have no deductible, you are entitled to repatriation and emergency dental assistance (up to € 200).

However, please note that you are responsible for deregistering yourself when you stop working for SD Worx Staffing Solutions. If you fail to do so, you may be paying excess premium.

## 5.2 | Accident insurance

SD Worx Staffing Solutions has contracted an accident insurance for its employees that offers coverage throughout the period the insured person works under contract with SD Worx Staffing Solutions, including directly traveling to and coming from the place where the work takes place.

The purpose of this insurance is to be able to grant a benefit in case the insured person, because of an accident incurred physical injury, dies or is permanently handicapped.

The following coverages and insured amounts apply

Coverage	Insured amount
Death	1x the annual salary of the insured person
Permanent disability	1x the annual salary of the insured person

## 5.3 | Various benefits

SD Worx Staffing Solutions has agreed an arrangement with Centraal Beheer that directly leads to a discount on a number of insurance policies.

You can go to [www.centraalbeheer.nl](http://www.centraalbeheer.nl) for more information about the relevant discounts and you can immediately take out your desired insurance.

Go to: [www.centraalbeheer.nl](http://www.centraalbeheer.nl), click on insurance and enter "SDWORX". Choose the option "DIENSTENGROEP BV HEERLEN"

### **PAY ATTENTION:**

However, keep in mind that you are responsible for deregistering when you stop working for SD Worx Staffing Solutions. If you do not, the insurer can claim the wrongful discount back.

## 6 | Complaint procedure

SD Worx Staffing Solutions strives for service of high quality. In case you are not satisfied, despite our efforts to accommodate and support you as best as possible, then you can make this known.

With this complaint procedure, we emphasize the importance we attach to the relationship with our clients, employees, applicants and other stakeholders. Therefore, we take an expression of dissatisfaction extremely seriously, and see this as an opportunity to further optimize our management.

### 6.1 | Definitions

SD Worx Staffing Solutions has multiple locations and private companies from whence people offer their services. In these situations, we speak of SD Worx Staffing Solutions.

#### 6.1.1 Complaint

Every written (including email) expression of dissatisfaction from a (potential) client, employee applicant or other stakeholder about SD Worx Staffing Solutions activities.

#### 6.1.2 (potential) Client

Every (potential) recipient of the service provided by SD Worx Staffing Solutions.

#### 6.1.3 Employee

Every natural person employed via SD Worx Staffing Solutions.

#### 6.1.4 Applicant

Every natural person who applies for a position via SD Worx Staffing Solutions.

#### 6.1.5 Stakeholder

Everyone involved directly or indirectly in realising our objectives

### 6.2 | Filling a complaint

You can make your complaint known in writing. You can find the address at the bottom of point 6.6. To be able to assess your complaint as quickly as possible, we ask you to add the following to your letter/ email:

- your name, address and place of residence
- the date when you are sending the letter/message
- a description of your complaint
- possible relevant copies of document that clarify your complaint

### 6.3 | Payment sickness benefit

You will receive a written confirmation of receipt/email within 24 hours after receipt of your complaint. In this letter/email, you will be informed who is handling your complaint and about the procedure to be followed. We aim to conclude the entire process within five working days.

In case your complaint is directed towards a specific employee, then your complaint shall be assessed by the manager of the relevant employee. This way you can be assured that your complaint will be evaluated as objectively as possible. Other complaints are handled by the local consultant or manager if possible and otherwise by senior management.

The person who handles your complaint, could ask you for more information during the investigation. When necessary, we shall consult a (external) expert(s).

### 6.4 | Response to your complaint

You shall receive a substantive response to your complaint within five working days, unless it has been communicated in writing reasons for delay. This could occur because of, for instance, the complexity of the complaint.

We do everything within our power to handle your complaint to your satisfaction. Nevertheless, it is possible you do not agree with the how this is dealt with. You have the possibility to turn to:

- The relevant professional association ABU
- Various commissions (e.g. discrimination, equal treatment etc.)
- The civil court

### 6.5 | Monitoring and management

An officer has been nominated within SD Worx Staffing Solutions to monitor the compliance with the complaint procedure.

All the data concerning the handling of your complaint, shall be kept for at least one year after the complaint has been handled.

### 6.6 | Important (correspondence) addresses

You can send your complaint to:

Sebas Winkel  
Compliance & quality specialist  
Grasbroekerweg 16 | 6412 BE | Heerlen | +31 45 799 09 73 | [sebas.winkel@sdworx.com](mailto:sebas.winkel@sdworx.com)

or to:

Maurice Bisschops  
General Director SD Worx Staffing Solutions the Netherlands  
Grasbroekerweg 16 | 6412 BE | Heerlen | [maurice.bisschop@sdworx.com](mailto:maurice.bisschop@sdworx.com)

## Annex 1      General safety instructions

### Safety, Health and Environment rules and regulations

- Do not consume alcoholic beverages during or briefly before working.
- Do not damage the protection devices, do not take them away and do not switch them off.
- Do not do anything that puts yourself or others in harm's way.
- Directly put an end to dangerous situations or report them to the manager.
- Comply with mandatory action signs (round blue signs; for instance, to wear protective helmet, protective glasses, protective shoes) and prohibition signs (round red/white signs; for instance, about prohibited to smoke, open fire) which have been installed at the client's work locations.
- Keep access roads and pedestrian routes accessible and passable and free from storage.
- Cleaning of rubble is done by the client unless otherwise agreed on.
- Cables and hoses should be placed in such a way they so they are not dangerous or a hinder to others.
- Rubbish should be sorted and deposited in the appropriate container/rubbish bins.
- Chemical waste should at all times be disposed of to the yard.
- Spilled chemical liquids should be removed as quickly as possible using absorbing resources.
- Any risks for third parties (residents, passers-by, children...) should be avoided.

### Emergency situations

#### What to do in the event of a fire?

- Sound the alarm.
- Proceed according to applicable contingency plans or made agreements.
- Warn the people in danger.
- Follow promptly the instructions given by the fire brigade and the company emergency response officers.

#### What to do in the event of accident with serious injury?

- First warn the first aid provider/company emergency response officers or call 112.
- They will decide what to do next.
- Secure the area around the accident.
- It is prohibited for unauthorised personnel to move to the place where the accident has taken place. People should continue working where this is possible.
- Ensure for additional information for reporting (almost) accident/incident.

## Personal Protective Equipment (PPE)

- All employees and hired personnel are given the required PPE's, which they are obligated to wear in recommended situations.
- The PPE's with the corresponding instructions shall be provided by the managing director upon commencing employment and upon replacement; in case of a noisy environment, the employee can request on voluntary basis a health examination.
- Required PPE's not supplied personally, shall be made available by the managing director at the request of the employee for the duration of the work.
- The employers are responsible for replacing resources in due time and carrying out maintenance work. Unsuitable PPE's should be exchanged with the management.
- PPE's should be worn according to the table below.

<i>Activities/situation</i>	<i>Risks</i>	<i>PPE</i>
General construction (new buildings, major maintenance).	<ul style="list-style-type: none"> <li>■ Stepping in sharp pieces</li> <li>■ Dropping something on the feet</li> </ul>	<ul style="list-style-type: none"> <li>■ Protection shoes type S3</li> </ul>
Working above and below each other, underneath crane range, client's demands	<ul style="list-style-type: none"> <li>■ Head injury because of falling objects</li> </ul>	<ul style="list-style-type: none"> <li>■ Protective helmet</li> </ul>
Grinding, chopping, drilling, milling	<ul style="list-style-type: none"> <li>■ Noise</li> <li>■ Dust</li> <li>■ Flying parts</li> </ul>	<ul style="list-style-type: none"> <li>■ Ear muffs</li> <li>■ Dust cover FFP2</li> <li>■ Safety glasses</li> </ul>
Circular saws and mechanical carpentry	<ul style="list-style-type: none"> <li>■ Noise</li> <li>■ Dust by sheet material</li> </ul>	<ul style="list-style-type: none"> <li>■ Ear muffs</li> <li>■ Dust cover FFP2</li> </ul>
Raw material	<ul style="list-style-type: none"> <li>■ Injury to the hands</li> </ul>	<ul style="list-style-type: none"> <li>■ Working gloves</li> </ul>
Coldness, draught, rain, UV radiation sun	<ul style="list-style-type: none"> <li>■ Muscle or joint pain</li> <li>■ Health complaints</li> <li>■ Skin cancer</li> </ul>	<ul style="list-style-type: none"> <li>■ Protective clothing (thermos underwear, rain gear, overalls or jacket/pants, T-shirts, working clothes)</li> <li>■ Sunscreen</li> </ul>
Demolition	<ul style="list-style-type: none"> <li>■ Noise</li> <li>■ Dust</li> <li>■ Flying parts</li> <li>■ Falling objects</li> <li>■ Injury to the hands</li> </ul>	<ul style="list-style-type: none"> <li>■ Ear muffs</li> <li>■ Dust cover FFP2</li> <li>■ Safety glasses</li> <li>■ Protective helmet</li> <li>■ Working gloves</li> </ul>

## Rules and regulations specific activities

### Safety, Health and Environment rules and regulations

- Abovementioned material may only be used in case it has a valid quality mark.
- This material should be fitted with a sticker with the re-examination date.
- Check visually the work equipment for defects before you use them.
- Hand in damaged and/or work equipment without a valid quality mark or sticker.
- Use the work equipment only for what they are made for.
- Consider additional dangers for others when using the work equipment.
- Do not leave machines unattended without decommissioning them.
- Choose the right tool for every task.
- Comply with the maintenance and operating instructions.
- Do not leave tools unattended.
- Think of the PPE's.
- Check for oil spills.
- Never add fuel while the engine is still running

### Scaffolds

- Scaffolds should be assembled by a trained scaffolder or an accredited scaffolding building company.
- Workplaces above 2.5 metres, should be fitted with double handrails and toe boards.
- Below workplaces higher than six metres, a planking should be installed.
- The scaffold floor should be level, free from unnecessary obstacles and clutter and completely closed off.
- The distance between the scaffold floor until the wall may not be more than 30 cm.
- Otherwise, an indoor handrail should be added.
- The scaffold should be a stable construct, sufficiently braced and anchored.

### Mobile Scaffolds

- Mobile scaffolds may only be assembled and demolished by well-trained people. First read the manufacturer's instructions.
- Assemble the mobile scaffolds on a hard, flat underground.
- Secure all the trestles with the supplied locking pins.
- Close off the working floors completely and fit with double handrails and toe boards.
- Ascend mobile scaffolds from the inside.
- When working on the scaffold, all the wheels should be in a locked position.
- Do not move with people on the mobile scaffold.
- Maximum height of working floor without extra support and/or anchoring for use inside: 4 times the width of the mobile scaffold; for outside: 3 times the width.

### Ladders

- Assemble at an angle of 75°.
- Secure so that it cannot slip from above and/or below.
- Let the ladder protrude beyond the floor to be walked on up to 1 metre.
- Only light labour may be conducted on the ladder.
- Only one person at a time on the ladder.

### Construction site hoists

- Assemble stable and level. Fully extend slide jack. Do not use any stony materials for the tamping.
- Use at least two sides of a fixed fence for the elevator.
- Prohibited to transport people.
- Use a barrier for loading and unloading platform.
- Stay away from below the plateau of the construction site hoist.
- Avoid overloading. Do not add more weight than is indicated on the elevator.

### Circular saw

- Provide for sufficient free and tidy workplace surrounding the saw.
- Place the protective cover as low as possible over the work piece.
- Use the correct riving knife (thickness and diameter) and assemble it well (3 mm from the saw, until just below the top end of the saw).
- Use the help conductor to avoid the sawn wood gets jammed between the saw blade and the conductor.
- Use a push block.
- Provide for sharp and tailor-made saw blades of the right material to saw on.
- Wear hearing protection and wear a dust cap (P2) when working with sheet material.

### Lifting operations

- Select the weight based on the capacity of the lifting.
- Use the right lifting operations suitable for lifting objects.
- Do not use any damaged lifting operations.
- Store the load the correct way.
- Do not stand below a suspended load.
- Only one person may give orders to the crane operator.
- Wear a protection helmet.

### Demolition

- Discuss first the demolition plan before you begin.
- In case this is necessary, first support the constructive parts.
- Demolish with care.
- Avoid danger for others. If necessary, close off workplace and vicinity.
- Limit dust nuisance by spraying.
- Wear protection glasses, protection helmet, gloves, dust mask (FFP2) and hearing protection during mechanical demolition.

### Confined space ( crawl space)

- Check if the crawl space is ventilated, so there is sufficient oxygen.
- Only when everyone agrees there is sufficient oxygen and there are no hazardous substances in the crawl space, are people allowed to enter the area – otherwise, measure first.
- Use only secure electricity equipment in the crawl space (max 50 V alternating voltage).
- There should always be one person outside the crawl space who keeps in touch.

### Working at heights

- Workplaces, platforms, staircases and galleries with a drop height of more than 2.5 metres, should be fitted with double guardrail frames (hip and knee railing).
- Workplaces should be completely closed off. Floor openings should be blocked or enclosed.
- Wall openings should be blocked or secured with double guardrail frames.
- Do not remove any protection without prior consultation with management. Place back removed protection as soon as possible.
- Keep workplaces clean and free from unnecessary obstacles. This is particularly important for stair cases.

### Working with hazardous substances

- First read the label on the package. In case the label is not legible or does not include safety information, contact your manager and ask for the safety information of the concerning substance.
- Follow the instructions about the usage and the corresponding precautions.
- While working with hazardous substances, do not eat, smoke or drink.
- Wash your hands before you eat, drink or smoke.
- Avoid skin contact with hazardous substances.
- Provide for the right storage (ventilation, temperature, drip tray, and such).
- Provide for safety sheets for use.
- When in doubt, do not take any risks!

### Lifting and leaning down

- Lean down and lift with a straight back or, even better, a hollow back. Go down your knees first.
- Do not lift anything too heavy (max 40 kg occasionally). Ask for help when a load is too big or too heavy.
- Use, where possible, lifting aids.
- Do not lean down and lift more often than necessary.

### Use of company vehicles/vans

- Do not leave loose materials in the van.
- Make sure it is tidy and clean.
- Limit the amount of flammable and hazardous substances.
- Secure packages with toxic substances against damages. Make sure they cannot fall over.
- Do not carry out work in the vehicle/van.

### Electricity at the job

- Do not work on installations under voltage.
- Only use approved materials (inspection stickers).
- Never try repairing by yourself.
- Covers and doors of distribution boxes should remain closed.
- In the even event of electrocution, never touch the victim!!! Turn off the electricity (have it turned off) and/or interrupted!

### Electric welding work

- Electric safety (see above).
- Think of fire and explosion danger.
- Think of radiation hazard. Welding flame is no looking game.
- Think of the PPE's (also welding lenses!).
- Ensure for enough ventilation and/or extraction.
- Clean up the reservoir stubs and such.
- Cope with the RTD (radiation hazard).
  - note demarcation lines
  - never take risks
  - follow the RTD instructions
  - inform other personnel.
- Radiation: - is not visible – is not tangible – is not audible – can be dangerous

### Gas and oxygen bottle

- Avoid jolts and shockloads, keep the cover over the bottle during transportation.
- Use a bottle vehicle (correct compilation method).
- Avoid jolts and shockloads, keep the cover over the bottle during transportation.
- Think of the correct storage (cool and separated).
- Provide for the correct security regulations/rules.

### Cranes at the work

- Think of the precautions within the turning radius (of among others, PBM's).
- Keep always/minimal visual contact between the crane driver and the in front of the tank.
- Give correct/agreed notice (arm signals).
- Visually check hoisting devices (including certificate/label).
- Keep in mind the hoist capacity when lifting and lowering of the load.
- Limit the time driving with a load.

### Trenches and wells

- Prepare (trail trenching for the benefit of soil condition, cables and pipelines).
- Operate with sufficient working space.
- Provide for stable storage of the soil (think of collapsing).
- Use trench framework when working deeper than 1.5 metres.
- Use watering facilities in poor soil conditions.
- Think of the correct blocking and/or traffic measures to be taken (especially at night).

- What to do when you find explosives:
  - Do not touch it.
  - Warn the police.
  - Follow the instructions given by the police.
  - Mark the finding place.
  - Think of safety.

### **Manage rubbish responsibly**

- Everyone produces rubbish, so it is everyone's duty to manage rubbish responsibly.
- Clean the working place.
- Use rubbish bins, dustbins, mini containers and such.
- In case these are not readily available, ask for more!
- Incorrect waste treatment/disposal costs years

### **Working on/near railway tracks**

- Going to/leaving the work:
  - Stay on the walkway.
  - Stay standing still when a train passes.
  - Stay at least 1.5 metres away from the railway tracks when a train is nearing.
  - Listen to audio signals, these are assignments too!
- Always remain alert in the interest of safety for you as well as for others.
- PPE's.
- Never drag steel materials over the railway tracks.
- Touching the overhead lines can be fatal!
- Permits always available at the work.
- Follow Dutch Railways officer's orders who is in charge of safety

### **Working below and near high-voltage lines**

- Contact the operator in due time.
- Inquire and comply with their regulations.
- Use cranes with an alarm security.
- Always stick to the prescribed distance high-voltage line top end of the machine.
- Always earth mobile cranes on pneumatic tyres using drag chains.
- Be aware of weather changes (hanging and/or transmission cables).
- Safe distance with wire breakage: at least 10 metres.
- Do not store flammable substances under a high-voltage line.
- When working on steel pipelines within the sphere of influence of the high-voltage line, consult the NEN 1091.

### **Dealing with asbestos and asbestos containing materials**

- Never touch it.
- Always immediately notify superior and client.
- Never process and manipulate.
- Always have removed by a recognised company.

## Statement of agreement

Read and agreed upon;

Date : \_\_\_\_\_

Name flex worker : \_\_\_\_\_

Signature flex worker : \_\_\_\_\_

*If this document is digitally signed, the above does not need to be filled in.*