



Working via SD Worx Staffing Solutions

Versie 20.1 EN

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

Table of Contents

The clear choices of SD Worx Staffing Solutions	2
1 Collective Labour Agreement for temporary workers	6
1.1 Phase system	6
2 Finances	7
2.1 Wage & Reservations	7
2.1.1 Days' leave	7
2.1.2 Holiday allowance	7
2.1.3 Short-term absenteeism	7
2.1.4 Special Leave	7
2.1.5 Public Holidays	7
2.2 Remuneration scheme CLA/User company remuneration	8
2.3 Pension scheme StiPP	9
2.3.1 Basis scheme	9
2.3.2 Plus scheme	9
2.4 Digital submission hourly time sheets	10
2.5 Flexwrapp	10
2.6 Payment moments	10
2.6.1 Weekly payment	10
2.6.2 4-weekly payment	10
2.6.3 Monthly payment	10
2.7 Perspective declaration	11
2.7.1 What is the perspective declaration?	11
2.7.2 Perspective declaration application	11
2.7.3 Practical matters	11
3 Illness	12
3.1 Collaboration SD Worx Staffing Solutions/Acture	12
3.2 Illness report	12
3.2.1 Staying at home	12
3.2.1 Accessibility	13

3.2.2	Occupational physician	13
3.2.3	Second opinion from occupational physician	13
3.2.4	Complaints procedure occupational physician	14
3.2.5	A deal is a deal	14
3.2.6	Expert opinion UWV	14
3.2.7	Objection & appeal UWV	14
3.2.8	Staying abroad	14
3.3	Illness benefits allowance	15
3.4	Illness counselling	15
3.5	Notification of recovery	16
3.6	Privacy	16
3.7	Case management SD Worx Staffing Solutions & Acture	16
4	Safety Health and Environment	17
4.1	VCU certification	17
4.2	Health and safety checklist	17
4.3	Policy statement	18
4.3.1	The principles of the health and safety policy are:	18
4.3.2	The objectives of the health and safety policy are:	18
4.4	Reporting (almost) accidents en incidents	19
4.5	Play the online safety game!	19
5	Secondary employment conditions	20
5.1	Collective health insurance companies	20
5.1.1	Registering with CZ	20
5.1.2	Registering with VGZ	20
5.1.3	Registration Holland Zorg	21
5.2	Accident insurance	21
6	Complaint procedure	22
6.1	Definitions	22
6.2	Filling a complaint	22
6.3	Payment sickness benefit	23
6.4	Response to your complaint	23

6.5	Monitoring and management	23
6.6	Important (correspondence) addresses	23
Annex 1	General safety instructions	24
	24	
Annex 2	New version of the brochure	30
	Changes brochure compared to version 19.9.EN	30
	Statement of agreement	31

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 booklet 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. 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.

The Phase System

Phase A

- Phase A concerns a maximum period of 78 weeks
- With an interruption of > 26 weeks, between 2 assignments, the counting of the weeks starts at the beginning again
- In this phase, SD Worx Staffing Solutions can terminate an assignment with immediate effect 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>26 to 78 weeks</i>	<i>10</i>

Phase B

- Phase B concerns a period of a maximum of 48 months (4 years). SD Worx Staffing Solutions may offer a maximum of 6 contracts in a maximum 48-month period during this phase (Phase B notice periods: at least 1 month for contracts with a duration of 6 months or longer before the end of the contract by written cancellation).
- If you have not had a contract for 26 weeks, you return to the start of phase B. If this break is > 26 weeks, then you go back to the start of phase A.
- In this phase, SD Worx Staffing Solutions also continues to pay your wages during an ongoing agreement if there unexpectedly is no more work for you.

Phase C

- In phase C you are entitled to a contract for an indefinite period of time, with all the rights (and obligations) involved.
- This phase starts as soon as you have worked 5.5 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 will continue to pay your wages even if unexpectedly there is no 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

In addition to the actual wage which you continue to receive during your leave, 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.

It goes without saying that in all cases, taking leave, whether short-term leave or special leave, should always be discussed with 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.

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. This is because this may prevent that you will need to be placed in a certain pension scheme sooner.

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

- no pension accrual takes place the first 26 worked weeks.
- starting from the 27th worked week up to the 78th worked week, the employee is placed in the Basic scheme.
- starting from the 79th 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. 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 via 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. 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 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 payment 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 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 genuinely 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.

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

3 | Illness

3.1 | Collaboration SD Worx Staffing Solutions/Acture

If you are working for SD Worx Staffing Solutions and you have a Phase A agreement without clause, Phase B or C, then the case managers of Team Occupational Health of SD Worx Staffing Solutions guide the sick employee and SD Worx Staffing Solutions is also responsible for the payment of the sickness benefit. The case managers of SD Worx Staffing Solutions will contact you by telephone and collaborate very closely in order to reduce sickness absenteeism as much as possible and to guide you back to work.

The guidance and payment of the sickness benefit of our employees with a Phase A agreement with temporary employment clause is transferred to Acture by SD Worx Staffing Solutions after the two waiting days. Acture is our partner for Private Execution Sickness Benefits Act and ensures that the employees with a temporary employment contract with clause are guided in the correct way and paid out with as ultimate objective to return to the original work.

Your sickness report as well as your personal information are exchanged immediately with as result an intensive guidance by our internal Team Occupational Health or from Acture. For this purpose, the General Data Protection Regulation is at all times observed. Basic assumption here is that you, after recovery, return to your last or a new client.

3.2 | Illness report

If you are ill, you must personally, before the start of work, but no later than 9 a.m. on the day of illness, report this by telephone to the company where the work would be performed and to SD Worx Staffing Solutions.

If you fall ill during work and are no longer able to work, you must report this to SD Worx Staffing Solutions and to the direct manager of the company where the work is being performed. Illness reports that are not passed on personally will not be accepted unless there are good reasons for this. Late notifications will be made on the day that you report sick and not retroactively. This has a direct impact on the amount of your illness benefits, so report in time!

If there is a suspicion that, due to the nature of the complaints, this is a short-term absence, the intermediary may ask you to contact them the same day again between 2:30 p.m. and 3:00 p.m. After all, a day of rest can ensure that you have recovered enough to get back to work the next working day. This gives the intermediary the opportunity to plan for the next day again and to inform the hirer in time.

3.2.1 | Staying at home

The case manager of SD Worx Staffing Solutions or one of the employees of Acture will contact you within 24 hours after you report ill with a telephone call or a home visit. You can also expect a call regarding the company doctor's consultation for which you should be available. Unless you need to visit a doctor or perform appropriate work, you are obliged to stay at home between 8:00 a.m. and 6:00 p.m. until the first contact with SD Worx Staffing Solutions or Acture has taken place to enable this contact and/or visit. SD Worx Staffing Solutions or Acture can require you to stay at home no later than two weeks after the first contact took place. This obligation then applies until 10 a.m. and between 12 p.m. and 2.30 p.m.

If you are staying at a different address, you must immediately report this by telephone to the case manager of SD Worx Staffing Solutions or Acture. If, and to the extent that you are not

available in breach of the foregoing provisions, this may have consequences for your entitlement to illness benefits.

3.2.1 | Accessibility

In order to determine entitlement to illness benefit allowance quickly, and pay the illness benefit, insight into the reason for the illness absence is necessary. There will be regular contact with the case managers of SD Worx Staffing Solutions or Acture. You must do everything possible to participate in recovery. A call to see the company doctor must also be followed-up immediately. In connection with the Gatekeeper Improvement Act, it is important to allow for intensive contact and consultation.

3.2.2 | Occupational physician

You must respond to any calls from the company doctor and must show up during office hours. If you are absolutely unable to do so, or are already working again, you must notify the SD Worx Staffing Solutions case manager at least 48 hours before the start of the appointment or, if there is a Phase A agreement with clause, to Acture. If you fail to do this, this may have consequences for the amount and/or duration of the payment of the illness benefit and the costs of the consultation may be charged to the employee. You will also be charged for the costs of a culpable no-show at the company doctor. Exceptions to this are only possible with the approval of the case manager of SD Worx Staffing Solutions.

3.2.3 | Second opinion from occupational physician

If you have doubts about the correctness of the advice given by the company doctor about absence counselling, you can state this, with your reasons behind it, and ask for a second opinion from another company doctor. The first company doctor will initiate the second opinion, unless he has compelling arguments not to do so; in that case he will tell you what these arguments are.

If the second opinion takes place, the company doctor will initiate this by selecting another company doctor, along with you, from the pool that the health and safety service of SD Worx Staffing Solutions or Acture has set up for this. This other occupational physician may not work within the occupational health and safety service, the company or the institution where the first occupational physician works. In all cases, the first company doctor will inform SD Worx Staffing Solutions or Acture that another company doctor has been called in for a second opinion and which company doctor this is.

The company doctor who carries out the second opinion will receive all the information necessary to assess your situation and the advice given from the first company doctor. He will decide for himself whether he also wants other information. If the second company doctor has come to an advisement, he will first discuss this with you. You will then have to decide whether this advice will be shared with the first company doctor. If this does not happen, the advisement of the first company doctor will remain the starting point for the absence counselling.

If the first company doctor does receive the advisement, he will contact you as soon as possible once he receives it, and will tell you, stating the reasons, whether or not he will accept the advice fully, partially or not at all.

He only reports to SD Worx Staffing Solutions or Acture whether the second opinion is a reason for him to change his advisement on the absence counselling and, if so, what his new advisement entails. He will then take up the advisement on the absence counselling once again. If you think that the way in which he deals with the given second opinion is not in your advantage, you can indicate this. The company doctor will then consider whether he will transfer the advisement on the absence counselling to another company doctor and will report his decision to you and to SD Worx Staffing Solutions or Acture.

3.2.4 | Complaints procedure occupational physician

SD Worx Staffing Solutions and Acture ensure that the independent company doctor or certified occupational health and safety service has a complaints procedure. You can use this procedure if you think that the company doctor has been guilty of indecent or unprofessional behaviour towards you.

3.2.5 | A deal is a deal

SD Worx Staffing Solutions expects you to adhere to the agreements made by them, and Acture, in the context of the absence and absence counselling.

3.2.6 | Expert opinion UWV

When setting up the reintegration, SD Worx Staffing Solutions or Acture will follow the advisement of the company doctor. If you do not agree with the way in which SD Worx Staffing Solutions or Acture deals with this advisement and/or the scope of the reintegration, you can request an expert opinion from UWV. UWV will then assess whether SD Worx Staffing Solutions or Acture meets all reintegration requirements, for example, whether we are doing too little about the reintegration, or asking too much of you. The outcome of an expert opinion is not legally binding, but the SD Worx Staffing Solutions and Acture case managers always include it in the follow-up to the case and its development.

3.2.7 | Objection & appeal UWV

If the company doctor declares you fit for work or if another situation occurs that affects your entitlement to illness benefits (in the case of a Phase A agreement with clause) or the amount and/or duration thereof, Acture will request a decision from UWV for this. If UWV finds that this application has been made carefully after looking into it further, UWV will issue the decision. You will receive a copy of this, and Acture will receive a copy as well. If you do not agree with the content of the decision, you can start an objection and appeal procedure at the UWV. This authority uses fixed objection periods for this procedure. In the event of a decision regarding the recovery, the objection period is 2 weeks; other matters have a 6-week objection period. The objection is handled by the Objections and Appeals Department of UWV. If, after the handling of your objection, you disagree with the outcome, you can appeal to the court and then further, in higher appeal, if necessary. These options are also available for Acture.

3.2.8 | Staying abroad

If you fall ill during your holiday stay abroad, at least the same rules apply as when you report ill in the Netherlands. You must report ill to SD Worx Staffing Solutions in accordance with the procedure for reporting ill that has been stipulated in that section. The illness report is only processed once contact has been made with the case managers of SD Worx Staffing Solutions or Acture about the nature and extent of the illness. You must remain available for contact, both by telephone and in person, in accordance with the agreements under the heading Staying at home.

Once you return home, you must report immediately by telephone to the SD Worx Staffing Solutions agent or to the Acture case manager. If the above agreements are not met, a sanction may be imposed. In addition to this, vacation days are not reimbursed unless there is admission to a hospital or nursing home. If you want to go abroad during an illness, you must notify the SD Worx Staffing Solutions or Acture Case Manager at least two weeks in advance. SD Worx Staffing Solutions or Acture reminds you that you must also comply with all obligations arising from the Illness Benefits Act during a stay abroad. Departure abroad must not be an obstacle to recovery.

3.3 | Illness benefits allowance

You have two waiting days in Phase A. You are not entitled to continued payment of wages for the first day of illness and the second day of illness is compensated by a wage surcharge. You will therefore not receive any wages for the first two days of illness. However, in Phase B/C you only have one waiting day. Waiting days do not apply if you are again incapacitated for work within a period of four weeks and waiting days have already been taken into account when you first reported ill. Illness benefits in the first year amount to 90% of your daily wage benefits and 80% in the second year. The benefit allowance is paid to you by Acture unless you have an ongoing Phase A without stipulation, Phase B or C contract. The payment is in this case provided by SD Worx Staffing Solutions.

At least four weeks after receiving your illness report, Acture will transfer the illness benefit allowance to you every week. In the case of a Phase A contract without clause, Phase B or C, this is a continued payment of wages during illness and there will be no delay in your payment.

In the case of a Phase A agreement with clause, the amount of your illness benefits is based on your average daily wage that you have earned from your last employer, up to a maximum of 1 year prior to reporting ill. Your wage details are obtained from the outpatient administration of the UWV. All changes that may have consequences for your illness benefit allowance must be reported immediately by you to the Acture case manager. If you do not adhere to the rules, this may have consequences for your illness benefits.

However, if you are working for SD Worx Staffing Solutions and you have a Phase A agreement without clause, Phase B or C, then SD Worx Staffing Solutions will pay you the illness benefit allowance. Acture only takes over this payment if you leave work 'ill'. Meaning, at the end of your contract.

3.4 | Illness counselling

Once an illness report has been made known to SD Worx Staffing Solutions or Acture, you will be contacted within 24 hours. You must be reachable by telephone. If SD Worx Staffing Solutions or Acture is not able to get in touch with you, the illness report will not be processed. SD Worx Staffing Solutions or Acture will ask about the nature of your illness and will also set a probable recovery date.

If you have not recovered by the agreed-upon probable recovery date, you must contact SD Worx Staffing Solutions or Acture before 10:00 a.m. to arrange a new recovery date. If you do not do this, SD Worx Staffing Solutions or Acture will close the illness report and you will be reported as "recovered".

3.5 | Notification of recovery

As soon as you are better, you need to report this to SD Worx Staffing Solutions. The notification of recovery does not just need to be communicated to the consultant, but if there is a Phase A agreement without clause, Phase B or C, also to the case manager of SD Worx Staffing Solutions. It is also possible that you resume your work activities partially or will perform other replacement work activities. For the remaining hours, which you still lay claim on pursuant to the Sickness Act, you need to observe the rules, as described in paragraph 3.2. It will be monitored that privacy-sensitive information is handled carefully. The occupational health and safety service will not provide medical information without having consulted about this with you.

3.6 | Privacy

SD Worx Staffing Solutions and Acture will treat your personal data with care and respect the Personal Data Protection Act at all times. A privacy statement that describes what personal data Acture can process, for what purposes, and on which legal basis as well as the information about how you can exercise your rights with regard to your personal data is published on the Acture website.

3.7 | Case management SD Worx Staffing Solutions & Acture

SD Worx Staffing Solutions case managers can be reached on workdays from 8:30 a.m. to 5.30 p.m. via telephone number: 088-6660767. If our employees are busy, it is possible to leave a voicemail message.

Acture case managers can be reached on workdays from 8:30 a.m. to 5:30 p.m. via telephone number: 024-8909470.

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, gezond- heid 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 autho- rity. 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.

4.3.1 | 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.

4.3.2 | 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 places, 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 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 CZ. In this way, a discount is acquired on the basic insurance and any supplementary insurances. SD Worx Staffing Solutions's collective 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

5.1.2 | Registering with VGZ

Employees can register with VGZ. In this way, a discount is acquired on the basic insurance and any supplementary insurances. SD Worx Staffing Solutions's collective 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

5.1.3 | Registration Holland Zorg

If you meet the criteria, SD Worx Staffing Solutions will register you with Holland Zorg. You are insured with Holland Zorg 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).

Please take into account that you are responsible for deregistration when you stop working for SD Worx Staffing Solutions. If you fail to do so, then the insurer is eligible to claim back the unduly received discount, which you receive if you are working for SD Worx Staffing Solutions.

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 for more information about the relevant discounts and you can immediately take out your desired insurance.

Go to: 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 emphasise 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 optimise 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 dealt with by the General Director.

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
Process and Quality Manager
Grasbroekerweg 16 | 6412 BE | Heerlen | +31(0)88-6660703 | sebas.winkel@sdworx.com

or to:

Maurice Bisschops
General Director SD Worx Staffing Solutions the Netherlands
Grasbroekerweg 16 | 6412 BE | Heerlen | +31(0)88 6660702 | 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"> ■ Stepping in sharp pieces ■ Dropping something on the feet 	<ul style="list-style-type: none"> ■ Protection shoes type S3
Working above and below each other, underneath crane range, client's demands	<ul style="list-style-type: none"> ■ Head injury because of falling objects 	<ul style="list-style-type: none"> ■ Protective helmet
Grinding, chopping, drilling, milling	<ul style="list-style-type: none"> ■ Noise ■ Dust ■ Flying parts 	<ul style="list-style-type: none"> ■ Ear muffs ■ Dust cover FFP2 ■ Safety glasses
Circular saws and mechanical carpentry	<ul style="list-style-type: none"> ■ Noise ■ Dust by sheet material 	<ul style="list-style-type: none"> ■ Ear muffs ■ Dust cover FFP2
Raw material	<ul style="list-style-type: none"> ■ Injury to the hands 	<ul style="list-style-type: none"> ■ Working gloves
Coldness, draught, rain, UV radiation sun	<ul style="list-style-type: none"> ■ Muscle or joint pain ■ Health complaints ■ Skin cancer 	<ul style="list-style-type: none"> ■ Protective clothing ■ (thermos underwear, rain gear, overalls or jacket/pants, T-shirts, working clothes) ■ Sunscreen
Demolition	<ul style="list-style-type: none"> ■ Noise ■ Dust ■ Flying parts ■ Falling objects ■ Injury to the hands 	<ul style="list-style-type: none"> ■ Ear muffs ■ Dust cover FFP2 ■ Safety glasses ■ Protective helmet ■ Working gloves

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.

Annex 2 New version of the brochure

General

If SD Worx Staffing Solutions makes a new version of this brochure, the new version will be placed in your "my environment" (see section 2.5). In the new version you will find which adjustments there are in relation to the previous version(s) in the appendix.

Changes brochure compared to version 19.9.EN

General: Grammatical adjustments and layout adjustments.

General: Name intermediary changed in consultant.

Article 1.1: Phase system → notice periods changed.

Article 2.1: Wage and reservations → Sending method pay slip adjusted from by mail to Flexwrapp.

Article 2.1.2: Holiday allowance → Percentage holiday allowance adjusted to 8.33%.

Article 2.1.4: Birth leave → Birth leave added.

Article 2.2: Remuneration scheme CLA/User company remuneration → For allowances, working under physically taxing circumstances added.

Article 2.2: Remuneration scheme CLA/User company remuneration → Some text adjustments implemented.

Article 2.3: Pension scheme StiPP → Some text adjustments implemented.

Article 2.4: Digital submission hourly time sheets → Some text adjustments implemented.

Article 2.5: Flexwrapp → Some text adjustments implemented.

Article 2.6: Payment moments → Payment salary adjusted from Tuesday to Wednesday.

Article 3.1: Collaboration SD Worx Staffing Solutions/Acture → Some text adjustments implemented.

Article 3.3: Payment sickness benefit → Amount sickness benefit adjusted from 91% to 90%.

Article 3.5: Notification of recovery → Some text adjustments implemented.

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.