

# Working via SD Worx Jobs

Version | 2025.08.EN

SD Worx Jobs Nederland



## The clear choices of SD Worx Jobs

Congratulations on your new job with one of the clients of SD Worx Jobs.

We are extremely proud that you have chosen SD Worx Jobs. Like you, we value clear choices. We have made the conscious decision to take a leading role in the labour market. Although we already have a strong presence, we are constantly striving to improve our performance.

How? By simply being better than our competitors!

We succeed when we exceed the expectations of our clients, our workforce – and of course, you as our employee. Together with your colleagues, you are our most valuable asset. That is why we invest in you – because your success ensures our long-term continuity.

At the heart of that investment is your consultant. The consultant who matched you to your new job plays a key role in the triangle of employee, client, and SD Worx Jobs.

SD Worx Jobs has chosen to specialise in the market segments of Industry, Logistics, and Office. Choosing means not doing everything, but doing what you choose to do as well as possible. Thanks to our clear decision to focus on specific segments, we can grow to become the best service provider in the field you work in. This focus also creates opportunities for you to build a career within SD Worx Jobs.

At SD Worx Jobs, opportunities are everywhere. We work with both small businesses and international enterprises. This means variation for you in every aspect – professionally, in company size, and in organisational culture.

We are proud of our name, and we offer you a comprehensive employment package with a wide range of benefits tailored to your individual needs, such as:

- CLA-based remuneration;
- Training and development;
- Study cost reimbursement;
- Insurance;
- Pension Scheme.

As far as we're concerned, this is the beginning of a long-term partnership between you and SD Worx Jobs. You are important to us – and that's why we're happy to invest in you.

Wishing you the best of success at SD Worx Jobs!



Maurice Bisschop  
Managing Director, The Netherlands

# Table of contents

The clear choices of SD Worx Jobs.....	2
Table of contents.....	3
1. Collective Labour Agreement for temporary agency workers.....	4
2. Finances.....	5
3. Illness.....	10
4. Privacy.....	17
5. Safety, Health and Environment.....	18
6. Secondary employment benefits.....	21
7. Complaints procedure.....	23
8. Confidential Advisor.....	25
9. Appendix 1   Genral safety instructions.....	26

# 1. Collective Labour Agreement for temporary agency workers

Welcome to SD Worx Jobs!

At SD Worx Jobs, we want to keep you well-informed about your position as an employee. This brochure provides a clear and concise overview of the most important elements of the Collective Labour Agreement (CLA) for Temporary Agency Workers. If you still have questions after reading this information, feel free to visit one of our local offices or check out our website at <http://www.sdworx.jobs/nl-nl>. Under 'I'm looking for work' > 'downloads', you'll also find the full CLA for Temporary Agency Workers – available in Dutch, German, English and Polish.

## 1.1 Phase System

In this chapter, we guide you through your rights as an employee. The longer you work for SD Worx Jobs, the more rights you accumulate. This growth happens in "phases." The diagram below outlines the development of each phase and the corresponding rights you gain as an employee of SD Worx Jobs.

### Phase A:

- Phase A covers a period of up to 52 weeks;
- If there is a break of more than 26 weeks between assignments, the week count resets to zero;
- Paid vacation weeks count toward the total number of worked weeks;
- During this phase, SD Worx Jobs may terminate an assignment immediately, with the applicable notice period for Phase A;
- | <i>Assignment duration</i> | <i>Notice period (calendar days)</i> |
|----------------------------|--------------------------------------|
| <i>00 - 26 weeks</i>       | <i>0 days</i>                        |
| <i>27 - 52 weeks</i>       | <i>10 days</i>                       |

### Phase B:

- Phase B covers a maximum period of 36 months (3 years). SD Worx Jobs may offer you up to six contracts within this period;
- For contracts lasting 6 months or longer, a written notice of at least 1 month before the contract ends are required;
- If there is a gap of 26 weeks without a contract, you fall back to the start of Phase B. If the break is longer than 26 weeks, you return to the start of Phase A;
- During an active contract in this phase, SD Worx Jobs continues to pay your salary – even if there is temporarily no work available.

### Phase C:

- In Phase C, you are entitled to a permanent contract, including all associated rights and responsibilities;
- This phase starts once you have worked continuously for SD Worx Jobs for 3 years without a break longer than 26 weeks, or in cases of successive employment (only periods where similar or nearly identical work was carried out for the same client will count toward this phase);
- As in Phase B, SD Worx Jobs continues to pay your salary during an active contract, even when no work is available.

## 2. Finances

### 2.1 Wages & Reserves

Before you start working, our consultant will walk you through all essential topics, one of them being your salary, which is a key part of your overall employment package.

Your salary depends on your education, experience, and of course, the position you're going to fill. The amount of tax and premiums that SD Worx Jobs pays on your behalf can be found on your payslip. This is available every Wednesday via the Talent Portal through My SD Worx Jobs.

The Talent Portal is an online platform provided by SD Worx Jobs. There, you can digitally sign documents and access your annual statements and payslips. If you do not have internet access, your payslip can also be picked up at your local SD Worx Jobs branch.

As an employee of SD Worx Jobs, you accumulate several types of paid leave and allowances based on the hours you actually work.

#### 2.1.1 Holiday leave

For every full month you work, you build up sixteen 2/3 hours of holiday leave, or a proportional part if you work less than a full month. You must always request time off in advance from your client company and inform your SD Worx Jobs contact.

#### 2.1.2 Holiday allowance

You are entitled to holiday allowance, which equals 8.33% of the actual wages you earn each month. This allowance is calculated based on the number of hours worked for SD Worx Jobs, including holidays and public holidays. It is automatically paid out during the first week of June.

#### 2.1.3 Short-term leave

If you are in Phase A, you accrue short-term leave for brief absences when you're unable to work. These hours are not deducted from your holiday leave. SD Worx Jobs reserves a percentage of your gross wage to cover these hours. Examples of short-term leave include a dentist appointment or a family emergency.

#### 2.1.4 Special leave

If you're in Phase B, you're entitled to paid leave in special circumstances such as marriage, childbirth, or the death of a family member. For a full list of qualifying situations, consult Article 28 of the CLA for temporary agency workers.

### 2.1.5 Public Holidays

You are entitled to continued payment on public holidays only if you would normally have worked that day, and the client company is closed.

Recognized public holidays include:

- New Year's Day;
- Easter Monday;
- King's Day;
- Liberation Day (in lustrum years);
- Ascension Day;
- Whit Monday;
- Christmas Day & Boxing Day.

Note: Taking holiday leave, short-term leave, or special leave must always be discussed with both your on-site manager and your SD Worx Jobs contact person.

## 2.2 CLA and Client pay rate

Your wage is determined by the collective labour agreement (CLA) or remuneration policy of the client company where you work. Your assignment confirmation will include:

- Your gross hourly wage
- The applicable CLA or pay system;
- The correct classification under that CLA.

The principle of client pays equivalence means you are entitled to the same wage and employment conditions as your colleagues in permanent roles. This includes:

- Salary scales;
- Additional leave (ADV) in time and/or money;
- All bonuses and allowances;
- Scheduled pay raises;
- Reimbursement of expenses;
- Periodic raises;
- Compensation for travel time;
- One-time bonuses;
- Remote work allowance;
- Fixed end-of-year bonus.

## 2.3 StiPP Pension scheme

Als From your first working day, you start building up a pension via the StiPP Plus Scheme (Stichting Pensioenfonds voor Personeelsdiensten). This offers improved pension benefits and long-term financial security.

### What does this include?

- **Immediate participation in the Plus Scheme:** You are enrolled automatically when you start, enabling faster and higher pension accumulation;
- **Higher pension contributions:** 12% of your pension base is contributed – 8% by your employer and up to 4% by you, automatically deducted from your salary;
- **Age-based contribution rates:** Contributions vary based on age to help build a strong financial foundation;
- **Partner pension coverage:** Cohabiting partners, spouses, and registered partners are all eligible for partner pension benefits;
- **Disability protection:** If you become disabled, your pension accrual may continue without contributions;
- **Additional survivor benefits:** If you pass away during your contract, your partner will receive extra pension benefits.

### How do you check your pension?

You'll receive an **annual UPO (Uniform Pension Overview)** from StiPP. Register at [www.stippensioen.nl](http://www.stippensioen.nl) and [www.mijnpensioenoverzicht.nl](http://www.mijnpensioenoverzicht.nl) to monitor your pension online. If your personal situation changes (e.g., marriage, divorce, disability), be sure to notify StiPP as soon as possible.

### Questions?

Contact StiPP directly at +31 (0)30 2775690.

## 2.4 Submitting your hours

You can submit your worked hours digitally in two ways when working via SD Worx Jobs. This can be done via your Talent Portal (your personal environment, see also 2.5) or via the hour's portal on our website [www.sdworxjobs.nl](http://www.sdworxjobs.nl). You will receive the invitation email upon registration.

At some of SD Worx Jobs' clients, your hours are recorded through a time registration system. In such cases, you only need to check your worked hours when your payslip is issued.

## 2.5 Talent Portal

SD Worx Jobs uses online services for flexible workers. These services allow you to digitally sign your contract and view your payslips and annual statements. These online services are offered under the name of 'Talent Portal' via My SD Worx Jobs. If you start working via SD Worx Jobs for the first time, you will receive login details for your Talent Portal. You are required to register once. After registration, you can digitally sign documents and view your contracts and other documents related to your employment via SD Worx Jobs. Your payslips and annual statements will also be available in your Talent Portal.

When you start working for SD Worx Jobs, you will receive a user manual for the Talent Portal, which explains all functionalities in detail.

## 2.6 Payment Options

You can choose how often you would like to receive your salary. You can opt for weekly, 4-weekly, or monthly payments.

### 2.6.1 Weekly payment

If you choose weekly payment, declarations are processed every Tuesday. In that case, you will receive your salary in your account on Wednesday.

### 2.6.2 4-weekly payment

If you choose 4-weekly payment, the payout always takes place on the Tuesday following the end of the 4-week period. This period is fixed, and you can find the processing and payment dates on [www.sdworxjobs.nl](http://www.sdworxjobs.nl). In this case, your salary will be credited to your account on Wednesday.

If you are responsible for submitting your worked hours via the hour's portal on the website, you must submit your declaration weekly. Do not save up your declarations!

### 2.6.3 Monthly payment

If you choose monthly payment, processing always takes place on the first Tuesday after the end of the month, unless the last day of the past month falls on a Monday. In that case, your salary will also be credited to your account on Wednesday.

The payment dates are fixed. You can check the processing and payment schedule at [www.sdworxjobs.nl](http://www.sdworxjobs.nl). You are still required to submit your declaration weekly to SD Worx Jobs. Do not save up your declarations!

## 2.7 Perspective statement

### 2.7.1 What is the perspective statement?

The perspective statement assesses your future ability to generate income. It is based on an analysis of your position in the labour market. In addition, the bank values SD Worx Jobs' judgment on your (future) employability. For this reason, SD Worx Jobs will closely examine your CV, work experience, references, any previous performance reviews, and summaries of personal interviews. It is important to know that a perspective statement is not the same as an employer's statement. In some cases, an employer's statement will suffice. Please consult your mortgage advisor first to see what is required in your situation.

### 2.7.2 How to apply for a perspective statement *Aanvraag perspectiefverklaring*

The first requirement for applying for a perspective statement is that you must have been employed by SD Worx Jobs for at least 26 weeks at the time of application. In addition, you must have worked for at least 12 months in the past 14 months. You must then submit the following documents – either in print or digitally – to your consultant at SD Worx Jobs:

- Proof of ID;
- Curriculum Vitae;
- Diplomas and training certificates;
- Full employment history;
- Employer references (at least two);
- Employer evaluations (at least two).

Once everything has been submitted and you meet the basic conditions, you will be invited for an interview. During this meeting, your file will be assessed, and your consultant will evaluate whether you truly possess the competencies needed to be successful in the labour market.

In addition, your employability, motivation, flexibility, mobility and general suitability during your temporary employment will be reviewed and scored.

Your SD Worx Jobs contact will also have your labour market position and future outlook assessed by the certified Perspective Assessor at SD Worx Jobs.

Finally, all findings are submitted to the Perspective Assessor, who will review your full file and issue the final perspective statement.

If the outcome is negative, your application will be rejected with an explanation, including a review of the elements that led to the negative advice.

## 2.8 Practical matters

Please note that a complete and well-documented file (with references, reviews, and interviews) does **not** guarantee the issuance of a perspective statement, as your labour market prospects may still be unfavourable. The processing time for a request is up to 6 weeks. To avoid fines, it is important that you do not purchase a home before you have received your perspective statement.

The perspective statement is valid for six months after issuance. It is accepted by the major mortgage providers and offers the possibility of obtaining a National Mortgage Guarantee (NHG).

You can find more information at [www.perspectiefverklaring.nl](http://www.perspectiefverklaring.nl). Would you like to apply for a perspective statement? Then please contact your consultant at SD Worx Jobs.

## 3. Illness

### 3.1 Collaboration with SD Worx Jobs

If you work for SD Worx Jobs and have a Phase A contract without a clause, or a Phase B or C contract, the case managers from the Occupational Health Team at SD Worx Jobs will guide you during illness, and SD Worx Jobs will also be responsible for continued salary payment during your illness. The case managers will contact you by phone and work closely with various partners to minimize absenteeism and help you return to work.

Since 1 May 2020, SD Worx Jobs has also been responsible for the guidance and payment of sickness benefits for employees with a Phase A contract with an agency clause or for those who are still ill when their contract ends. The Occupational Health Team is responsible for the private implementation of the Sickness Benefits Act (ZW) and ensures that employees are guided and paid correctly, with the ultimate goal of returning to their original job.

Your sick report is recorded by the consultant at your branch/on-site location, resulting in a quick claim assessment by the Occupational Health Team. Once this claim assessment is completed, the sickness report becomes official. The Occupational Health Team will guide you intensively, always respecting the General Data Protection Regulation (GDPR). The aim is for you to return to your last or a new client after recovery.

The payment of both salary during illness and sickness benefits is handled by the Benefits Department (see also 3.3).

If you are ill, you must personally report sick by phone to both the client where you were scheduled to work and SD Worx Jobs (branch/on-site) before starting your shift, but no later than 9:00 a.m. on the day of illness.

If you become ill during work and can no longer continue, you must report this to both SD Worx Jobs (branch/on-site) and your direct supervisor at the client company. Sickness notifications that are not reported personally will not be accepted unless there are valid reasons. Late notifications will be processed on the day you report your illness, not retroactively. This directly affects the amount and duration of your sickness benefit, so report your illness on time!

If it is suspected that, due to the nature of your symptoms, your absence will be short-term, the consultant may ask you to call again between 2:30 p.m. and 5:00 p.m. on the same day. A day of rest might be enough for you to recover and return to work the next day. This also allows the consultant to schedule again for the following day and inform the client on time.

### 3.2 Reporting sickness

If you become ill during work and cannot continue, you must report this to both SD Worx Jobs (branch/on-site) and your direct supervisor at the client company. Sickness notifications that are not reported personally will not be accepted unless there are valid reasons. Late notifications will be processed on the day you report your illness, not retroactively. This directly affects the amount and duration of your sickness benefit, so report your illness on time!

If it is suspected that, due to the nature of your symptoms, your absence will be short-term, the consultant may ask you to call again between 2:30 p.m. and 5:00 p.m. on the same day. A day of rest might be enough for you to recover and return to work the next day. This also allows the consultant to schedule again for the following day and inform the client on time.

### 3.2.1 Staying at home

The case manager from the Occupational Health Team of SD Worx Jobs will contact you by phone within 24 hours of your sickness notification. You may also be called for a consultation with the company doctor, for which you must be available. Unless you have a doctor's appointment or are performing suitable alternative work, you are required to remain reachable and available for the Occupational Health Team and the consultant during working hours (08:00–17:00).

You are expected to attend a meeting with the consultant at the location no later than the third day of your absence. The Occupational Health Team will assess whether you are able to attend. The only exception is that medical appointments may be scheduled during this time frame.

If you stay at a different address during your illness (e.g., a hospital or care facility), you must immediately inform the SD Worx Jobs case manager by phone. Failure to comply with these requirements may affect your right to sickness benefits or continued salary payment during illness.

### 3.2.2 Reachability

To determine your right to sickness benefits and ensure payment, regular contact with SD Worx Jobs' case managers is necessary. Make sure you are reachable or call back when possible! You must do everything possible to aid your recovery. You are also required to attend any appointment with the company doctor. In line with the Gatekeeper Improvement Act, close contact and consultation are important.

### 3.2.3 Company doctor

You must attend any scheduled appointment with the company doctor. If you are unable to attend or if you have already returned to work, you must inform the SD Worx Jobs case manager no later than 48 hours before the appointment. Failure to do so may affect the amount and/or duration of your sickness benefits, and the consultation costs may be charged to you.

The costs of a "no-show" for which you are responsible will be passed on to you through a penalty imposed by the UWV. Exceptions are only possible with approval from the SD Worx Jobs case manager.

### 3.2.4 Second opinion from the company doctor

If there is disagreement about the medical advice from the company doctor regarding your reintegration or if the reintegration process stalls, you can request an independent assessment. There are two options available during a sickness period:

1. Requesting a second opinion if you disagree with the medical assessment;
2. Requesting an expert opinion if reintegration is not progressing.

#### **When can a second opinion be requested?**

You can request a second opinion via your case manager if you doubt the accuracy of the company doctor's medical advice given during sickness guidance, a medical examination, or a consultation. Only you, as the employee, can request this. The case manager will initiate this for you with our occupational health service.

An independent company doctor will reassess the situation and provide feedback to both you and the treating company doctor. The second opinion company doctor provides only medical and personal advice, not advice on the sickness guidance itself. The treating company doctor ultimately decides to what extent the second opinion will be incorporated into their advice. Until the second opinion is completed, you must follow the treating company doctor's instructions.

### When can an expert opinion be requested?

An expert opinion can be requested if reintegration is stalled, if there is disagreement about the reintegration advice from the company doctor, about suitable work, or the reintegration efforts of either employee or employer. It can also be requested if the reintegration path deviates from the guidelines outlined in the Gatekeeper Guide. Often, the company doctor will advise requesting an expert opinion if their advice differs from the official guidelines. However, you can also request an expert opinion on your own initiative at any time.

Once an expert opinion is requested, all reintegration obligations remain in effect until the opinion is given (see also 3.2.7).

### 3.2.5 Complaints procedure company doctor

SD Worx Jobs ensures that the independent company doctor or certified occupational health service has a complaints procedure. You can use this procedure if you believe the company doctor has behaved inappropriately or unprofessionally. If you have a complaint about the company doctor or occupational health service, always inform your case manager. The complaints policy of our occupational health service Keesz can be found at [www.keesz.com](http://www.keesz.com).

If the occupational health service changes, the complaints procedure can be requested via the Occupational Health Team or via the website of the occupational health service mentioned in consultation reports.

If you wish to file a complaint specifically about sickness guidance due to inappropriate or unprofessional behavior by your case manager, you can use the SD Worx Jobs complaints procedure on our website: [www.sdworx.jobs](http://www.sdworx.jobs).

### 3.2.6 Agreement is agreement

As an employer, SD Worx Jobs is obligated to continue salary payment (in the form of salary or sickness benefits) and to support your reintegration for the first 104 weeks of illness. Sometimes, an employee does not comply with agreements or refuses suitable work. In such cases, doing nothing is not an option. Since we are responsible for you and your reintegration, we risk a wage sanction from UWV.

To encourage cooperation, we may suspend or stop salary payments. Under the Sickness Benefits Act, the ERD may suspend payment (not a wage stop) after verifying why agreements were not followed and issuing an official warning. The suspension remains in place until UWV decides on the matter. If you comply with the obligations before the decision, payment of the sickness benefit may resume.

If you disagree with the UWV decision, you can start an objection and appeal procedure within the statutory time limit.

### 3.2.7 Expert opinion by UWV

When setting up reintegration, SD Worx Jobs or the Occupational Health Team follows the company doctor's advice. If you disagree with how SD Worx Jobs or the team handles this advice or the reintegration process, you can request an Expert Opinion from UWV. UWV will assess whether SD Worx Jobs/the Occupational Health Team meets all reintegration obligations, e.g., whether we are doing enough or asking too much of you.

The outcome of an Expert Opinion is not legally binding, but the case managers at SD Worx Jobs always consider it as the follow-up to your case.

### 3.2.8 Objection & Appeal at UWV

If the company doctor declares you fit for work, or in other cases where your right to sickness benefits (for Phase A with clause) or the amount/duration is affected, the Occupational Health Team will request a decision from UWV.

If UWV confirms that the request was carefully handled, they will issue a decision, and both you and the Occupational Health Team will receive a copy. If you disagree with the decision, you can start an objection and appeal procedure at UWV within the fixed time limits.

For a “fit for work” decision, the objection period is 2 weeks; for other matters, the objection period is 6 weeks. Objections are handled by UWV’s Objection and Appeal Department. If you still disagree with their decision, you can appeal to the court and, if necessary, to a higher court. SD Worx Jobs (Occupational Health Team) has the same rights.

### 3.2.9 Staying abroad

If you fall ill while on holiday abroad, at least the same rules apply as for reporting illness in the Netherlands. You must report your illness to SD Worx Jobs following the procedure outlined in this chapter.

Your report will only be processed after contacting SD Worx Jobs’ case managers to discuss the nature and extent of your illness. You must remain available for contact, both by phone and in person, as stated on 3.2.1 Staying at home.

When you return home, you must immediately contact the SD Worx Jobs consultant by phone. Failure to comply may result in a sanction.

Additionally, holiday days will not be reimbursed unless you were admitted to a hospital or care facility. If you wish to travel abroad during illness, you must notify the SD Worx Jobs case manager (Occupational Health Team) at least six weeks in advance.

SD Worx Jobs reminds you that even when abroad, you must adhere to all obligations under the Sickness Benefits Act. Travelling abroad must not hinder your recovery.

### 3.3 Payment of sickness benefits

As of 1 July 2023, the first day of illness is considered a waiting day without waiting day compensation.

Waiting days do not apply if you fall ill again within four weeks and a waiting day was already applied during the first illness period.

All sickness-related payments are processed by the Midoffice.

Contract type	Waiting days	Salary during illness (first year)	Illness after contract ends (first year)	Illness after contract ends (first year)	Illness after contract end (second year)
Phase A with clause	1 waiting day, no compensation	90%	Not applicable	70% base + 20% supplement (based on UWV daily wage)	70% base + 10% supplement (based on UWV daily wage)
Phase A without clause	1 waiting day, no compensation	90%	Not applicable	70% base + 20% supplement	70% base + 10% supplement
Phase B	1 waiting day, no compensation	90%	80%	70% base (based on UWV daily wage)	70% (based on UWV daily wage)
Phase C	1 waiting day, no compensation	90%	80%	Not applicable	Not applicable

#### 3.3.1 Continued salary payment during illness

As of 1 July 2023, all contract types with an active end date are entitled to continued salary payment during illness. The contract end date (Phase A with clause, Phase A without clause, Phase B, Phase C) determines how long the payment continues.

The first payment will be made two weeks after your sickness report. For example: If you fall ill in week 1, you will receive your salary in week 3. This system is called **T-2** (payment 2 weeks in arrears).

The first day is considered a waiting day, and weekend requirements determine whether only weekdays or also weekend days are included in payment. Payments are calculated based on your reference period of the past 13 weeks worked.

### 3.3.2 Payment of sickness benefits

Once the contract ends and the employee is still unable to work, the salary payment transitions to a sickness benefit. The T-2 payment principle also applies here.

The amount of sickness benefit is based on the average daily wage earned with your last employer, up to a maximum of 1 year before the sickness report. Your wage information is retrieved from the UWV's policy administration.

The first payment will be made at least four weeks after the sickness report is received. Once SD Worx Jobs receives your daily wage letter from UWV, the sickness benefit is paid weekly based on the T-2 principle.

Any changes that may affect your sickness benefit (e.g., finding another job, reintegration at another employer) must be reported immediately to the Occupational Health Team case manager. Non-compliance may affect your sickness benefit.

If your contract ends during illness, your sickness guidance will continue via the Occupational Health Team.

## 3.4 Sickness guidance

Once your sickness report has been recorded at the SD Worx Jobs branch or on-site location, a case manager from the Occupational Health Team will contact you within 24 hours. You must be reachable by phone for this. A home visit may also be arranged.

Only after the claim assessment is the sickness report officially registered. If SD Worx Jobs cannot reach you, the sickness report will not be processed (Phase A with clause), or if you have a Phase A without clause, Phase B, or C contract, a warning letter will be sent with an appointment for a check-up with the company doctor.

SD Worx Jobs will ask about your sickness report within the boundaries of privacy regulations and record an expected recovery date.

If you are not recovered by the agreed recovery date, you must contact the Occupational Health Team by 9:30 a.m. If a consultant from the branch requests an update, you must comply. The Occupational Health Team may set a new recovery date. Failure to do so will result in your sickness report being closed, and you will be considered "recovered."

## 3.5 Recovery report

As soon as you are recovered, you must report this to SD Worx Jobs. The recovery report must be given to both your consultant and the Occupational Health Team case manager.

If you resume work partially or perform alternative duties, you must also report this. For the remaining hours that you still claim sickness, you must follow the rules described in section 3.2.

The case manager may arrange a recovery appointment with you. This is always confirmed in writing, stating what steps to take if you are not recovered by the scheduled recovery date. Sensitive personal data will be handled with care. The occupational health service will not share medical information without consulting you.

## 3.6 Casemanagement at SD Worx Jobs

The case managers of the Occupational Health Team are part of SD Worx Jobs. They can be reached on weekdays from 9:00 a.m. to 12:00 p.m. at 088-6660767. If they are on another call, please leave a voicemail message.

## 4. Privacy

SD Worx Jobs places the highest importance on the privacy of its temporary workers. In our privacy statement (Privacy policy | SD Worx Professionals), we outline which personal data SD Worx Jobs may process, for what purposes, on which legal grounds, and how you can exercise your rights regarding your personal data.

This information is also published on the SD Worx Jobs website: <http://www.sdworx.jobs/nl-nl>.

## 5. Safety, Health and Environment

Safety, health and environment are key pillars of SD Worx Jobs' policy. Everyone has the right to a safe workplace and proper working conditions. To a significant extent, we depend on our clients to ensure this. However, SD Worx Jobs will make sure you are properly informed about the working conditions and any potential risks to the client where you are assigned.

We take every possible measure to reduce the chance of workplace accidents to a minimum. That is why it is essential that you, as an employee, are familiar with certain rules related to Safety, Health and Environment. Please also refer to Appendix 1 of this brochure for more information.

### 5.1 VCU certification

VCU (Safety Checklist for Temporary Employment Agencies) was originally developed by the (petro)chemical industry. In practice, however, it is widely used by clients outside of that sector. The aim is to ensure that, through a proper selection and information procedure, the temporary worker can carry out assigned tasks safely.

VCU certification is primarily intended for staffing agencies that deploy employees to VCA-certified companies – companies that carry out high-risk work or operate in hazardous environments, such as factories, plants, workshops and large project sites.

VCU applies to staffing organizations where there is a transfer of hierarchical authority, meaning that day-to-day supervision lies with the client. The ultimate goal of this certification is to prevent accidents.

### 5.2 Safety & Health checklist (VG-Checklist)

When a client requests personnel, a VG-Checklist is completed by the client (the company where you will work) and the SD Worx Jobs consultant. This checklist contains:

- A description of the tasks to be performed;
- The specific safety and health risks involved;
- Control measures in place;
- Required personal protective equipment (PPE);
- Necessary training and experience.

Each job has its own VG-Checklist describing the specific risks and control measures. This checklist will be reviewed with you during your contract discussion. You will then sign and date the checklist to confirm that you understand and accept it.

## 5.3 Policy statement

As a partly VCU-certified staffing agency, SD Worx Jobs actively implements policy in the areas of Safety and Health (VG), with a wide range of activities to achieve targets and improve working conditions.

The policy statement reflects the positive attitude, engagement, and responsibility of SD Worx Jobs' management with regard to safety and health during assignments.

The SD Worx Jobs management is responsible for all company activities that may impact safety and health. They will fulfil this responsibility by fully integrating VG aspects into the overall company policy. The focus lies on continuous improvement.

VG-policy principles:

- SD Worx Jobs complies with all laws, regulations and requirements related to safety and health;
- Where necessary, SD Worx Jobs will implement additional measures based on the specifications and instructions of the client;
- Our operations prioritize risk reduction, particularly in high-risk environments; To ensure a systematic approach, our procedures are documented in the VCU manual. The applied methodology is VCU-certified.

VG-policy objectives:

- Provide proper information and training relevant to the role, focused on identifying, evaluating and managing risks;
- Integrate safety and health tasks within day-to-day operations;
- Maintain a care system overseen by the VCU Coordinator;
- Strive for continuous improvement through internal audits;
- In consultation with the client, implement measures to minimize risks, including:
  - o Preventing personal injury;
  - o Ensuring the safety of third parties;
  - o Preventing material damage.
- Agree with the client on responsibilities for supplying necessary PPE, informing employees, encouraging usage and ensuring regular maintenance, unless these tasks are coordinated by the client.

## 5.4 Reporting (near) accidents and incidents

Despite the joint efforts of SD Worx Jobs, the client and the employee, accidents may still occur. If this happens, you must report it immediately to your supervisor and to SD Worx Jobs.

SD Worx Jobs will ensure that the required documentation is completed by the client.

You can also actively contribute to workplace safety. If you observe a dangerous or unsafe situation, report it to your supervisor and to SD Worx Jobs and/or by email to: [vcu\\_nl@sdworx.com](mailto:vcu_nl@sdworx.com).

Of course, you are always expected to follow the safety rules at the client where you are working.

If the use of PPE (Personal Protective Equipment) is required, it will be provided to you before you start working, either by the client or by SD Worx Jobs.

The responsibility for providing PPE is specified in the VG-Checklist.

### **Play the online safety game!**

How aware are you of risks at work?

Play the interactive game at [www.jouwwerkjouwveiligheid.nl](http://www.jouwwerkjouwveiligheid.nl) to find out whether you can identify dangerous situations in the industry and logistics sectors – and learn how to prevent risks.

## 6. Secondary employment benefits

As soon as you start working for SD Worx Jobs, you may be eligible for discounts on diverse types of insurance. During your employment with SD Worx Jobs, you can benefit from attractive group discounts, for example, on your health insurance. You can register for this yourself.

If you temporarily live and work in the Netherlands but also have a permanent address in your home country, you are often legally required to take out Dutch health insurance. This can be arranged through HollandZorg.

**IMPORTANT:** Please note that you are personally responsible for cancelling the insurance once you stop working via SD Worx Jobs. If you do not, the insurer may reclaim the discount you received in error.

### 6.1 Group health insurance

#### 6.1.1 Registering with CZ

Employees can register with CZ and benefit from a premium discount and enhanced reimbursement on supplementary insurance.

The group number for SD Worx Jobs is: 2701073.

If you are already insured with CZ, you can switch immediately to the group plan.

If you are with another health insurer, you can switch on 1 January of the following year.

Exception: If you change employers and already had a group discount through your previous employer, you may switch as of the 1st of the month.

You can register with CZ by phone or online. Have your BSN, policy number and group number ready.

Phone: 088-555 77 77

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

#### 6.1.2 Registering with VGZ

Employees can register with VGZ to benefit from a premium discount and improved reimbursement on supplementary insurance.

The group number for SD Worx Jobs is: 87712387.

If you are already insured with VGZ, you can switch immediately to the group plan.

If you are with another insurer, you can switch as of 1 January of the next year.

Exception: If you change employers and had a group discount through your previous employer, you can switch as of the 1st of the month.

You can register with VGZ by phone or online. Have your BSN, policy number and group number ready.

Phone: 0900-8490

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

### 6.1.3 Registering with HollandZorg

If you meet the criteria, SD Worx Jobs will register you with HollandZorg. With a Basic Health Insurance at HollandZorg, you are insured for:

- Essential care such as hospital stays, emergency care and GP visits;
- In most cases, the care provider will send the bill directly to the insurer;
- You can choose your own care provider within the Netherlands;
- You can take out supplementary insurance, so certain costs do not count toward your deductible.

**IMPORTANT:** You are personally responsible for deregistering when you stop working for SD Worx Jobs. If you forget, you may continue to pay premiums unnecessarily.

## 6.2 Group accident insurance

SD Worx Jobs has taken out a group accident insurance for its employees. This covers you while performing duties on behalf of SD Worx Jobs, including direct travel to and from your workplace.

The purpose of this insurance is to provide a payout in case you suffer physical injury as a result of a work-related accident, leading to death or permanent disability.

The following coverage and insured amounts apply:

- In the event of death due to an accident: 1x annual salary (max. €200,000);
- In the event of permanent disability: up to 1x annual salary (max. €400,000).

## 6.3 Additional benefits

SD Worx Jobs has an agreement with Centraal Beheer, providing immediate discounts on several insurance products.

Visit [www.centraalbeheer.nl](http://www.centraalbeheer.nl) for more information on available discounts and to take out a policy. Go to the “Insurances” section and choose SD Worx Jobs as your employer to access exclusive discounts.

**IMPORTANT:** Please note that you are personally responsible for deregistering from any policies once you stop working for SD Worx Jobs. Failure to do so may result in the insurer reclaiming any wrongly applied discounts.

## 7. Complaints procedure

SD Worx Jobs is committed to delivering high-quality services. However, if you are not satisfied despite our best efforts to support and assist you, you can let us know. With this complaint's procedure, we emphasise the importance of our relationships with clients, employees, applicants, and other stakeholders. Every expression of dissatisfaction is taken very seriously and is seen as an opportunity to improve our operations.

### 7.1 Definitions

SD Worx Jobs operates from multiple branches and legal entities. In all cases, these fall under the collective name SD Worx Jobs.

#### 7.1.1 Complaint/report

Any email or other written expression of dissatisfaction from a flexible worker, (potential) client, applicant, employee, or other stakeholder regarding the activities of SD Worx Jobs.

#### 7.1.2 (Potential) Client

Any current or prospective customer of SD Worx Jobs' services.

#### 7.1.3 Employee

Any natural person employed via SD Worx Jobs.

#### 7.1.4 Applicant

Any natural person applying for a position through SD Worx Jobs.

#### 7.1.5 Stakeholder

Anyone directly or indirectly involved in the achievement of our objectives.

### 7.2 Submitting a complaint

You can submit your complaint **in writing (digitally or by post)** or **by phone**. See section 7.6 for our contact details.

To help us assess your complaint as quickly as possible, please include the following:

- Your name, address and place of residence
- The date on which you are submitting your complaint;
- A description of your complaint or concern;
- Any relevant copies of documents that help clarify the complaint.

## 7.3 Handling the complaint

Within 24 hours of receiving your complaint, you will receive an acknowledgement by email. This confirmation will include the name of the person handling your complaint and explain the procedure to be followed. We aim to resolve the entire process within 5 working days.

If your complaint concerns a specific staff member, it will be handled by that person's manager to ensure the most objective assessment possible. Other complaints will be dealt with by the local consultant or manager, or sent to senior management when needed.

The person handling your complaint may request additional information. If necessary, we will consult one or more external experts.

## 7.4 Respons to the complaint

You will receive a substantive response within 5 working days, unless a written delay notice has been provided in advance, with clear justification.

Delays may occur due to the complexity of the issue.

We strive to resolve your complaint to your satisfaction.

If you disagree with the resolution, you have the right to escalate the matter to:

- The ABU industry organization;
- Various external committees (e.g., discrimination, equal treatment);
- The civil courts.

## 7.5 Oversight & Recordkeeping

SD Worx Jobs has appointed a designated officer responsible for monitoring compliance with the complaint's procedure.

All documentation relating to your complaint will be retained for at least **one year** after the complaint has been closed.

## 7.6 Important contact details

You can send your complaint to:

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

Or to:

- Maurice Bisschop, Managing Director The Netherlands, Grasbroekerweg 16, 6412 BE Heerlen  
E: [maurice.bisschop@sdworx.com](mailto:maurice.bisschop@sdworx.com)

## 8. Confidential Advisor

At SD Worx Jobs, you also have the option to contact a confidential advisor.

There may be times when you want to speak with someone about sensitive matters that negatively affect your performance, such as bullying, discrimination, or sexual harassment by fellow temporary workers, your supervisor, or other staff members within the company.

All conversations with the confidential advisor are and will remain strictly confidential and anonymous. This means your supervisor, employer, or consultant will not be informed, unless you explicitly request and consent to it.

The primary role of the confidential advisor is to support you as an employee.

They can help resolve your concern by offering advice or referral, or, if necessary, initiate an investigation.

It's important to know that no action will be taken without your permission.

There is no one-size-fits-all solution for inappropriate behavior. During the conversation(s), it will be determined whether further steps are necessary, such as filing a formal complaint, or whether the issue can be resolved through discussion.

Sometimes, simply talking about the problem can already bring relief.

You can contact the confidential advisor, Sebas Winkel, by phone or email.

He is available on working days via:

☎ +31 6 11366070

✉ [sebas.winkel@sdworx.com](mailto:sebas.winkel@sdworx.com)

## 9. Appendix 1 | Genral safety instructions

### 9.1 HSE-rules and regulations

- Do not consume alcoholic beverages during or shortly before work;
- Do not damage, remove, or disable safety devices;
- Do not engage in actions that endanger yourself or others;
- Immediately stop or report dangerous situations to your supervisor;
- Always follow mandatory signs (blue circular signs such as those requiring a safety helmet, goggles, or shoes) and prohibition signs (red and white circular signs such as no smoking or open flames) present at the workplace;
- Keep access routes and walkways clear and unobstructed;
- Debris is removed by the client unless otherwise agreed;
- Cables and hoses must be positioned and secured so they do not create hazards;
- Waste must be sorted and disposed of in the designated containers or bins;
- Chemical waste must always be taken to the site depot;
- Spilled chemicals must be cleaned as quickly as possible using absorbent materials;
- Avoid risks to third parties (residents, passersby, children, etc.).

### 9.2 Emergencies

#### How to act in case of fire?

- Raise the alarm;
- Follow the local emergency procedure or any agreements made;
- Warn people in immediate danger;
- Follow the instructions of fire brigade and emergency services.

#### How do you act in case of an accident with severe injury?

- First call the First Aid responder or dial 112. They will decide on the next steps;
- Secure the area around the accident;
- Unauthorized people are not allowed to enter the accident scene; if possible, continue working as normal;
- Fill out a (near) accident/incident report.

## 9.3 Personal protective equipment (PPE)

- All employees and hired personnel will receive the required PPE, which must be worn in designated situations;
- PPE and usage instructions will be provided upon employment or replacement; in noisy environments, you may voluntarily request a hearing test;
- Shared PPE will be made available by the site supervisor upon request;
- Employees are responsible for maintaining and replacing their PPE; defective PPE must be exchanged;
- PPE must be worn according to the designated table.

Work activities / situation	Risk	PPE (Personal Protective Equipment)
General construction (new construction, major overhaul)	Tripping on sharp parts   Objects falling on feet	Safety shoes type S3
Working above/below others, under crane range	Head injury from falling objects	Safety helmet
Grinding, chopping, drilling, milling	Noise   Dust   Ejected particles	Ear muffs   FFP2 dust mask   Safety goggles
Circular sawing and machine woodworking	Noise   Dust from sheet material	Ear muffs   FFP2 dust mask
Rough material	Hand injuries	Work gloves
Cold, drafts, rain, UV radiation	Muscle or joint complaints   Health complaints   Skin cancer	Protective clothing (thermal underwear, rainwear, overalls, jacket/pants, T-shirts, work clothes)   Sunscreen
Demolition	Noise   Dust   Ejected particles   Falling objects   Hand injuries	Ear muffs   FFP2 dust mask   Safety goggles   Safety helmet   Work gloves

## 9.4 Task-Specific rules and regulations

### 9.4.1 HSE equipment rules

- Only use equipment with a valid inspection certificate;
- Ensure equipment has a visible inspection date label;
- Visually inspect equipment before use;
- Return damaged or uncertified equipment;
- Use equipment only for its intended purpose;
- Be aware of risks to others when using equipment;
- Do not leave machines unattended without shutting them down;
- Use the right tools for each job;
- Follow maintenance and usage instructions;
- Do not leave tools lying around;
- Use PPE;
- Watch for oil leaks;
- Never refuel with the engine running.

### 9.4.2 Scaffolding

- Must be assembled by a qualified scaffolder or certified scaffolding company;
- Work floors above 2.5 meters must have double guardrails and toe boards;
- Working floors above 6 meters require a safety deck;
- Scaffolding must be level, free of clutter, and completely closed;
- Distance between scaffolding and wall must be <30 cm; otherwise, install an inner guardrail;
- Scaffolds must be stable, braced, and anchored.

### 9.4.3 Mobile scaffolds

- Only trained people may assemble/dismantle;
- Set up on flat, hard surfaces;
- Secure all casters using pins;
- Install full work floor with guardrails and toe boards;
- Climb only from inside;
- Lock wheels when in use;
- Do not move with people on it;
- Max height: indoors = 4x width, outdoors = 3x width.

### 9.4.4 Ladders

- Position at a 75° angle;
- Secure so it cannot slip;
- Extend at least one meter above access level;
- Only light work allowed from a ladder;
- One person at a time.

### 9.4.5 Construction hoists

- Place on flat, stable ground; fully extend stabilizers; do not use stones;
- Use fixed rails on at least two sides of platform;
- No transport of people allowed;
- Use safety bars on each loading floor;
- Stay clear of lift platform;
- Prevent overloading; respect weight limits.

### 9.4.6 Circular saw

- Keep the workspace clean and spacious;
- Lower safety guard as much as possible;
- Use correct riving knife and adjust properly;
- Use guiding fences to prevent kickbacks;
- Use push stick;
- Use sharp blades suited to material;
- Wear hearing protection and P2 dust mask for sheet material.

#### 9.4.7 Lifting activities

- Match load weight to lifting capacity;
- Use suitable lifting gear;
- Do not use damaged gear;
- Secure the load properly;
- Never stand under suspended loads;
- Only one person gives signals to the crane operator;
- Wear safety helmet.

#### 9.4.8 Demolition

- Review demolition plan beforehand;
- Support structural elements if needed;
- Demolish with care;
- Secure area if needed to protect others;
- Spray water to reduce dust;
- Wear a helmet, goggles, gloves, FFP2 mask, and hearing protection (if mechanical).

#### 9.4.9 Confined spaces (e.g. crawl spaces)

- Ensure proper ventilation;
- Do not enter unless air quality is confirmed safe;
- Use only safe (max 50V AC) electrical equipment;
- Always have someone outside in contact.

#### 9.4.10 Working at height

- Surfaces >2.5 meters must have double guardrails;
- Floors must be fully covered; floor openings must be closed/marked;
- Wall openings must be guarded or sealed;
- Do not remove protection without supervisor approval;
- Reinstall any removed protection ASAP;
- Keep work floors and stairs clear.

#### 9.4.11 Hazardous substances

- Read the label first; if missing or unclear, ask your supervisor;
- Follow usage and safety instructions;
- No eating, drinking or smoking when handling;
- Wash hands before eating/drinking;
- Avoid skin contact;
- Store safely (ventilation, temperature, spill trays);
- Use safety sheets;
- When in doubt – do not take risks.

#### 9.4.12 Lifting and bending

- Bend with a straight (preferably arched) back; use your knees;
- Do not lift >40 kg alone;
- Ask for help or use lifting aids;
- Avoid unnecessary lifting.

#### 9.4.13 Company vehicles/vans

- No loose materials in the vehicle;
- Keep clean and organized;
- Minimize flammable or hazardous substances;
- Protect toxic containers from damage and tipping;
- No work activities inside the vehicle.

#### 9.4.14 Electricity at work

- Never work on live installations;
- Use only approved equipment (with inspection labels);
- Never repair equipment yourself;
- Keep distribution boxes closed;
- In case of electrocution: **do not touch the victim!** Cut off power immediately.

#### 9.4.15 Electric welding

- Follow electrical safety rules;
- Beware of fire/explosion risks;
- Avoid UV radiation exposure;
- Use correct PPE and welding visor;
- Ensure proper ventilation/extraction;
- Clean up welding debris;
- Follow RTD instructions;
- Warn others nearby;
- Radiation is invisible, silent, and dangerous.

#### 9.4.16 Gas and oxygen cylinders

- Prevent shocks and impacts; use protective caps during transport;
- Use cylinder carts;
- Store in cool, separate areas;
- Follow safety guidelines.

#### 9.4.17 Cranes at work

- Take precautions within swing radius (PPE, barriers);
- Maintain visual contact between operator and signaler;
- Use agreed hand signals;
- Inspect lifting gear visually (incl. certificate/label);
- Respect lifting capacity;
- Limit driving with suspended loads.

#### 9.4.18 Trenches and pits

- Prepare (test pits for soil, cables, pipes);
- Maintain sufficient working width;
- Store soil safely (prevent collapse);
- Use shoring for depths >1.5 m;
- Dewater when needed;
- Install barriers and traffic measures (especially at night);
- If explosives are found:
  - o Do not touch;
  - o Alert police;
  - o Follow police instructions;
  - o Mark the location;
  - o Prioritize safety.

#### 9.4.19 Waste management

- Everyone produces waste, so everyone must handle it responsibly;
- Clean up your work area;
- Use designated bins, trash cans, or containers;
- If unavailable, ask for them;
- Improper waste can have long-lasting consequences.

#### 9.4.20 Working around railways

- Use footpaths;
- Stop when a train approaches;
- Keep at least 1.5 meters from tracks;
- Pay attention to audible signals (these may be instructions);
- Stay alert for your safety and others;
- Wear PPE;
- Do not drag steel over rails;
- Overhead lines are deadly;
- Permits must be available;
- Always follow NS safety personnel's instructions.

#### 9.4.21 Working near high-voltage lines

- Contact the network manager in advance;
- Ask for and follow their conditions;
- Use cranes with alarm systems;
- Keep safe distance between power line and machine top;
- Ground mobile cranes using trailing chains;
- Watch for weather changes (sagging or conductive cables);
- In case of wire break: stay at least ten meters away;
- No flammable storage underlines;
- For metal pipelines under high-voltage zones, consult NEN 1091.

#### 9.4.22 Handling asbestos and asbestos-containing material

- Do not touch;
- Immediately inform your supervisor and the client;
- Never process or alter it;
- Must be removed by a certified company only.