



**HANDBOOK FOR
TEMPORARY WORKERS**

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**GOODMORNING BV
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Preface

Welcome to GOODMORNING Uitzendorganisatie BV.

On the Dutch market, GOODMORNING, a label of Labour Power Company, is one of the larger employers in the field of export and secondment of international flex.

GOODMORNING was founded in May 2001 and has become big in the horticultural sector. In recent years, we have increasingly focused on temporary employment and secondment to companies in other sectors such as Logistics, Industry, Fruit and Vegetables and the Food Industry. GOODMORNING is known for its flexibility, knowledge and reliability.

GOODMORNING was founded in May 2001 and made its name in the horticultural sector. In recent years, we have expanded our focus to include temporary employment and secondment at companies in other sectors such as Logistics, Industry, the Fruit and Vegetable Industry and the Food Industry. GOODMORNING is known for its flexibility, knowledge and reliability. Due to our ample experience with the secondment of Polish, Romanian and Ukrainian workers, we have become a trustworthy partner for many companies. Around 2,000 employees work for us every day in various sectors and fields.

The basis of our success lies in our organisation, motivated and flexible employees, great commitment and, of course, our ample experience. GOODMORNING stands for continuity and security. Since 2008, GOODMORNING has been affiliated with ABU, the Dutch Association of Temporary Work Agencies. Because we are an ABU member, you and our clients can rest assured that we meet the strictest temporary employment requirements in the Netherlands. In addition to being an ABU member, GOODMORNING is SNF, NEN 4400-1 certified,

which is why many companies big and small rely on the experience of GOODMORNING every day. Expertise, an understanding of work processes and a personal approach are the three pillars of how we deploy our temporary workers.

This handbook was made to inform you, a new or existing employee, about our working methods and about the rules at GOODMORNING. The purpose of these working methods and rules is to ensure that all parties involved can enjoy an optimal working and living environment, while giving you the opportunity to thrive in Dutch society and do an optimal job for our clients.

With the publication of this version of the handbook, all previous versions are no longer valid.

We wish you the best of luck and hope you enjoy your work and your stay in the Netherlands.

The GOODMORNING Team

1. Arrival procedure

To ensure that your arrival in the Netherlands runs as smoothly as possible, we have created an arrival procedure. We distinguish between the following situations:

- a. you are coming to the Netherlands to work for GOODMORNING for the first time;
- b. you have worked for GOODMORNING before but left the company;
- c. you are already working for GOODMORNING.

Your first time in the Netherlands working for GOODMORNING

It is essential that you arrive on the scheduled arrival day and time, as you will be applying for your BSN (Citizen Service Number) as soon as possible. We will organize an appointment for you. If you are not on time, you cannot start work the following day. An introductory meeting will then be arranged by one of our staff members. During this introductory meeting, you will be briefed on your work, living arrangements, rules, etc. All your questions will also be answered during this meeting. The introductory meeting can take place either at Stella Maris, our main accommodation location, or at the work location itself.

You will only be allowed to arrive on a day other than you scheduled arrival day in exceptional cases (e.g. in case of late confirmation) and this must be approved by GOODMORNING first. At the recruitment office, you will be given a telephone number (INFO line tel **+31(0)167-526526**) that you can call in case something happens on your travels that means you will not be able to reach your destination on time. Accommodation will only be available to you on the arrival date confirmed by the recruitment office. If you arrive in the Netherlands earlier, you are not entitled to accommodation until the agreed arrival date.

If you have not signed an employment contract or application form at one of our recruitment offices prior to your departure to the Netherlands, you are responsible for signing these documents yourself. You can easily sign the contract and application forms digitally before you arrive in the Netherlands by using the Plan4Flex app.

Your first salary (for the first working week) will be transferred to you on the 3rd Friday. If you are a first-time employee of GOODMORNING, GOODMORNING will transfer an advance payment, on request of EUR 50.00 on your first salary at the end of the first two weeks of work. This advance will be transferred on the Friday of your second week, provided that you have (digitally) signed all the necessary documents.

BSN

As mentioned above, we will ensure that you will be assisted in submitting an application for your BSN (Citizen Service Number) to the appropriate RNI bodies as soon as possible. Our aim is to get you a BSN within 2 weeks. GOODMORNING will take care of this. To apply for your BSN:

- you must be present in person;
- you must bring a valid ID.

When you have received the document with your BSN, please submit a copy to GOODMORNING as soon as possible. GOODMORNING will assist you in making and submitting the necessary copies. In addition, we recommend that you always carry a copy of your BSN with you.

If you do not have a BSN on payday, or if you have not signed the Payroll Tax Credit form in P4F's APP, an advance of EUR 150.00 will be paid, to avoid having to pay a higher tax rate. As soon as you have a BSN, your salary for all the weeks for which you received an advance will be paid out, minus the advances. Important! You must deregister from the municipality when you leave the Netherlands again.

Bank account

Before you leave for the Netherlands, please provide your bank account number at one of the recruitment offices. If you do not have a bank account, we cannot transfer your salary. Salaries shall be paid in EUR. You must ensure that your bank (account) accepts the transfer of euros. If you do not have a EURO account, your bank will not accept the salary payment.

Payments to foreign bank accounts take several days. This means that, on average, there will be a delay of 2 to 3 working days between the time GOODMORNING deposits the payment into your bank account and the time that your bank has processed the payment. However, GOODMORNING cannot guarantee that this delay will not last longer than 2 or 3 days, as this depends on the processing procedure used by your foreign bank.

For Dutch bank account numbers, a maximum processing period of 1 day applies.

It is therefore preferred that you use a Dutch bank account rather than a foreign bank account. If you wish to use a Dutch bank account, we recommend opening an account with ING, because they have the fastest and easiest application procedure, especially for migrant workers. To open a bank account, you will need an employer's statement, which you can request via the helpdesk.

To change your bank account, you must use the Plan4Flex app. Open the chat and select the Helpdesk category. Please note that we will need one week to change your bank account and that your next salary will still be deposited into the old bank account.

If you continue to use a foreign bank account, we recommend authorising a family member in your home country to manage your account. In case you have problems withdrawing cash because your card is damaged or has been lost, the authorised person in your home country will be able to apply for a new card for you.

You are working for GOODMORNING or have worked for us in the past

If you have worked for GOODMORNING before, left the company and then return to work for GOODMORNING, the following procedure applies. The same procedure applies when you return from holiday.

For all subsequent arrivals in the Netherlands, please contact one of our recruitment offices by telephone before 16:00 on Monday at the latest. You can only travel to the Netherlands if you have received confirmation from this office that there is work for you and that you can have a place to stay. If you leave without this confirmation, you cannot expect work to be available and are therefore not entitled to payment of salary and accommodation in one of our accommodation locations or houses. Unannounced and therefore illegal occupation is subject to a fine.

Important! You have to coordinate your return with GOODMORNING and **not** with the client! If you arrange your return directly with the client and not with GOODMORNING, one of the consequences is that you will not be insured, as GOODMORNING will not be aware that you have returned to the Netherlands.

As soon as you have received confirmation that there is work for you, you should arrive at your accommodation no later than the Saturday before you are due to start work and notify us of your arrival before 13.00 hrs to the GOODMORNING INFO line: **+31(0)167-526526**. We ask that you notify us to help us manage the schedule and because we are counting on you to arrive.

Again, if you have not yet signed a (new) employment contract or the corresponding forms at one of our recruitment offices prior to your departure to the Netherlands, you are responsible for digitally signing these documents in the Plan4Flex APP. See the example below:

Documents that need to be signed can be found in P4F app, section 'MY documents'.

Please note: You must open each document separately. You will then see whether the documents still have to be signed or not. Documents that still have to be signed are orange. In your personal environment you can always look up documents like rental agreement, contract, addendum etc.

Note: Some documents that you have to sign may appear in the app at a later date. It is important that you regularly check the 'MY documents' section in the app. Unsigned documents are shown in orange.

2. At work

General

Once you have started work, you have to follow certain rules. Based on the employment contract you have signed with GOODMORNING, you will work for a client of GOODMORNING. You must follow the rules that apply at the client's company. You are required to follow the orders/instructions given to you by the client while at work. Failure to do so may constitute refusal of work, which may lead to dismissal, depending on the circumstances.

You are also required to observe the working hours that apply at the client's company. You must be present 15 minutes before you are due to start work. You are also not allowed to leave early, i.e. before the applicable end time, unless the client has given explicit permission.

You are required to report any problems you encounter at work or any problems with regard to your accommodation or transport. Usually, your hours will be passed on by the client digitally. This will be explained in greater detail during the introductory meeting. You can use this section as a refresher.

When you are not at work, you have to be reachable by phone for GOODMORNING between 06:00 and 10:00 and between 17:00 and 21:00 every day, so that your intermediary or Flex coordinator can contact you if necessary. Make sure that GOODMORNING always has your correct phone number.

It is strictly forbidden to be under the influence of alcohol and/or drugs while commuting to work, while at work and/or during breaks. You are also not allowed to have alcohol and/or drugs in your possession during your work. If you violate these rules, appropriate action will be taken, possibly including immediate dismissal.

Contract

Before starting your work in the Netherlands, you need to digitally sign an employment contract in the Plan4Flex app. You will find all documents that still need to be signed in the documents section. Please note that you will have to sign several documents. You must open each document separately. Unsigned documents are shown in orange.

The employment contract is always for a fixed term, usually for a period of 16 weeks in Phase A.. The ABU CLA for Temporary Workers applies to this contract. The contract always ends by operation of law, without the need for notice, on the end date specified in the contract. Which contract phase applies to your contract is determined in accordance with the provisions of the CLA.

CAO

The ABU CAO is applicable.

When you start working for a client, your salary is based on the client's salary tables.

In the "uitzendovereenkomst" you will find the applicable surcharges.

Pension

Every temporary worker working at GOODMORNING will automatically be signed up for the STiPP pension fund for the temporary employment sector. Participation in this pension plan is compulsory. No pension premium will be deducted for the first 8 weeks. After 8 weeks of work, you become a participant in the so-called basic pension. From that time until the 60th week of work, your basic pension premium will be paid by GOODMORNING, based on the number of hours you have worked during this period. After the 60th week of work, you become a participant in the plus pension. From that moment on, 1/3 of the total pension premium (plus pension premium) will be withheld from your salary. GOODMORNING will pay the remaining amount (2/3 of the total premium deduction).

What to do when you are ill?

If you are ill, please notify us the evening before or at least 1 hour before you are due to start work. To do so, call your intermediary or notify one of our Flex coordinators. If you are ill because you are pregnant or have been in an occupational accident, you must also notify us by phone. After calling in sick for the first time, please call us every next day before 18:00 to inform us of how your recovery is progressing. If you do not call in sick on time, your first day of absence will count as unpaid leave. Your second day of absence will then be your first sick day. If you have not worked 13 weeks yet, it will not yet be possible to determine your working hours and your paid sick days will be set to 0. If you have not worked 13 weeks prior to calling in sick, you will not receive sick pay.

Please provide the following information:

- Your name and employee number;
- How long you expect to be absent;
- The company you are currently working for.

While you are on sick leave, you must be reachable by our staff so that we can contact you every day to discuss your progress. If there is any doubt about your recovery, you will have to see a doctor.

Our staff can arrange this doctor's appointment for you.

Duty to provide proof of ID

In the Netherlands, you must always be able to identify yourself, also at work.

Incidentally, you must always carry ID with you outside working hours to identify yourself to the police if they ask you to. If you are unable to identify yourself, you may be fined.

Safety brochure

GOODMORNING and its clients attach great importance to safety in the workplace. That is why this handbook also comes with a safety brochure. This safety brochure can also be found on our website. You are required to read this brochure carefully and to pay attention to the applicable safety rules. You must also follow these safety rules. At the introductory meeting, we will give you clear instructions on these safety rules and explain why they are so important to us.

We recommend that you wear class S3 safety boots while at work. If you don't own these S3 safety boots, GOODMORNING will provide them to you free of charge. If any other personal protective equipment is required by one of our clients, it will be provided to you by the client in question. We also strongly recommend that you always wear long trousers while at work.

Payslip and payment of net salary

You can find your payslips in the P4F app, in the 'My Documents' section. On the payslip, you can see how many hours you have been paid for and at what hourly wage. You can also see your net salary and how your net salary was calculated. The payslip also states how many hours of statutory holiday leave you accrued. These holidays are paid out when you go on holiday, take time off, or at the end of the temporary employment contract. (6 weeks after last payslip)

If you have received an advance on your salary, this will be automatically deducted from your first salary. Remarks on your payslip (e.g. incorrect hours) should be reported within 4 weeks.

Public holidays

In accordance with the COLLECTIVE LABOUR AGREEMENT, this is the case on a paid public holiday (Mon to Fri) if the employee has worked at least seven times on the relevant day in the week in a period of thirteen consecutive weeks immediately prior to the relevant public holiday or if the employee has not yet worked thirteen consecutive weeks, but has worked by the employee on the day in question for more than half of the number of weeks.

ET rule

GOODMORNING has an arrangement with the Dutch Tax and Customs Administration that allows you to swap out housing costs, etc., based on your temporary stay in the Netherlands, with the salary you earn above the legal minimum wage on a weekly basis. This creates a tax advantage that can increase your net salary. The ET rule only applies if you rent your accommodation through GOODMORNING and if there is conclusive evidence that the conditions are met. Proof of residence abroad will therefore have to be provided. For this purpose, GOODMORNING always needs a municipal record from your home country, which has to be renewed every year. In addition, you will have to digitally sign the ET Addendum and the Certificate of Tax Residence, which will be sent to you via the APP. You are entitled to participate in the cafeteria scheme only if you have signed and provided the necessary documents.

The maximum amounts that are eligible for ET scheme have been agreed with the tax authorities. The cost of exchanging living expenses is equal to the rent you pay weekly. This regulation can be adjusted if other agreements are made with the tax authorities and/or the legal rules change. The maximum amount for housing is 25% of the statutory minimum wage. If we cannot withhold part of the amount, this amount will be deducted later if you do receive more than a statutory minimum wage.

Please note: If you will be making your own living arrangements, please take into account that you will not be eligible to participate in the ET rule.

3. Holiday procedure

Requesting time off

You must always notify our payroll department when you plan to take time off. If you do not notify us, we will not be able to grant you paid leave and will not be able to meet our obligations to the Dutch Tax and Customs Administration. In order to justify the possibility of swapping out part of your gross salary, we must show how often you travelled to your country of residence during your contract period.

Annual leave

Any annual leave in excess of the statutory entitlement will be paid out per week.

Termination of employment

If you wish to terminate your employment, you must give notice well in advance. The notice period you need to give may vary from 7 to 28 calendar days, in accordance with the ABU CLA. In consultation with your contact person (Intermediary, Flex coordinator or receptionist), you can make an appointment to sign the exit form. When you give notice of termination of employment, please remember to terminate your rental contract if applicable.

You must give at least two weeks' notice before terminating your rental contract. If you fail to observe this notice period, we reserve the right to charge 2 weeks of rent.

At Goodmorning BV we are going to change the way you request a holiday. We do this so that it is clear that you have requested a holiday. You will automatically receive a message if your holiday has been approved or rejected, so that you have a faster answer about your holiday request.

What will change for you?

You can now make your holiday request directly via the Plan4Flex APP. You no longer need to submit an application via the intermediary or via the APP correspondence. The agreement remains that you must apply for a holiday at least 2 weeks in advance. Try to keep this in mind.

If you want to reserve your home, you must do this via the APP correspondence under message type Planning. Try to do this as soon as you make the holiday request to avoid disappointment.

Home: On the home page, the button becomes My absences added.

Hallo Test2 Test,
Jouw Dashboard

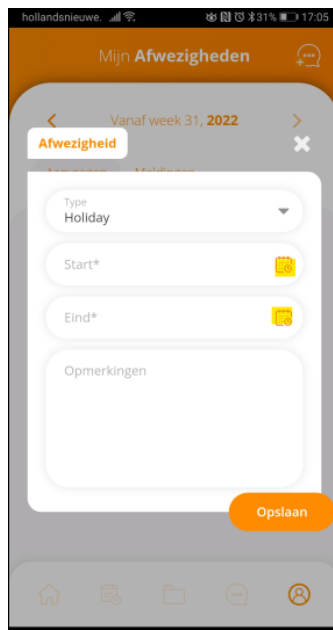


You will see this screen, click on the + icon

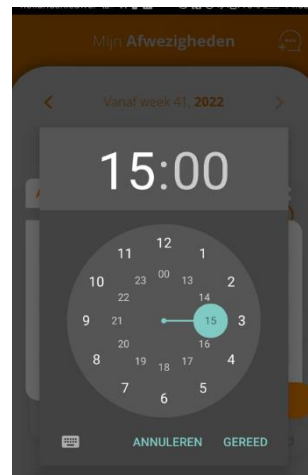


- Click Holiday and Click Next

time.
06:00

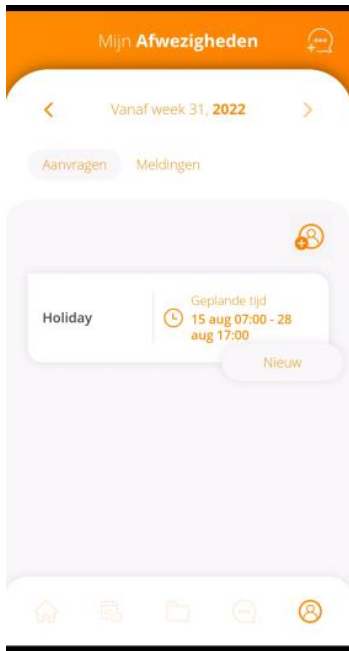


- Click on the calendar and enter the start date and the end date. Click Save.

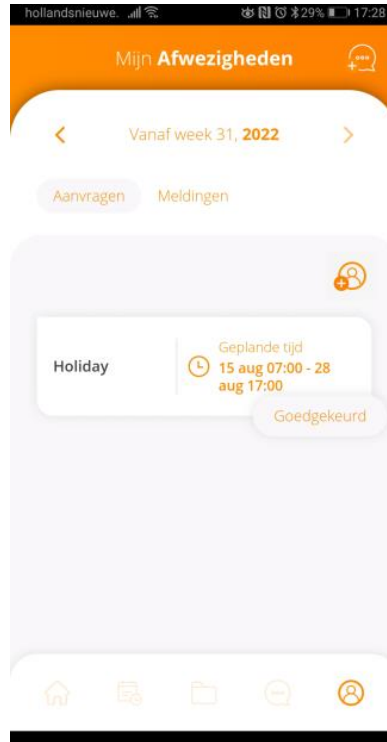


- Then comes a screen with the Adjust the time to (start of your shift)

You will now see the application in the APP.



You see the status New, you have requested the holiday.



If the intercedente has approved the request, the status changes from new to approved, then the holiday is final. You will also receive a message about this, which will be listed under the documents.

4. Accommodation

General

When you start working in the Netherlands, GOODMORNING Facility BV will offer you accommodation. This accommodation is temporary and linked to the work done for GOODMORNING. As soon as you terminate your employment with GOODMORNING or your contract expires, you are no longer entitled to accommodation. If you decide to leave GOODMORNING unannounced, we reserve the right to charge you for the rent of your accommodation for another 2 weeks

GOODMORNING Facility BV provides accommodation at various locations in the Netherlands. When you sign an employment contract (new or extension), you can choose between own accommodation or accommodation with GOODMORNING Facility BV. In the latter case, you will have to sign a separate accommodation agreement. This agreement specifies the duration and notice period, and the duration of this accommodation agreement will always be for a maximum of 4 months. In addition, your rights and obligations as a tenant are laid down in this agreement. There is no obligation to rent accommodation with GOODMORNING Facility BV. If you do not opt for accommodation provided by GOODMORNING, you shall not be entitled to use other facilities such as transportation between home and work, etc.

If you opt for GOODMORNING accommodation, you will be allocated accommodation in the immediate vicinity of the clients where you will be working, where possible. During the term of your contract, GOODMORNING may decide to assign you other accommodation for economic reasons. You are obliged to comply with this move request. If a move is necessary, you will be notified in advance in order to give you plenty of time to prepare. The accommodation is always a shared living space in homes or large-scale accommodation with multiple tenants. The accommodation is provided by GOODMORNING Facility BV, which acts as the lessor.

From the date that the accommodation is made available to the tenant, the tenant shall owe the lessor a fixed all-inclusive rent of EUR 109 per week including 9% VAT. Employees who receive the youth wage in accordance with the CL will be charged a fixed all-in rent of EUR 84 per week including 9% VAT. This covers rent, power, gas and water and a payment for the shared use of the inventory. The lessor may charge the tenant separately for the use of power, gas and water if their consumption exceeds what can be deemed reasonable. Wireless internet is also provided by the lessor to the tenant



free of charge. You have the possibility to reserve your bed when you're leaving on holiday, for the amount of 84 EUR per week including 9% VAT.

The authorisation and consent to Goodmorning Facility BV end:

on the day that the tenancy agreement is terminated; or on the day that you cancel this authorisation and consent in writing.

If you and your partner come to the Netherlands together and you have reported this in Poland, Romania or Spain, GOODMORNING Facility BV will try to offer you joint accommodation.

GOODMORNING holds the 'SNF' certificate, which means that all homes offered by GOODMORNING Facility BV meet at least the standards set in this certificate and the standards set in the CLA for temporary employees.

House rules

Family members, children and other persons are not allowed to stay in the accommodation provided to you. The accommodation may only be occupied by GOODMORNING employees who are in possession of a rental agreement for the respective accommodation.

Different house rules apply within the various homes and/or accommodation locations.

You are required to behave as a 'good tenant', which means that you are expected to grant the lessor access to the rented property to allow them to perform repairs or inspections (twice a month). These inspections are necessary to ensure safety and to meet the certification requirements of accommodation bodies such as the SNF.

These rules will be provided to you upon arrival. Please read the rules carefully and follow them at all times.

Local rules must also be respected. Finally, you are also expected to be a good neighbour!

Accommodation facilities

All accommodation provided by GOODMORNING Facility BV is fully furnished and equipped with the necessary facilities.

You are not allowed to bring your own furniture or make any changes to the accommodation.

You are responsible for cleaning the accommodation and for garden upkeep. This will be checked by GOODMORNING Facility BV (the lessor). If shortcomings are found, you will receive a warning and be instructed to remedy them. If you do not do so, the work will be carried out by the lessor. The costs incurred by GOODMORNING Facility BV may be passed on to you through GOODMORNING.

For hygiene reasons, each person must provide their own bed linen, consisting of a pillow, duvet, fitted sheet and duvet cover. Use of bed linen, to protect the mattress, is obligatory. It is also possible to purchase bed linen through GOODMORNING at the Stella Maris location for a cash payment of EUR 25. A mattress protector is also provided at the Stella Maris location. This should be returned upon departure from Stella Maris.

All houses are equipped with WIFI. The WiFi credentials are:

Username	koweli
Password	UZKgoodmorning15

Terminating your accommodation/rental agreement

If you want to permanently leave the accommodation, you must notify GOODMORNING in writing. You must also observe a notice period of two weeks. You can find the application form for private accommodation on our website by going to 'download form'. Please hand in the form at your accommodation location or send it by post to the Relationship Management Department. Please state the following freepost number and the address of GOODMORNING on the envelope: 10016, 4870 VB, Etten-Leur. You can make this known through the chat function in the P4F App, our helpdesk is linked to this. The form application private living will be offered to you digitally and you can fill it in and sign it in the APP of P4F under documents.

You must give at least two weeks' notice before terminating your rental contract. If you fail to observe this notice period, we reserve the right to charge 2 weeks of rent.

Damages

You should report any general damages, defects or emergencies relating to your accommodation through the Plan4Flex APP or to your Flex Coordinator. Please report any damage at Stella Maris to the reception.

In case of an emergency, you can reach us on the central emergency number +31(0)167-526520. By EMERGENCY we mean fire / dangerous situations / serious illness or accidents. When there is no time to lose, call 112 for the fire brigade, police or an ambulance.

You may be charged for damage caused by recklessness. If it cannot be proven who caused the damage, you and your co-occupants may be charged jointly.

5. Commuting

General

If you opted for accommodation through GOODMORNING Facility BV, we will also take care of your commute. What kind of transport is provided depends on the commute distance. Of course, you are not obliged to use the transport provided by GOODMORNING. If you wish, you can also arrange your own transport. Employees who do not live at GOODMORNING locations are not entitled to transport from GOODMORNING and have to take care of their own commute.

If the client does not have a travel expenses scheme, EUR 3 per day will be withheld for transport costs with a maximum of EUR 15 per week. Are you the driver of the car? Then you will not be charged any transport costs.

If you have indicated to one of our recruitment offices that you are in possession of a valid driving licence and wish to use transport through GOODMORNING, you are considered a potential driver from that moment on.

After signing the contract, you will be responsible for the car you take delivery of. When you are assigned a car, other colleagues will often ride along with you. You will be asked to pick up any passengers from a single assembly point.

Fuel card

As a driver, you will be given a fuel card. With this fuel card, you can fill up a limited amount of fuel each week at an unmanned petrol station. Refuelling along the motorway is therefore NOT possible. In each car, there are comprehensive instructions on how to use the fuel card.

Private use of allocated car

Any unexpected travel or detours due to work-related circumstances (e.g. roadworks, accidents etc.) should be reported to the Flex coordinator on a weekly basis.

It is permitted to drive up to 9 kilometres per week in the allocated car for private purposes. For each additional kilometre driven above this limit, you will be charged EUR 0.50 per km, which will be withheld from your net salary. The distance travelled is monitored by a so-called black box, which is fitted in all cars as standard. The black box also allows us to monitor your driving behaviour.

Damage & accidents

All damage should be reported immediately to your Flex coordinator. The same applies to accidents. If the car allocated to you is damaged, an excess will be deducted from your salary. For minor scratches and dents, this is EUR 25 and for major scratches and dents this is EUR 150, unless the costs of repairing the damage are lower than the excess. The excess does not apply to window and tyre damage. Damages caused by reckless driving or drink driving will be charged to the driver in full. If unreported damage is found, an excess EUR 500 will be deducted from your salary, unless the costs of repairing the damage are lower than the excess.

When you return the car, either because you are leaving or because this car is allocated to another temporary worker, it must be clean and have a full tank. Together with the person collecting the car, you will check the car for damage. Any damage will be indicated on the car contract. Make sure you read the car contract carefully before signing it.

Bicycles

These are provided free of charge for commuting.

Driving your own car in the Netherlands

If you come to the Netherlands from your home country in your own vehicle, you must report this to the recruitment office in advance. The various residential facilities of GOODMORNING Facility BV only have a limited number of parking spaces available. If you come in your own car and live at Stella Maris, you have to pay a parking fee of EUR 5.00 per week. Parking in the residential areas surrounding these locations is not permitted. GOODMORNING wants to avoid any inconvenience to the immediate surroundings as much as possible, but you also run the risk of a parking fine and/or having your car towed.

GOODMORNING shall not be liable for damages to vehicles parked on its premises or in the vicinity of its properties.

In certain cases, you will have to pay road tax in the Netherlands and insure the car in the Netherlands. Furthermore, you may have to pay private motor vehicle and motorcycle tax. This is your own responsibility.

6. Health costs

Health insurance

Everyone who works or lives in the Netherlands is required to take out health insurance. This also applies to you. Basic health insurance covers the costs of GP visits, specialist visits, prescribed medication and hospitalisation. When you opt for the health insurance arranged by GOODMORNING, you are insured for death and repatriation (transport of the deceased to the home country).

You have three options:

1. Take out private health insurance and provide proof to us;
 2. Holland Zorg. The premium is € 33.50 per week in 2023, and you will have no excess;
 3. Zorg en Zekerheid. The premium in 2021 is € 32.98 per week, and you will have no excess.
- The premium will be deducted from your net salary every week. This premium also covers the (statutory) excess. GOODMORNING will take care of signing you up and out for healthcare insurance and will take care of payments.

In the Netherlands, you are obliged to be insured for healthcare as soon as you have a so-called 'wage component', which means that the health insurance premium will not only be deducted if you actually live and work in the Netherlands, but also when you are on holiday and receive paid leave and/or holiday pay.

Healthcare benefit

You can apply to a so-called healthcare benefit through the Dutch Tax and Customs Administration. You are entitled to the healthcare benefit if you meet a number of conditions. **If you want to receive a healthcare benefit, you can apply for it on www.zorgtoeslag.nl.**

After applying, you are still responsible for passing on any changes in time, such as:

- Leaving GOODMORNING.
- Moving in with your partner or getting married.
- Separating from your partner.
- Changes to your income or your partner's income.
- Returning to your home country.
- Changing your bank account number.
- You want to stop receiving the healthcare benefit.

GOODMORNING shall not be liable in any way for incorrect data provision or for non-receipt or recovery of the healthcare benefit by the Dutch Tax and Customs Administration.

7. Important rules

Main work rules:

As an employee, you are required to follow the rules and code of conduct of both the client and of GOODMORNING:

- You must always be able to identify yourself at work;
- You must always wear work boots and observe the safety regulations of both the client and GOODMORNING;
- If the client provides personal protective equipment, you are required to use it;
- The use of alcohol and/or drugs, or being under the influence of such, is strictly prohibited;
- You must call in sick on time and in accordance with the relevant procedure;
- Refusal to work without a valid reason is not allowed;
- You should always follow the procedures for requesting time off, arrival and departure;
- You must be at work on time. Absence, tardiness or leaving without requesting permission and/or a valid reason is not allowed;
- In case of questions and/or uncertainties about the work, you should immediately contact your supervisor at the client's organisation.

Main accommodation rules:

As an employee, you must follow a number of rules regarding accommodation. These rules are also specified in the accommodation regulations:

- Please bear in mind that you also live with other people and neighbours;
- Do not cause any (noise) nuisance. Be mindful of your fellow residents and neighbours;
- It is forbidden to smoke in the accommodation;
- Using or selling drugs in the accommodation is strictly prohibited;
- Keep the house clean;
- Be careful with the accommodation and the furniture;
- Only park your car in the designated parking spots;
- Damage must be reported immediately;
- Do not let strangers into the house to prevent possible theft;
- We will report any theft/handling of stolen goods to the police;
- Waste must be disposed of properly and correctly.
- Oil, grease and coffee grounds should not be washed down the sink, shower or toilet.

Failure to comply with the above rules regarding work and/or residence may result in official warnings or direct dismissal. Any violation will be included in your file.

Sexual harassment, aggressive behaviour and violence

GOODMORNING wants to provide its employees with a healthy and peaceful place to live and work. One of the conditions for this is the prevention of sexual harassment and intimidation. Both are therefore entirely unacceptable. If you are found to engage in sexual harassment and intimidation, far-reaching disciplinary action will be taken. On top of that, we will also report it to the police, if necessary or desirable. This also applies to aggressive behaviour, discrimination and violence. If you encounter any of the above, please notify the helpdesk as soon as possible (see item 9 - communicating via the app). GOODMORNING will then conduct an investigation and take action depending on the outcome.

8. Services

We assume that you take the rules in this handbook to heart and that you follow them at all times.

Important numbers

Reception at accommodation locations

Stella Maris (Welberg)	+31 (0)167-52 65 20
De Lus (Zwijndrecht)	+31 (0)88-50 08 877
Cubepark (Terneuzen)	+31 (0)115-79 30 01

Flex coordinators' office

Stella Maris (Welberg)	+31 (0)88-50 08 870
De Lus (Zwijndrecht)	+31 (0)88-50 08 877
Cubepark (Terneuzen)	+31 (0)115-79 30 01

Recruitment agencies Poland

Złotów	+48 67 263 51 60	infoPL@goodmorning.eu
Olsztyn	+48 69 642 78 69	olsztyn@goodmorning.pl
Trzebnica	+48 71 312 10 67	trzebnica@goodmorning.pl
Lublin	+48 60 690 13 01	lublin@goodmorning.pl
Chełm	+48 69 461 38 42	chelm@goodmorning.pl

Recruitment offices Romania

Suceava	+40 75 825 10 12	infofor@goodmorning.eu
	+40 74 128 99 23	
	+40 75 295 63 01	
	+40 78 771 79 00	
Satu Mare	+40 78 729 90 70	infofor@goodmorning.eu
	+40 78 727 49 62	
	+40 78 317 99 49	
	+40 71 103 10 06	

Recruitment offices Spain

Alicante	+34 61 303 28 93	infoes@goodmorning.eu
	+34 61 303 28 94	

9. Privacy statement

On 25 May 2018, the General Data Protection Regulation (GDPR) came into force. The GDPR contains new privacy rules with the main objective of protecting your personal data even better. To comply with the GDPR, we amended our Privacy Statement.

Goodmorning processes your personal data for e.g. salary payments, but also for your pension and disability insurance. The updated Privacy Statement describes how we process your personal data in more detail. Of course, all personal data is in safe hands with us.

Our Privacy Statement can be found at www.goodmorning.nl

10. Plan4Flex app handbook

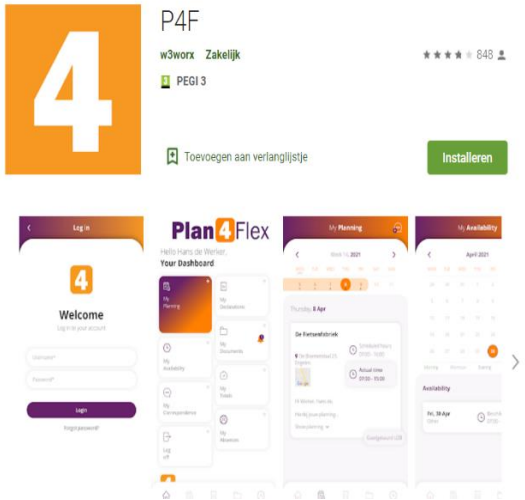

Congratulations! You are employed by GOODMORNING and have received an instruction email on how to install the app. In this email you will receive a password that you can personalize in the app. If you have not received an instruction e-mail, please contact the office where you applied as soon as possible. The communication will take place in the Plan4Flex app. This app is best opened on your smartphone or tablet.

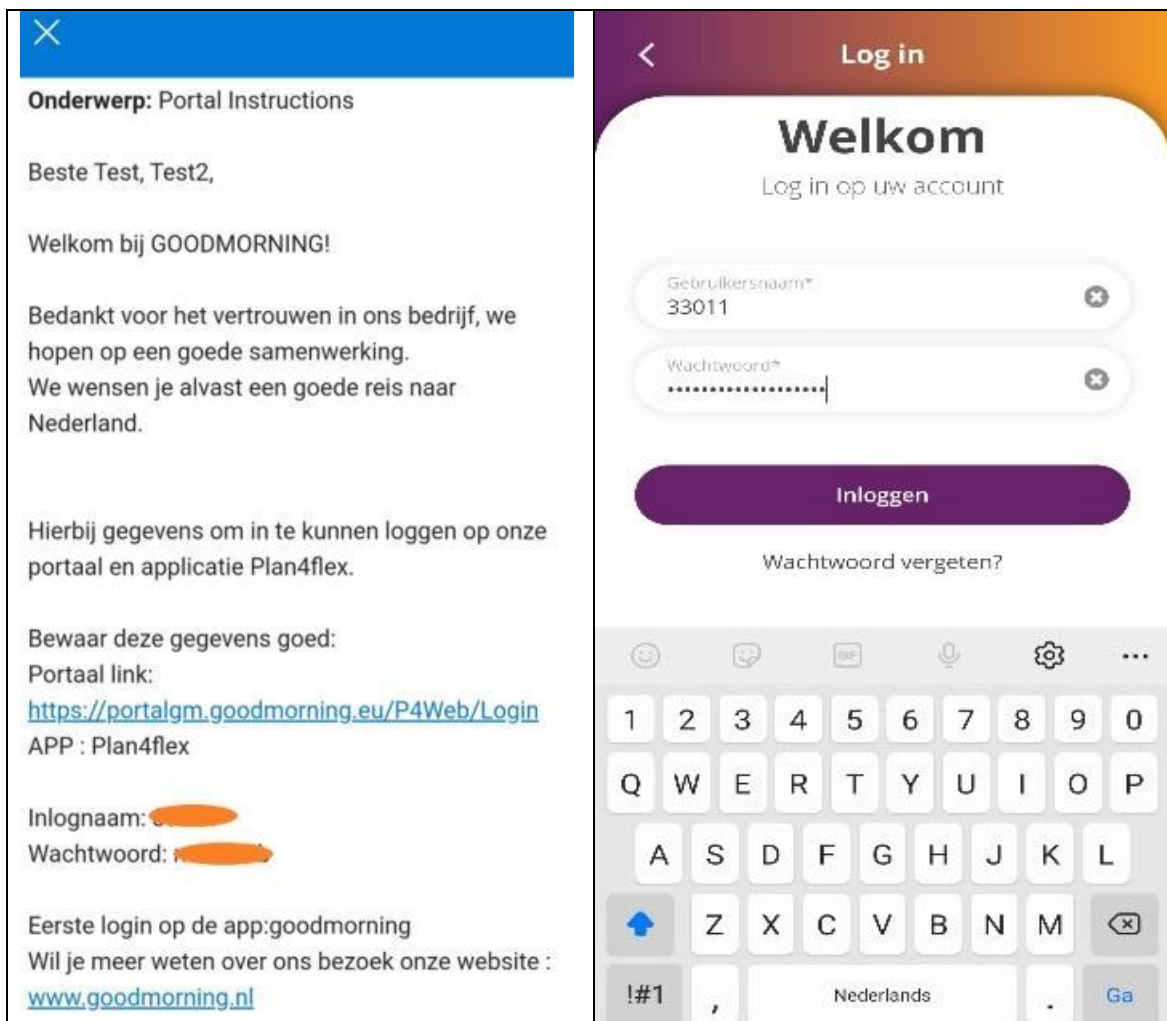
We do our utmost to provide you with an answer within 2 working days. Depending on the issue, you will receive an answer with the final solution within 10 working days.

You will receive a notification if GOODMORNING has answered your message, change in the schedule or a document has been placed. You can recognize a notification by an orange circle near the icon.

Various matters are arranged and communicated in the app. You can think of:

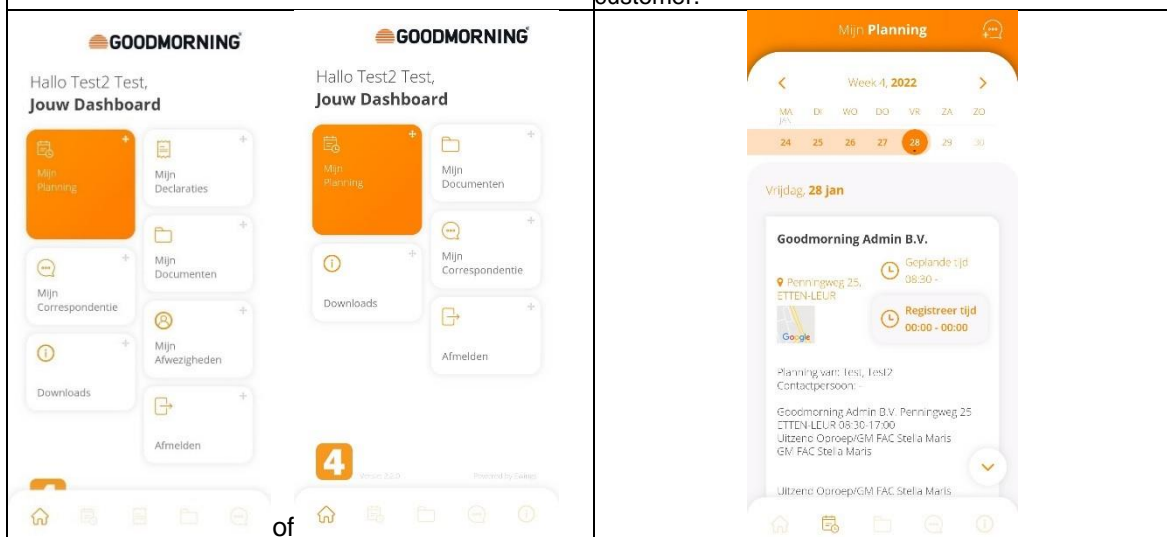
- ✓ My schedule: you can see when, where and at what time you are scheduled.
- ✓ My correspondences: here you can ask your question and we will send you messages. You can write a short clear message with the correspondences about which your question is about and add photos. In order to serve you as quickly as possible, it is important that you choose the right type of subject.
 - Facility: reports about transport, cars, homes, defects, damages, etc.
 - Helpdesk: other questions.
 - Planning: questions about the work.
 - Holiday request: requests for holidays.
- ✓ Downloads: You go via a link to our website where you will find the important documents such as the collective labour agreement, handbook, safety brochure, ODV, Arena, health insurance declaration and the FAQ. At the top you can choose your language and by swiping to the right you can choose information, accommodation, communication to work, in the Netherlands, downloads.
- ✓ My documents: employment contract, rental agreement, payslips, annual statements, etc.
You must sign the documents digitally. When opening documents, your password is requested for your privacy.



<p>Step 1. Download the Plan4Flex app.</p>	<p>Step 2. Open the Plan4Flex app. Enter "Goodmorning" at customer code.</p>
	
<p>Step 4. Open the instruction email in your mailbox.</p>	<p>Step 5. Enter the username and password you received in your instruction email. Then click on "Login". In the next screen you will be asked to choose a personal password. This must be entered twice. Write down the personal password for yourself.</p>

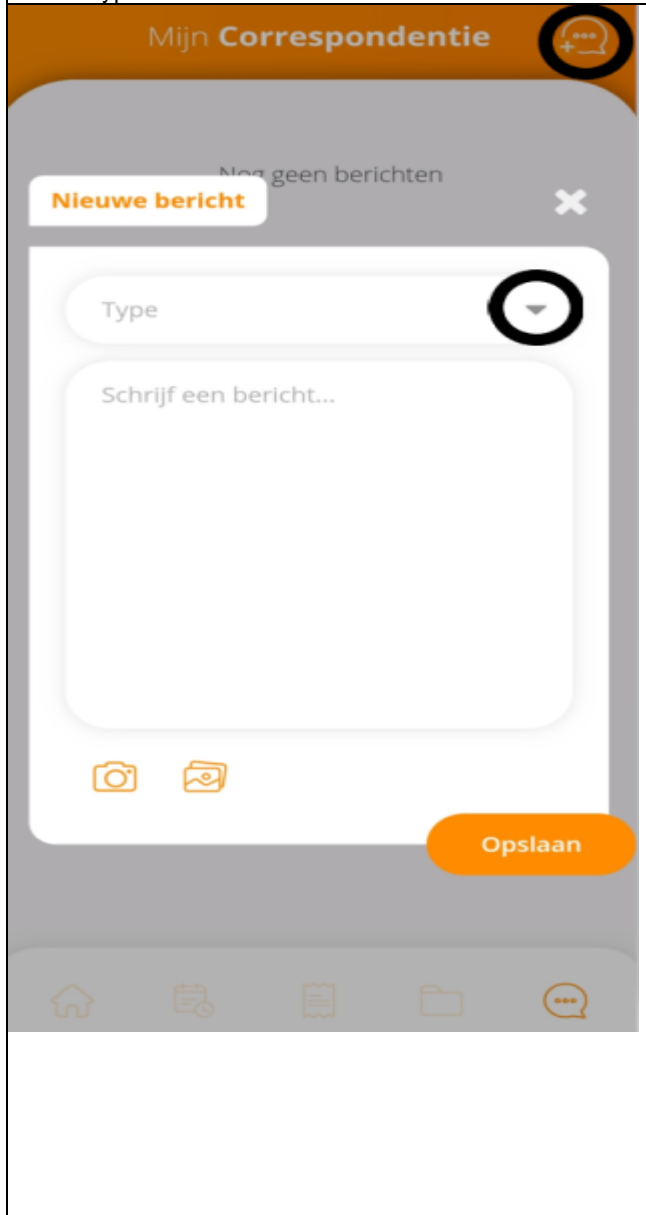


Step 6.
 After you logged in, you can immediately see the main menu. From here you can access different sections from the app.

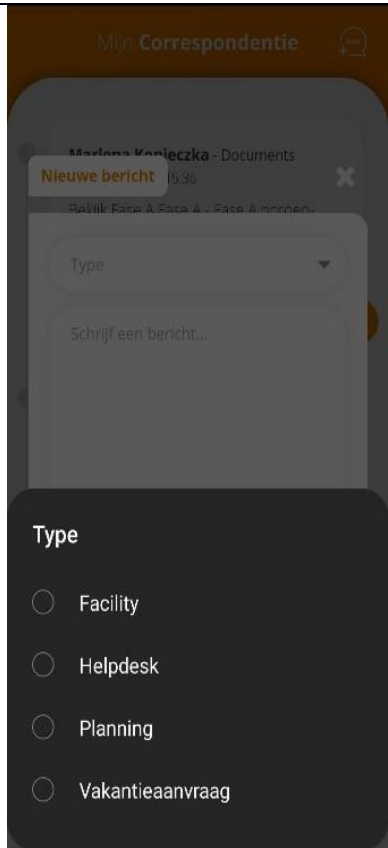
Planning
 When you open “My schedule” from the main menu, the current day of the week is displayed. Below, you will find the working hours, lines and the location of the customer.



My correspondence – Step 1.
 Open My correspondence in the main menu. Click on the top right  then it opens the screen below.. Then click  behind Type.



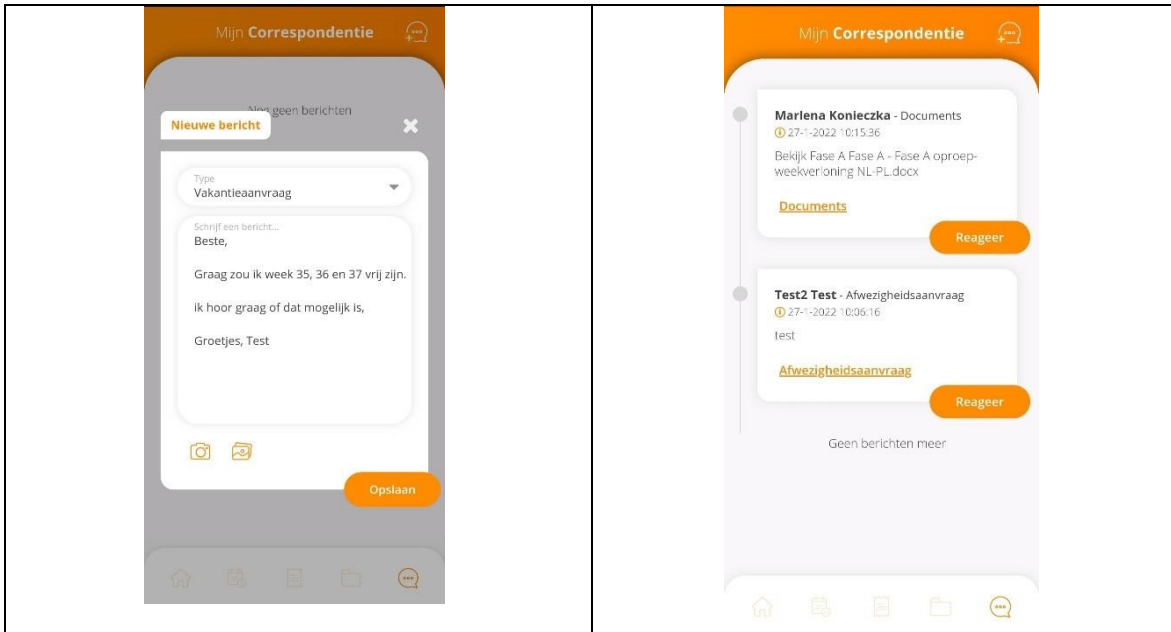
My correspondence – Step 2.
 Click on the topic you are interested in from the drop-down menu.



Page Break

My correspondence – Step 3.
 Describe your message/ question as clearly as possible. Then click on “Save”.

My correspondence – Step 4.
 In “My correspondence” you will see an overview of the messages you sent and the replies you will receive. In addition, there are also messages from GOODMORNING to you, such as new documents, new planning and questions or announcements.

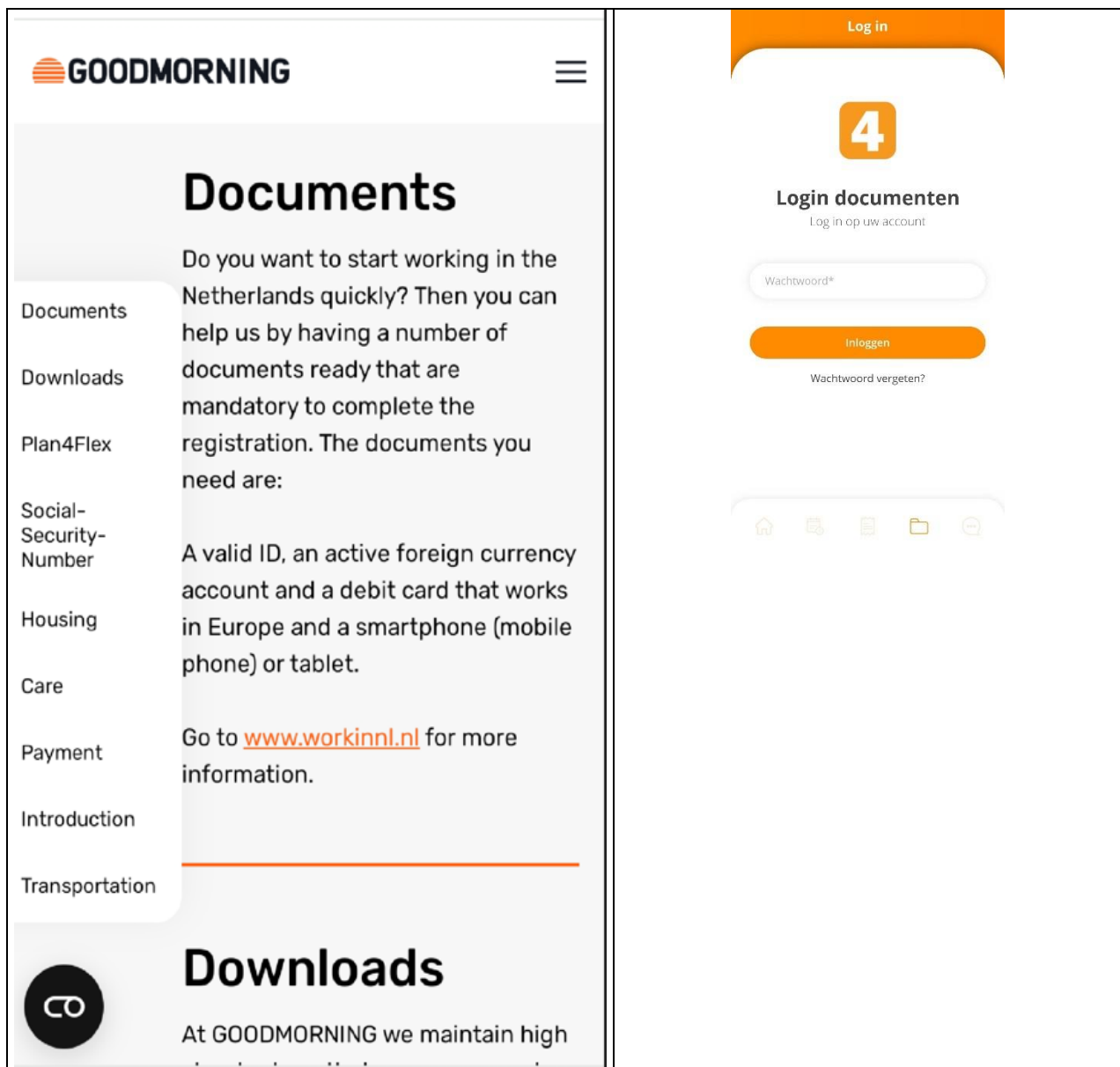


Downloads.

Clicking on “Downloads” in the main menu will take you to our website. At the top you can choose your language (1) and you can swipe from left to right (2) to take in all the informations and go to the documents.

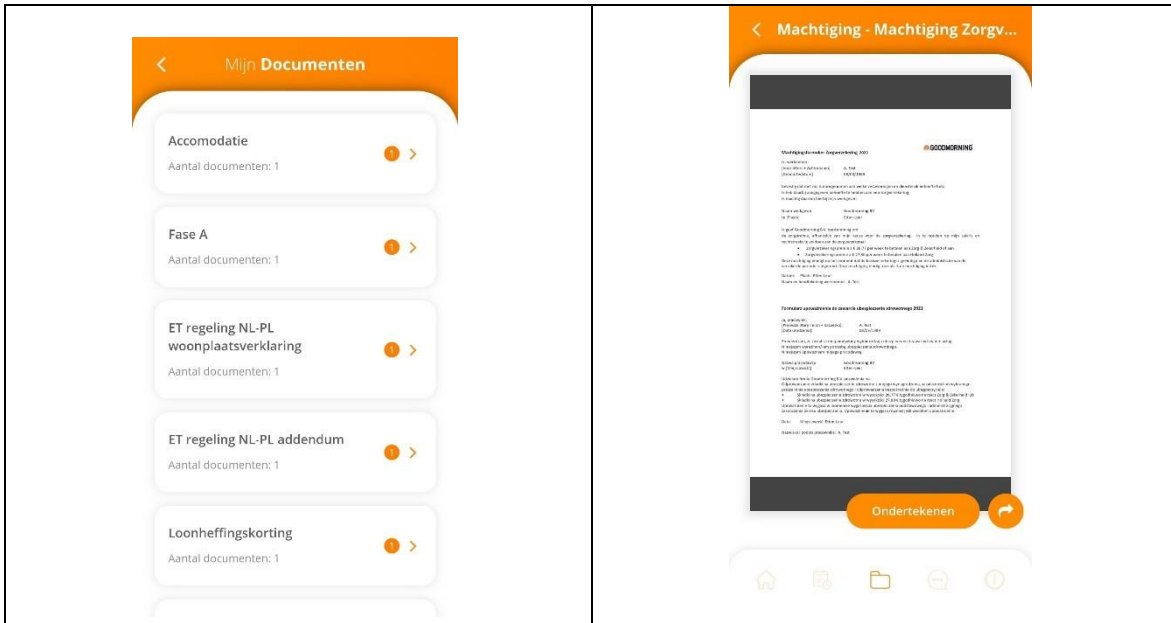
My documents – Step 1.

Click on “My Documents” in the main menu. You must enter your password in connection with privacy. The app then opens an overview with your personal documents.




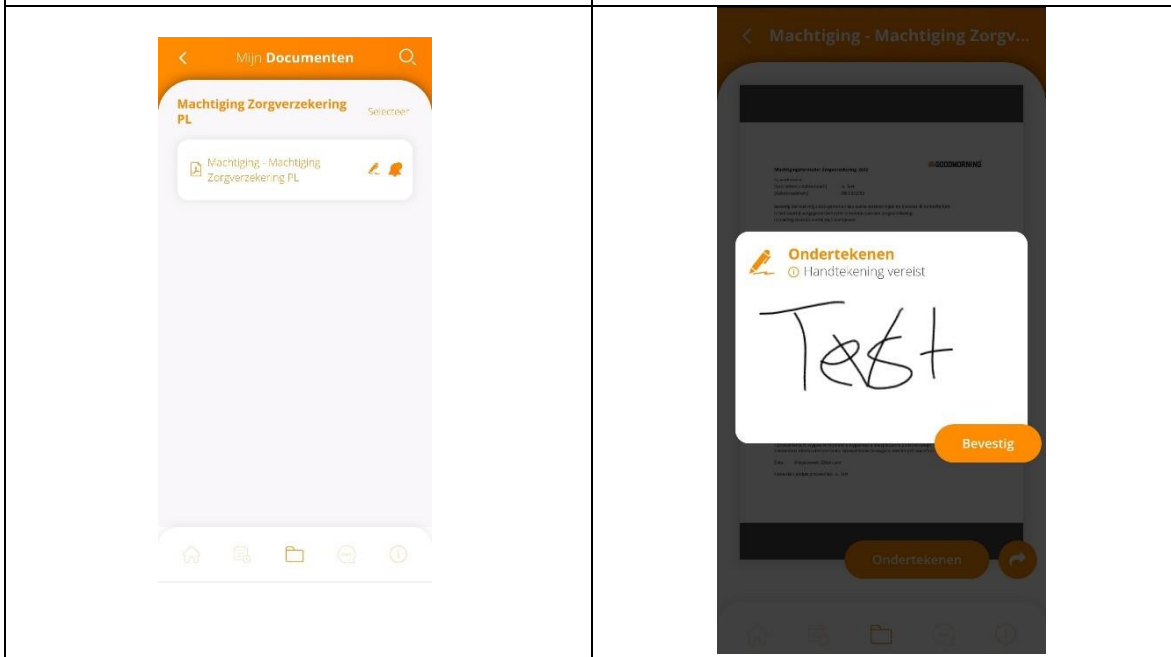
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<p>My documents – Step 2. You now have an overview of all the documents that GOODMORNING prepared for you. Open these documents and sign where necessary. New documents have an orange circle, this means you need to access and sign them. <u>Not signing the documents may have consequences for your salary.</u></p>	<p>My documents – Step 3. The document will open when you click on it. You should read the document thoroughly. If it says “Sign” below the document, click on it.</p>
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My documents – Step 4.

Click on the pen  .



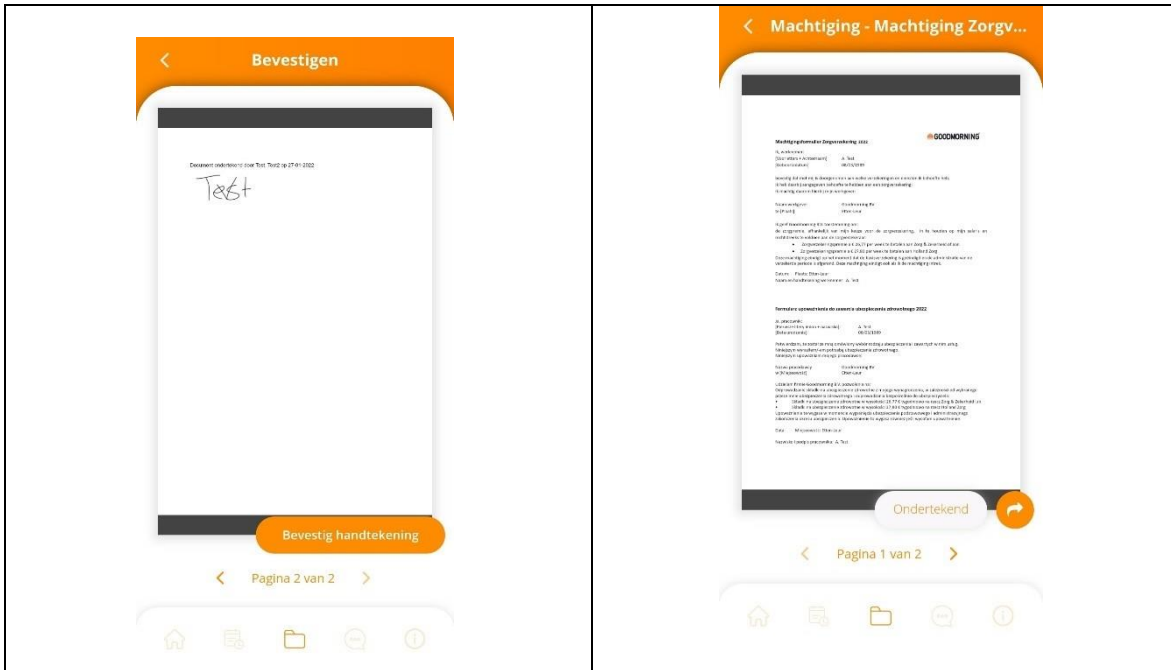
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My documents – Step 6.

You will see a documnets where you need to put your signature. Click “Confirm signature” on the bottom right.

My documents – Step 7.

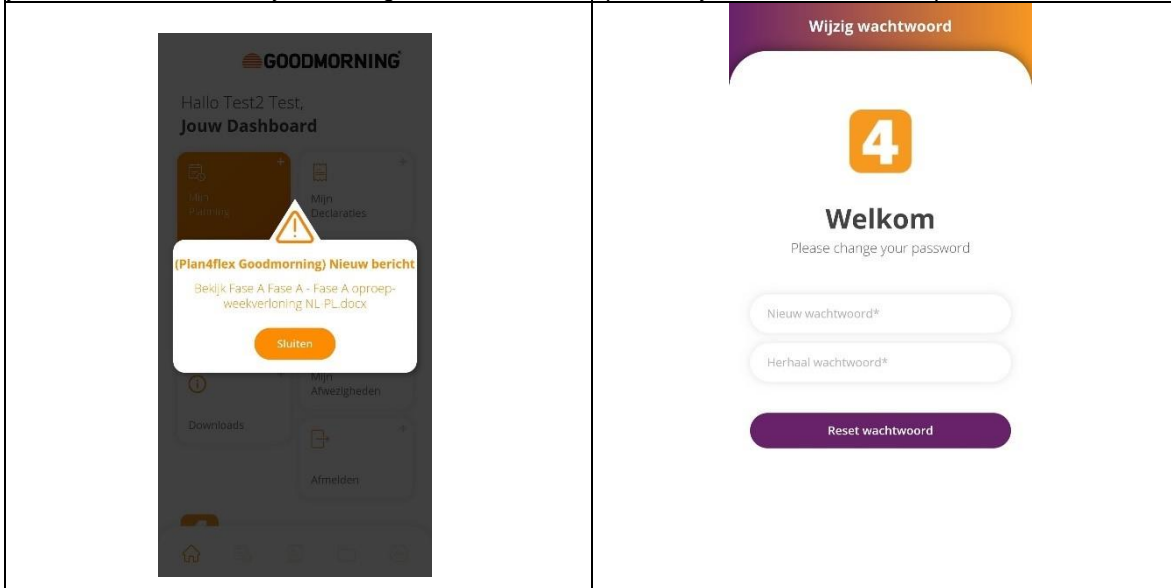
You will now see that the documnets is signed. At the bottom it says “Signed”. You will also receive a confirmation by email.



Page Break

Notification. If GOODMORNIND will send you a message, a new document etc, you will receive a push notification, if you have enabled this in your setting.

Change password. If your forgot your password, click on “Forgot password” at the login screen. Another screen will open and you can create a new password.



Log out/ Sign out. Click on “Sign out” on the main screen. A new screen will open asking if you are sure you want to log out, click on “Yes”. You are now logged out.

