

## 1. Introduction

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 With the publication of this version of the handbook, all previous versions are no longer valid.

For Goodmorning 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. Goodmorning is a certified organization for the SNA, SNF and NEN 4400.

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

## 2. Arrival procedure for everybody

### 2.1. Before you come to the Netherlands

- Make sure that you have been in contact with the Recruitment & Selection office in your own country
- The data such as email address, telephone number and bank account number have been checked
- It has been confirmed that you can come to the Netherlands

### 2.2. Arrival

New employees are welcomed in the weekend at Stella Maris, 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. Depending on where you work, you may be moved to a residential location closer to work during the weekend or on Monday. The introduction in Stella Maris will follow on Monday. If you no longer live at Stella Maris, you can watch the introductory video on the Plan4Flex APP. If you have any questions, you can ask them via the Plan4Flex APP under My correspondence.

If you are returning from vacation or have worked at Goodmorning before, you should arrive during the weekend and inform Recruitment NL about where and when you will arrive (whether at Stella Maris or another location).

## 3. BSN

In the first week the goal is to ensure that you have a BSN. You will be informed about this by the Support Coordinator

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

If we pay wages without BSN, we are obliged to apply a tax rate of 52%.

## 4. Salary / Advance

Every Friday we pay the hours from the week before. So, for example, in week 15 you get paid the hours from week 14.

Salary will be paid in EUR in your bank account which accept the transfer of euros. Payments to foreign bank accounts take longer and could be delayed. You can find your pay slips in the P4F app, in the ‘My Documents’ section. Remarks on your pay slip (e.g. incorrect hours) should be reported within 4 weeks.

## 5. At work

The safety rules of the company where you work will be shared with you in advance. Read this carefully before you start. These may be placed under “My Documents”, and you will need to sign them so that we know you have read them. 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. We expect you to be present 15 minutes in advance. The company has made agreements about break times and the end time of your work. You cannot deviate from this yourself. You can only leave from work if you provide a good reason for this in time.

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 20:00 every day, so that your intermediary or Support coordinator can contact you if necessary. Make sure that GOODMORNING always has your correct phone number. If your telephone number changes, please report this via the Plan4Flex APP.

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.

### 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.

## 6. Pension

Every temporary worker aged 18 or over who works at GOODMORNING is automatically registered for the STiPP PLUS pension fund for the temporary employment sector. Participation in the pension scheme is mandatory. GOODMORNING pays 2/3 part (8%) of the total premium withholding and you pay 1/3 part (4%) of the premium. This part is withheld from your wages. The pension scheme at STiPP is a defined contribution scheme. This means that you build up pension capital. This money is invested. The money invested and the investment result together form the pension capital. When you retire, the pension capital is converted into a lifelong pension benefit.

You can log in via DigD via the website <https://www.stippensioen.nl/#werknemer> and have your personal data adjusted. When you reach the Dutch retirement age, it is important that your personal details are up to date so that STiPP can pay out your accrued pension.

## **7. 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 Support 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 paid leave (holiday hours). Your second day of absence will then be your first sick day. The first day of illness is a waiting day. We do not have to pay wages for a waiting day. You can receive a waiting day a maximum of once every 4 weeks.

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. We follow the law Poortwachter for sickness.

You are obliged to do the following:

- Take good care of yourself so you can recover
- After a few weeks of illness you will be called to see the company doctor
- You are obliged to follow the agreements
- The company doctor assesses your illness and indicates your options for recovery
- You cooperate in the possibilities for recovery

## **8. Holidays**

### **8.1 Public holidays**

The conditions for qualifying for a paid holiday (Monday to Friday) under the collective labor agreement are:

- if the employee has worked at least seven times on the relevant day of the week in a period of thirteen consecutive weeks immediately preceding the relevant day.
- for new employees who have not yet worked thirteen consecutive weeks, but who have worked for more than half of the number of weeks with the employee on the day in question

### **8.2 Holiday procedure**

You accrue statutory leave (holiday hours) on a weekly basis and you can see on your pay slip how many hours of statutory leave you have. If you are not available to work and you have not worked 38 hours, you must take statutory leave (holiday hours). You can request vacation time via the Plan4Flex APP under My absences.

The agreement remains that you must request a vacation at least 2 weeks in advance. Try to keep this in mind. If you would like to reserve your room, you must do so via the APP correspondence under message type Planning.

If you want to go on vacation for more than 4 weeks or return to your country of residence, discuss this with your intermediary. If you have not built-up sufficient holiday hours, you can request unpaid leave hours. If you are unable to work for a longer period, you must request dismissal.

You must report to the recruitment NL one week before you want to return from holiday. In consultation you will be placed where work is available. This may also be at another work location.

### 8.3 Annual leave

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

## 9. Termination of employment

If you wish to terminate your employment, you must give notice well in advance. The notice period you must apply can vary from 7 to 28 calendar days in accordance with the ABU Collective Labor Agreement. If you have a contract with an obligation to work, we cannot always give you a longer period of time off. If you are unavailable for a longer period of time, you can resign after you have taken the holiday hours.

You can indicate via the APP correspondence that you wish to terminate your employment. An ODV document will then be prepared for you in the Plan4Flex APP. Here you can indicate on which date in the future you want to terminate the contract. After signing, we will communicate this internally.

## 10. Cars

### 10.1 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. 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.

### 10.2 Transport Goodmorning

If you live in an accommodation form LPC Facility, we will also take care of your commute. What kind of transport is provided depends on the commute distance.

At Goodmorning there are fixed rules regarding the type of transport for the distance between home and work

Distance between home and work	Transport
0-10 km	Bike
10-15 km	Electric Bike
More then 15 km	Car

Of course, you are not obliged to use the transport provided by GOODMORNING.

If t you travel by car and 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.

In the accommodation you can find the information for your transport schedule. For questions about this ask the Support Coordinator.

### 10.3 Driver Goodmorning

If you have indicated to one of our recruitment offices that you are in possession of a valid driving license 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. Traffic fines are settled with the driver's salary. The driver is responsible for paying the traffic fine.

#### 10.3.1 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. Refueling along the motorway is therefore NOT possible. In each car, there are comprehensive instructions on how to use the fuel card.

#### 10.3.2 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 Support coordinator on a weekly basis. There is a deductible for damages of €150.00.

It is permitted to drive up to 9 kilometers per week in the allocated car for private purposes. For each additional kilometer 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 behavior.

If you drive more than 9 kilometers per week we have to deduct tax (Bijtellings auto). You will pay tax on 25% of the purchase value of the car. We call this car addition. For example, on the pay slip you will see an amount of €71.85 in the 2nd column. You only pay tax on this amount. If you drive privately less than 9 km per week on average during the calendar year, the car addition will be corrected after the end of the calendar year.

### 10.4 Bicycles

You rent this from Goodmorning for cycling to work. The rent is €0.00. The employee who rents the bike is fully responsible for the item. If there is damage or parts need to be replaced upon return, the costs will be charged. A deposit is due for the bicycle. The deposit is €100,= for a city bike, €150,= for a bike with gears and €350,= for an electric bike. The deposit will not be collected but will only be used afterwards if there are costs for replacing parts when returning the bike. The renter can drive and use the bike privately. It is up to GOODMORNING to add and pay an amount as a private addition for the bikes. It is prohibited to make the bike available to third parties. Traffic fines are settled with the renter's salary. The renter is responsible for paying the traffic fine.

Distance between home and work	Transport
0-10 km	Bike
10-15 km	Electric Bike

## **11. Health Care**

### **11.1 Health insurance**

Everyone who works or lives in the Netherlands is required to have a health insurance. This also applies to you. Basic health insurance covers the costs of GP visits, specialist visits, prescribed medication and hospitalization. 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 € 38,01 per week in 2025, and you will have no excess;
  3. Zorg en Zekerheid. The premium in 2025 is € 38,02 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.

### **11.2 Healthcare benefit**

Healthcare allowance is compensation for healthcare costs if you do not have a high income. The conditions and amount of healthcare allowance are determined annually by the government. You can apply for healthcare allowance via Goodmorning applications. Through the APP correspondence you can receive information about the conditions and request an authorization in which we will apply for the Healthcare Allowance for you.

### **11.3 General practitioner care in the Netherlands**

In the Netherlands there is a shortage of GPs, which means that the practices are full. If you live in Steenbergen (Stella Maris), Hoeven or Etten-Leur, only the Arene GP practice is available. This uses an APP. See arene.nl

## **12. Discrimination, intimidation, bullying, aggression and violence**

Psychosocial work burden (PSA): the burden experienced by employees as a result of undesirable behavior such as discrimination, intimidation, bullying, aggression and violence at work.

Management ensures a safe working environment in which employees feel supported to report incidents in the field of PSA. Employees can report this to their Intermediary and can also contact the confidential counselor. In the event of a violation of the provisions of this protocol, the employer has the right to impose sanctions, depending on the severity of the violation, Article 10 of the disciplinary measures regulations, in accordance with Article 7:629 of the Civil Code.

## **13. Alcohol, drugs and medication policy**

It is prohibited to consume alcohol or be under the influence of alcohol or other narcotics while at work. It is also prohibited to possess alcohol and drugs at work. The use of medications that can affect consciousness is permitted, provided it is prescribed by a qualified physician. If employees use

medications that can affect consciousness, they must immediately report this to their manager. This is to guarantee safety on the work floor and to guarantee the quality of the work. In the event of a violation of the provisions of this protocol, the employer has the right to impose sanctions, depending on the severity of the violation, Article 10 of the disciplinary measures regulations, in accordance with Article 7:629 of the Civil Code.

#### **14. Confidential person**

Goodmorning has a confidential counselor "Safety Net" with 2 people appointed as confidential counselor. This gives the employee a choice of who he or she can contact. This can be done by email: [vertrouwenscommissie@goodmorning.eu](mailto:vertrouwenscommissie@goodmorning.eu)

The confidential counselor acts as a sounding board for employees and provides them with support and advice. The confidential counselor is there to help resolve complaints and offers a listening ear. She also advises whether or not the complaint should be filed or whether a discussion should take place with the perpetrator to resolve the problem.

#### **15. Code of conduct**

A code of conduct is the description of the desired behavior within the company. In this code of conduct we record how we expect our employees to interact with colleagues, customers, suppliers, acceptance policy with regard to gifts, takeovers and publishing information. In addition, the code of conduct contains rules about how the company wants to treat its employees and what the expectations are in terms of integrity and ethical conduct. The complete code of conduct can be found in the document Protocols at [www.goodmorning.nl](http://www.goodmorning.nl)

#### **16. Rules for disciplinary measures**

Goodmorning B.V. may impose a disciplinary measure on an employee who:

- a. acts contrary to the employment contract and/or the applicable rules within the organization, as laid down in the employment contract, employee manual and code of conduct;
- b. acts contrary to the law;
- c. commits a criminal offense.

Goodmorning B.V. conducts proper investigation before imposing a disciplinary measure. This in any case includes the application of adversarial hearing (where possible).

Goodmorning B.V. may – in addition to the legal options – impose the following disciplinary measures on the employee:

- a. A written warning.
- b. Deduction of vacation days.
- c. No bonus or reduction of bonus.
- d. Not giving a raise or promotion.
- e. Demotion
- f. Transfer
- g. Suspension or inactivation
- h. Fired immediately

#### **17. Whistleblower regulations**

If there is abuse, a violation or a risk of violation of a legal provision or internal rules of an employer, or a danger to public health, to the safety of persons, to damage to the environment or to proper functioning of the public service or a company as a result of an improper act or omission, this abuse can be reported. You can engage a confidential counselor for this. The complete whistleblower regulations can be found in the document Protocols at [www.goodmorning.nl](http://www.goodmorning.nl)

**18. 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](http://www.goodmorning.nl)