



Sickness absence protocol

1. Introduction

In accordance with the *Wet verbetering poortwachter* (WVP, Eligibility for Permanent Incapacity Benefit [Restrictions] Act), when an employee becomes incapacitated for work due to illness, Pay for People and the employee are jointly responsible for ensuring the employee resumes work as soon as possible.

This protocol outlines your rights and duties in case you become ill.

2. Sickness report

If you are ill, you must report this yourself before you are scheduled to start work, at the latest by 10:00 AM, by phoning (1) Pay for People, (2) your client, and (3) the intermediary. Pay for People can be contacted on +31 (0)10-3132810.

When reporting ill, you must state:

- The estimated length of your absence;
- The telephone number where you can be reached immediately;
- Whether your illness relates to pregnancy.

If you have to go home early from work due to illness, you must report this immediately by phoning Pay for People, your client, and the intermediary.

3. Late sickness report

Pay for People does not process sickness reports retroactively. You are entitled to receive sick pay as from the day on which you reported ill to Pay for People.

If you did not report ill and have since recovered, you are no longer entitled to any sick pay for the period in which you were ill.

If you were scheduled to work at the weekend, but were unable to do so because of illness, you can of course still report ill the following Monday.

4. Staying in contact while ill

A case manager will contact you as soon as possible after your sickness report is received. You have a duty to ensure you can be reached. You and the case manager will reach agreements concerning the subsequent contact.

5. Staying at a different address

If you are receiving treatment or are staying somewhere other than your own home during your illness, please report this to us. If you decide while you are ill to stay at a different address, you are also requested to phone your case manager immediately to inform them of this.

6. Company doctor

After reporting ill, you may be requested to go see the company doctor during consultation hours. You are required to attend this appointment. If you are unable to do so, or you have already returned to work, please report this by phoning Pay to People no more than 24 hours before the start of the appointment.

If, without cancelling the appointment and giving medical reasons, you do not show up during the consultation hours, you will be charged for the associated costs.



6.1 Open consultation hours

If you need advice concerning Occupational Health and Safety Service (OHSS), you can contact the OHSS of your own accord. This can be particularly useful if you are experiencing problems, but have not yet become incapacitated for work. One way to do this is by visiting the OHSS during the open consultation hours. You can request to visit our OHSS, Workingstyle, during the open consultation hours by phoning +31 (0)30 606 29 29 (select option 1, absence management).

7. Rights and duties

If you are ill, we trust you will take the necessary steps to recover, so you can return to work as quickly as possible. You are expected to play an active role in this process and to facilitate your own recovery wherever possible. You are expected to honour all of the commitments you have made in the context of your illness and absence management.

If your illness lasts longer than six weeks, a rehabilitation file will be created, in which all agreements reached and actions undertaken to promote your recovery and rehabilitation will be recorded. This must meet certain requirements, including as stipulated in the WVP.

8. Facilitating rehabilitation

You and Pay for People bear joint responsibility for your rehabilitation. While you are ill, you are required to do everything which can reasonably be expected of you to facilitate your rehabilitation and/or recovery. This must meet certain requirements, including as stipulated in the WVP. Other activities you are involved in must not hinder your recovery.

You are obliged to accept suitable work offered to you by or on behalf of Pay for People in the context of your rehabilitation.

While you are incapacitated for work, you are not permitted to do work for other parties or undertake activities that could hinder your recovery.

9. Recovery

As soon as you have recovered, please report this to Pay for People by phoning +31 (0)10-3132810. Please also report this to your client and intermediary. You do not need to wait for Pay for People's permission to return to work.

You may also partially resume your duties or perform alternative work. Keep in mind that you must adhere to the rules of this sickness absence protocol in respect of the hours in which you are still on sick leave.

10. Holiday

You must obtain written permission from Pay for People if you want to go on holiday while you are ill. Your request must be submitted in writing at least two weeks in advance via ziek@payforpeople.nl. If your holiday is deemed to be counter-productive to your recovery, your request will be rejected. If you go on holiday without permission, you will not receive any sick pay for that period.



10.1. Falling ill while on holiday

The same rules apply to reporting ill from abroad as reporting ill from the Netherlands. So if you become ill while on holiday, you must report this to Pay for People immediately on your first day of illness by phoning +31 (0)10-3132810.

You are also required to see a local doctor as soon as possible to obtain a medical certificate in English. Upon your return, you must submit this certificate to the OHSS. The certificate must include the following information:

- the nature of the illness;
- the course of the illness;
- the administered treatment;
- a certificate of unfitness to travel for medical reasons (if applicable).

11. Continued payment of wages during illness

Sick pay depends on your contract and the applicable collective labour agreement (CAO). You will receive the first payment within four to six weeks of reporting ill. Any subsequent payments will be made according to your usual payment period until the end of your contract.

Collective Labour Agreement for Temporary Agency Workers (ABU CAO) (phase A/B/C):

One waiting day and continued payment of 91% of the gross hourly wage based on your average number of hours worked over the last 13 weeks, taking into account your minimum number of contractual hours until the end of employment. During the second year of illness, you will be entitled to 80% continued payment of this wage.

Collective labour agreement of the Dutch Association of Intermediary Organizations and Temporary Employment Agencies (NBBU CAO) (phase 1/2/3/4):

One waiting day and continued payment of 90% of the gross hourly wage based on your average number of hours worked over the last 13 weeks, taking into account your minimum number of contractual hours until the end of employment. During the second year of illness, you will be entitled to 70% continued payment of the daily wage.

In certain cases, the continued payment of wages may be suspended or may even be terminated entirely. This may happen if you:

- hinder or delay your recovery through your own actions;
- refuse without sufficient grounds to do suitable work;
- refuse without sufficient grounds to cooperate with reasonable regulations or measures;
- refuse without sufficient grounds to cooperate with the preparation and implementation of an action plan.

12. Disputes and complaints

If you do not understand or do not agree with a decision taken by Pay for People, you can report this in writing via ziek@payforpeople.nl.

Any complaints may be filed in writing via communicatie@briskergroup.nl.

13. End of employment during illness

If your contract ends while you are ill, Pay for People will ensure you are registered with the appropriate body. They will provide you with the relevant written information.



14. Privacy

Your medical and privacy-sensitive information is handled with care. The OHSS will not disclose any medical information to third parties without your written permission.

15. Importance of this protocol

By following the above guidelines, you not only facilitate a speedy recovery, but also help ensure Pay for People can provide you with the appropriate supervision along the way.