

# Absence Protocol Randstad Payroll Solutions

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In the context of absenteeism prevention and guidance, Randstad Payroll Solutions and Randstad Payroll Publiek (both referred to below as Randstad) make use of the services of Health@Work (referred to below as H@W) and the company doctors of ArboNed.

### Procedure and regulations

**1.** If you are ill, you must report sick via My Randstad; at least half an hour before you start work, but no later than 10 am. This can be done under the tab 'My Health Matters' [Mijn Gezondheidszaken]. A voicemail or text message does not count as a sickness report. If the first day of illness falls on a weekend or public holiday and it is a working day, you can also report this digitally via My Randstad;. In addition, you must also report sick personally to the client where you are working. If your supervisor is not present at the time of the report, please leave a message on their voicemail and call them back during the course of the day.

**2.** During your sick leave you are under an obligation to reintegrate in accordance with the Eligibility for Permanent Incapacity Benefit (Restrictions) Act [Wet verbetering Poortwachter]. This means that you actively cooperate in your recovery and maintain regular contact with Randstad and your client. You must also be contactable during your sick leave so that the status, progress of your recovery and any possibilities for return to work can be discussed.

**3.** If you want to go on holiday during your sick leave, you need permission from Randstad. You must also inform H@W about your planned holiday. The holiday may not hinder your recovery. In case of doubt, H@W will engage a company doctor to make an assessment. The employees of H@W can be contacted on +31 (0)88) 126 9960.

**4.** If you become ill during your holiday, you must report sick immediately to both the client and digitally via My Randstad;. If it is not possible to access My Randstad, there is a telephone 'sickness report line; on +31 (0)88-1269960, option 1. You must also consult a doctor and request a medical certificate about the nature and duration of your illness. You must submit this certificate immediately after your return. In addition, you are requested to see a doctor to prepare a medical certificate. The certificate must be written in Dutch or English or translated into English or Dutch.

**5.** Together, we are responsible for your absence management. Together with your client, Randstad creates good conditions which allows you to do your job. You as an employee are responsible for your own employability, vitality, and health. You must do everything to support your recovery. Randstad will contact you during the first week of your sickness report and will guide you during this period. H@W will guide you after day 7 until your recovery notification. The frequency of the contact is tailored to the situation, taking into account your personal situation.

6. If your absence is expected to be long-term, you will be invited to a consultation with the company doctor. You are obliged to attend the consultation.  
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7. Your client, Randstad, H@W and the company doctor must all be able to contact you. If the above parties cannot contact you during your illness, this may have consequences for your continued payment of wages.

8. As soon as you are able to resume your work, you report that you have recovered to both the client and in My Randstad. At Randstad, this must be done no later than the first working day via My Randstad.

9. If you do not understand or disagree with a decision by the company doctor, please contact H@W immediately. It is possible to request an expert opinion from the UWV [Social Security Authorities]. A second opinion is also an option. More information can be found on [www.uwv.nl](http://www.uwv.nl).

If you become ill, you are in principle entitled to wages for two years (unless you leave your employment earlier). In a number of cases, your continued payment of wages may be suspended or even stopped. This can include the following situations:

- you caused the illness;
- you cannot be contacted by Randstad;
- your recovery is hindered or delayed by your actions;
- you refuse to accept suitable work without good reason;
- you refuse to cooperate with reasonable requirements or measures taken without proper justification;
- you refuse to cooperate with your reintegration efforts without good reason.

For you and for us, a speedy recovery is most important. By carefully following the above rules, you support this process, and we will be able to provide good guidance. After all, it is in your, the clients and Randstads interest that you can resume work as soon as possible.