

randstad policy

staff guide.



introduction.

As an employee, you are important to us. You are the proof that Randstad employs well-trained and enthusiastic people. Additionally, it is vital that you are well-informed about how things are organized at Randstad. This ensures you know exactly what is required of you and what you can expect from us. Together with the terms of employment and your employment contract, this employee handbook forms the basis of our collaboration. It contains the information you need when starting your work with us. If you would like to know more about a specific topic, please feel free to contact us.

Randstad Payroll Solutions

changes to the staff guide.

This employee handbook applies to payroll employees. The contents of this handbook have been compiled with great care.

Randstad reserves the right to unilaterally amend or supplement the content as necessary. These may be changes resulting from legislative updates or adjustments to existing schemes or procedures at Randstad. In doing so, Randstad will always assess whether the need or desire for change is sufficiently 'compelling' to justify a unilateral amendment. Naturally, you will always be informed of such changes or supplements. The works council is also involved in any amendments to the employee handbook.

The most recent version of the employee handbook can be found in My Randstad. Amendments to this handbook concern 'collective' changes—meaning changes that apply to all employees. The employee handbook is not the appropriate place for individual changes that affect only a single employee.

inhoud.

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1. general: definitions and contact details.

1.1 definitions

In de personeelsgids worden onderstaande begrippen veel gebruikt. In dit hoofdstuk geven we aan wat deze begrippen betekenen.

you/payroller

The terms listed below are frequently used throughout this employee handbook. In this chapter, we explain the meaning of these terms.

we

Your employer. Formally this is Randstad Payroll Solutions bv or Randstad Payroll Publiek bv.

employment contract

An employment contract as referred to in article 7:692 of the Dutch Civil Code. In legal terms, this is referred to as a payroll agreement.

on-call contract

The agreement as referred to in Article 7:628a paragraph 9 of the Dutch Civil Code. In short, you have an on-call contract (oproepovereenkomst) if:

- a flexible scope of work has been agreed upon with you, meaning: no fixed number of hours per week, period, or month*; and/or
- you are not entitled to wages if you are not actually performing work through us.

* It is possible that a fixed number of hours over a longer period has been agreed upon, for example, 13 weeks or one year. In that case, it is not considered an on-call contract if the salary payments are spread evenly over that period. For example: you have a contract for 1,456 hours per year and you are paid a weekly average of 28 hours.

contact

Your contact at Randstad. See section 1.2 for the Randstad contact details.

supervisor

Your manager or contact at the client.

client

The company or institution where you are employed.

the internet portal

By this, we mean Mijn Randstad, the private section of the website of Randstad Netherlands and its subsidiaries, as far as accessible to you. Once you have registered online, you can activate your personal Mijn Randstad account via the link sent to you by email. Here, you will find your personal details, your payslips and annual statements, the most recent version of the Employee Handbook, the confirmations of your employment contract(s), assignment confirmations, and a wealth of other relevant information. You can also submit your timesheets here.

For some clients, we also use 'Youforce'. If this applies to you, you will be informed by email before starting your work and will receive an explanation of how it works. You will also find a link to Youforce within the web portal.

1.2 contact details

In the employee handbook, we frequently refer to your 'contact person.' By this, we mean our Service Teams. You can reach our Service Teams as follows:

- by phone: 020- 398 9030
- in writing: via our contact forms:
 - [Contact form for employees with monthly payroll](#)
 - [Contact form for employees with weekly or 4-weekly payroll](#)

2. getting started.

2.1 your employment contract

2.1.1 employment contract or payroll agreement

In legal terms, the employment contract between you and Randstad is defined as a 'payroll agreement'. You were referred to Randstad by your client, and at your client's request, we have entered into an employment contract with you. Subsequently, you are seconded by Randstad to your client to perform work under the supervision and direction of that client. Throughout the remainder of this employee handbook, we will refer to this as the employment contract.

The (confirmation of the) employment contract governs the employment relationship between you and Randstad. In other words: the rights and obligations that both parties have toward one another.

2.1.2 formation

Once you have been registered with Randstad by your client and you have signed the terms of employment, we will assess whether all conditions are met and if your employment can commence. Your employment contract with Randstad only comes into effect once we have confirmed it in writing.

The agreements regarding your employment contract are confirmed digitally by Randstad. This confirmation is displayed in the web portal. You will receive an email whenever a (new) confirmation is posted. If you believe the details are incorrect, you must notify us as soon as possible, but no later than 5 (calendar) days after the confirmation has been uploaded to the portal. Please use the dedicated button in the portal for this purpose. If that is not possible, please send us a message. If you do not respond within five days of receipt, Randstad will assume that the content of the confirmation is correct. You will then no longer be able to object to the confirmation after the fact. A different process applies if we enter into an open-ended employment contract (permanent contract). In that case, you will receive the contract from us via email, and we will ask you to sign it digitally within five calendar days.

Consequently, much of the communication regarding your employment contracts takes place via email and/or the web portal. Therefore, please ensure that Randstad always has your most recent email address, and regularly check both the portal and your spam filter. Emails from unknown or general addresses can sometimes end up in spam. If you find that Randstad's emails are being filtered as spam, please take the necessary steps to prevent this in the future.

2.1.3 contents of employment contract

In the (confirmation of the) employment contract, we establish agreements regarding, among other things, the duration, the scope of work, any applicable probationary period, and the position you will initially hold.

In the confirmation of assignment (which generally has the same duration as the employment contract), you can find, for example, the salary you will initially earn and which Collective Labour Agreement (CAO) and/or terms of employment scheme of the client apply.

If you believe the confirmation of assignment does not provide a correct or complete representation of the agreements made, you must notify your contact person in writing or by email as soon as possible, but no later than 5 days after the confirmation of assignment has been posted in the web portal. If you wait too long to raise a comment regarding the content of the confirmation of assignment, it is usually no longer possible to adjust the confirmation—even if the comment itself is justified. Therefore, if you do not respond within five days of receipt, Randstad will assume that the content of the confirmation of assignment is correct, and it will apply for the entire duration of the assignment.

2.1.4 scope of work

By the term scope of work (*arbeidsomvang*), we mean the number of hours for which you are employed by us. Usually, the scope of work is expressed as a number of hours per week. However, it can also be expressed over longer periods, such as per four weeks, per month, or per year. This depends on what is agreed upon in your specific situation.

You may have either a fixed or a flexible scope of work.

fixed scope of work

If you have a fixed scope of work, your employment contract confirmation will specify a set number of hours—for example, 32 hours per week or 100 hours per month.

flexible scope of work

It may be the case that a flexible scope of work is included in your employment contract confirmation. For instance, it may state that the scope of work is determined in consultation, or that you have a minimum and maximum scope of work per week, per 4 weeks, or per month. In the case of a min/max agreement, you declare that you are willing and available to work for us up to any agreed maximum number of hours. The minimum number of hours is determined based on your availability and/or the standard baseline workload at the client.

If you have a flexible scope of work, you have an on-call contract (oproepovereenkomst). You can read what this means for you in the Working Hours section. If you have an on-call contract, you can expect a suitable offer for a fixed scope of work from us no later than the 13th month of your employment.

2.1.5 probationary period

Your employment contract confirmation states whether a probationary period has been agreed upon and what its duration is. A probationary period allows both you and us, for a limited time, the possibility to terminate the employment contract unilaterally and with immediate effect. No probationary period may be agreed upon in contracts of 6 months or shorter. If a probationary period is nonetheless included, it is not legally valid.

2.1.6 position

A position (job title) is specified in your employment contract confirmation. This is the role in which you will, in principle, start and continue working for the client through us. However, it may happen that, unexpectedly, there is little or no work available for you in that position for a shorter or longer period. In such cases, the client or Randstad may require you to accept suitable alternative work.

When searching for suitable alternative work, we will, of course, try to take your wishes and capabilities into account as much as possible. However, we cannot guarantee that this will always be successful. Consequently, you may find yourself performing different work in another department, at a different location, and/or on different days or times than you are accustomed to, or perhaps for a different client. It is also possible that your commute may be somewhat longer than usual.

2.2 getting started

2.2.1 instructions en rules

During your employment contract, you will perform your duties under the supervision and direction of your client (or their client). If specific house rules apply at the company, you will be informed of them in advance by Randstad or the client.

Follow the instructions of those designated by the client for that purpose. Usually, this is your supervisor. When specific house rules apply at the client's premises, you must—just like the client's own employees—strictly observe them.

Rules regarding health, safety, and hygiene are particularly important, both for yourself and your colleagues. This also applies if you work (partially) from home. Always use the prescribed protective equipment and/or safety clothing. If dress codes are established (for example, wearing company clothing or a black pair of trousers with a white shirt), you must also adhere to them.

Even if no specific rules apply at the client, you are expected to observe general safety and decency standards and to conduct yourself respectfully toward us, (employees of) the client, your employer, and others. This also applies to statements made on social media.

If you fail to comply with the client's instructions, procedures, and rules, or if you otherwise misconduct yourself, we may impose a sanction. Depending on the severity of your behavior, the sanction may consist of a warning, a suspension (usually without pay), or, in extreme cases, dismissal.

2.2.2 obligation to provide identification

Upon registration and at the start of every employment contract, you must be able to identify yourself to us and the client with a valid proof of identity. This means a valid passport, ID card, or an alien's document, as these also state nationality and residence status. Additionally, every employee in the Netherlands, including payroll employees, must be able to identify themselves at their workplace. To do so, you must always bring a valid proof of identity to work. For Dutch nationals and EU/EEA or Swiss nationals, a driver's license usually suffices for this purpose; however, at some clients, you must always be able to show a passport or ID card on the shop floor, for example, due to safety aspects.

Non-EU/EEA nationals can only identify themselves—including on the shop floor—with the following documents:

- Residence permit (type I, II, III, IV, EU/EEA document, W-document)
- Passport from a country outside the EU/EEA with a residence permit endorsement
- Refugee passport (travel document for refugees)
- Alien's document (travel document for aliens)

* For all documents, the validity period must not have expired. Therefore, keep an eye on the expiration date of your passport or ID card and apply for a new one in a timely manner.

Please note: The fact that you possess a valid proof of identity does not automatically mean you are permitted to work in the Netherlands. For more information, you can contact the IND at 088-0430430 or visit the website www.ind.nl.

2.2.3 working abroad

It may happen that you are asked by your client to work outside the Netherlands. In that case, we will make additional agreements regarding all facets of working abroad. The most important agreements will be recorded in writing. If the company approaches you directly to go abroad for work, you must always report this to us immediately, and in any case, before departing for abroad. We will then assess whether the foreign trip in question is permitted and whether any special arrangements need to be made.

2.3 working hours

2.3.1 general

Normally, the working hours customary at the client will apply to you. However, it is also possible that your working hours deviate from the client's usual hours, or that you work in rotating shifts or on an on-call basis. You must coordinate your applicable working hours with your client in advance. If you work irregular hours and/or on an on-call basis, your working hours are usually announced later, for example via a roster or schedule.

It is, of course, essential that you are always on time. In practice, your work attitude is largely assessed based on punctuality. In some companies/sectors, work is (also) performed in shifts, evenings, nights, Saturdays, and/or Sundays. This may be due to operational circumstances, but usually relates to the nature of the work—for example, in hospitality, transport, recreation, healthcare, or production. Generally, this means you will (occasionally) be required to work during these special times or days. Often, you will receive a surcharge for this, depending on the Collective Labour Agreement (CAO) and/or terms of employment scheme applicable at the client. We assume you are willing to do this. If you do not wish to work at certain times or days, or in shifts, please discuss this with your client prior to the employment contract. You cannot simply change this during an ongoing employment contract.

2.3.2 predictable or unpredictable terms of employment

[largely unpredictable working hours / on-call contract](#)

We aim to provide as much clarity as possible regarding your working hours in advance. However, because we are a payroll agency, this is not always possible as you often coordinate your hours directly with your client. Consequently, your working hours may be largely variable. According to the law, you then have largely unpredictable working hours. This is (generally) the case if you work on the basis of an on-call contract. As soon as it is known when you are—likely—required to work, you will be called up by the client for one or more shifts.

[availability: your reference days and times](#)

If you have largely variable working hours, we will record agreements regarding your (fixed) availability in advance. These are the days and times during which the client can schedule you, unless you are ill or on leave. You will find these listed in the confirmation of assignment under the heading 'reference days and times'.

In general, the client will try to take your wishes and capabilities into account as much as possible; however, the broader your availability, the greater the chance that work will be available for you. That said, the requested availability must, as far as possible, be in reasonable proportion to your agreed scope of work. Naturally, the client cannot expect you to be available 24/7 if they only intend to deploy you for 8 hours per week. What is considered 'reasonable' depends on the nature of the activities and the client for whom you are working.

For example, do you work in healthcare or in a company with shift work? In such cases, a broader availability is agreed upon more often than if you have an administrative position.

You cannot simply change your availability during an ongoing employment contract. After all, your availability is essential to guarantee the minimum number of agreed hours you can work. If your availability decreases, it becomes more difficult or even impossible for the client to offer you work. If you reduce your availability to such an extent that the client can no longer reasonably offer you work for the agreed (minimum) scope of work, your right to wages (for the hours missed as a result) will expire. It is therefore important to consult with the client (and us) in a timely manner if you wish to change anything in your reference days, times, availability, or work pattern. This may result in an adjustment of the agreed (minimum) number of hours.

on-call rules

If you have largely unpredictable working hours or an on-call contract, specific rules apply.

The starting point is that you are called up for a shift by the client within the established reference days and times and at least 4 days in advance. This means you will know which day(s) and at what times you must work at least 4 days beforehand. However, for some clients and/or types of work, it is very difficult to let you know exactly when you need to work 4 days in advance—for example, if you work for a delivery service or distribution center dependent on online orders, or in healthcare or hospitality. You may therefore be called up at shorter notice. In that case, however, you are not obliged to accept the shift. The same applies if you are asked at short notice to start slightly earlier or work longer than originally planned.

The 4-day notice period may vary if this has been agreed upon in the client's Collective Labour Agreement (CAO), provided the period is not shorter than 24 hours.

We do expect you to inform the client as soon as possible whether or not you will attend. A specific timeframe may be agreed upon within which you must respond at the latest. This may vary per client or per pool.

If you have been called up for a shift, but that call is fully or partially canceled less than 4 days in advance, you are in principle entitled to wages for the canceled hours. This only applies to the extent that hours are actually lost. If you are able to work but are required to go to a different location or perform other suitable work, you may be expected to accept this, provided the alternative work falls within the hours of the original call-up. If the alternative work starts later or ends earlier, you will be paid for the hours missed as a result.

If the alternative work does not pay the same as the canceled hours, we will supplement your wages. Naturally, you are not entitled to wages if you were unavailable, failed to show up, or were unable to work for other reasons attributable to you.

Are you on standby? Then this is not yet considered a call-up: you are the first person to be contacted if extra staff is needed last minute. In this case, too, you are not obliged to come to work.

largely predictable working hours

It is also possible that your working hours are more predictable. For example, if you work largely on fixed days and times during an assignment or participate in a shift roster. By 'largely,' we mean that the days and times you must work are known in advance for more than half of your agreed hours (your scope of work). For example, you might work on fixed days, but your start and/or end times vary. Or you may have 3 fixed days per week and 2 variable days. In such cases, only the 'fixed' hours are stated in the confirmation of assignment, as the variable portion may change.

You might also usually follow a fixed roster, but occasionally a shift is changed or canceled, or you are deployed for fewer hours during a quiet period. The working hours in your confirmation of assignment will then be broader than your agreed scope of work. If you largely work according to a (shift) roster, the entire roster is not included in your confirmation for practical reasons; instead, it will contain a reference to the applicable roster. You will be informed by the client of exactly what this roster looks like.

In the aforementioned situations, you have largely predictable working hours. The same applies if you largely determine your own working hours—for example, by choosing your own shifts (self-scheduling) or by providing your availability for a relatively short term, after which the client schedules you within those days and hours. Usually, 'rules of the game' apply to ensure that you and your colleagues receive the most suitable shifts and that there is sufficient staff at all times. You will receive these rules from the client.

Regarding your right to wages, even with a predictable work pattern, it is not the recorded working hours or your roster that are decisive, but your agreed scope of work: if you follow the rules, you can rely on being paid your guaranteed hours, even if there is temporarily no work or less work for you.

If your working hours are largely predictable, the on-call rules do not apply to you. In principle, you are therefore obliged to come to work if you are called up less than 4 days in advance. This does not mean you will always hear when you have to work at the last moment; the client will try to let you know as early as possible. If a call-up is fully or partially canceled, you will not (immediately) be paid for the lost hours, but the client may look into whether you can be deployed at another time. If that is not possible and you consequently do not reach your agreed scope of work, you will still be paid for the missed hours.

2.3.3 on-call, availability, and presence shifts

Some clients use consignatiediensten (on-call shifts), also referred to as standby shifts, breakdown shifts, service shifts, picket shifts, pager shifts, etc. In healthcare, availability shifts occur. During a consignment or availability shift, you are reachable during your free time—often during breaks, evenings, weekends, or on public holidays.

You may stay at home, go grocery shopping, or even visit a neighbor's birthday party, but you must remain reachable and available to come to work as quickly as possible if required. This also applies if you have an on-call contract. The time you spend at home is not considered working time and therefore does not count toward the maximum hours you are permitted to work under the Working Hours Act. Consequently, no wages are due for this time. Usually, however, an allowance is provided. You will receive wages for the hours you actually work.

In the case of a presence or sleep shift (e.g., in healthcare or the fire department), you must be present at your workplace, even if you might not actually have to work. This time counts as working time, even if you are waiting or sleeping. You may not always receive your full salary for this time, but you will receive an allowance (or compensation in time).

2.3.4 additional hours and overtime

If operational circumstances at the client make it necessary, you may be expected to occasionally work more hours than the (maximum) agreed amount. Whether these extra hours are classified as overtime is regulated by the client's CAO and/or terms of employment scheme. Some clients assess this daily (e.g., hours exceeding eight hours per day, where the first half-hour of extra work is not seen as overtime). Others assess this weekly and/or quarterly, where overtime occurs if, for example, more than forty hours per week are worked. Whether you receive a surcharge for these extra hours, and if so, how much, is also determined by the client's CAO and/or terms of employment scheme.

2.4 duration and termination of your employment contract

2.4.1 general

Employment contracts can be entered into for a fixed term or an indefinite period (open-ended). Sometimes a resolutive condition applies. This is the case, for example, if you must possess specific diplomas, certificates, or professional qualifications (such as a BIG registration or Code 95) to perform certain work or work for a specific client. If you have not completed the relevant training within the agreed period or no longer hold the mandatory registration/certificate, your employment contract ends automatically at the moment the deadline expires or when you no longer hold the required qualification. In all cases, you must stop working immediately if you are no longer permitted to work in the Netherlands.

2.4.2 fixed-term employment contract

If an employment contract is entered into for a fixed term, the confirmation of that contract will state the duration or the end date.

A fixed-term employment contract ends by operation of law when the agreed duration expires. For a fixed-term contract lasting 6 months or longer, we must provide written or digital notice of termination (aanzegging) at least one month before the end of the contract. This means we will let you know at least one month in advance whether or not your contract will be extended.

If the contract is not extended, we will usually inform you by email. If the contract is extended, you will find the confirmation of the new contract in the web portal. You will receive a notification, also by email, that a new confirmation is available in the portal.

You may terminate a fixed-term contract prematurely if this is stipulated in the contract. If you wish to give notice, you may do so in writing or by email, observing the notice period. This notice period is 1 month unless a different period is stated in the client's CAO and/or terms of employment scheme. During any probationary period, you may always terminate the contract immediately.

If we have the right to terminate the contract prematurely, we generally observe a notice period of 1 month. However, no notice period applies during the probationary period or in the event of summary dismissal (urgent reason).

2.4.3 permanent employment contract

An open-ended employment contract (permanent contract) continues until we jointly decide to terminate the contract (by mutual consent), or until one of us terminates the contract by giving notice or by requesting dissolution through the court.

If you wish to terminate an open-ended employment contract, you must observe a notice period. This notice period is one month, unless a longer period has been agreed upon in the employment contract or the client's CAO. The notice must be submitted in writing or by email.

We cannot terminate an employment contract without cause, except during the probationary period or if there is a legal ground. Furthermore, we must also observe a notice period. The applicable notice period is stated in the client's CAO and/or terms of employment scheme. If no such arrangements exist, the statutory notice periods apply:

length of service	notice period
< 5 years	1 month
> 5 years < 10 years	2 months
> 10 years < 15 years	3 months
> 15 years	4 months

More information regarding the termination of your employment contract, including the various forms of termination, procedures, and appeal periods, can be found in the law (title 10 of book 7 of the Dutch Civil Code).

2.4.4 transition payment

If your employment contract is terminated or not extended at our initiative, you are in principle eligible for a transition payment (transitievergoeding). However, if you enter into employment with the client, another agency, or a different employer, for example, you are not entitled to a transition payment.

The same applies if you are no longer available for other work. Whether you receive a payment therefore depends on how your employment with us ended. The amount of the payment depends, among other things, on the length of your service and your earnings.

If you have previously worked for the client—for example, directly employed by the client or through an employment agency or another payroll employer—we would like to know if you received a transition payment from your previous employer. If necessary, we may request or verify this information directly with your previous employer(s).

3. remuneration.

3.1 equal terms of employment

As a payroll employee, you are entitled to the same terms of employment as employees in an identical or equivalent position employed by the client for whom you work. If the client has no employees in an identical or equivalent position to yours, you are entitled to the same terms of employment as those applicable to employees in identical or equivalent positions within the professional or business sector in which you are active.

Your salary, allowances (such as overtime and irregular hours allowances), holiday allowance, any 13th-month payment, year-end bonus or commission, holidays, leave days, etc., are therefore dependent on your position and the client where you work. The confirmation of assignment states which Collective Labour Agreement (CAO) and/or terms of employment scheme of the client is applicable. Please note that a different arrangement applies to pensions. You can read more about this in Chapter 8.

3.2 payment of wages

Your employment contract specifies whether a monthly payroll has been agreed upon, or a weekly or four-weekly payroll.

In the case of monthly payroll with a fixed scope of work, wages are paid every month on or around the 21st of the month. Any additional hours, overtime, and/or applicable extra allowances are paid on or around the 21st of the month following the month in which they were submitted and approved. In the case of a flexible scope of work, the wages for the minimum number of hours are paid monthly on or around the 21st of the month. Additional hours and, if applicable, overtime and any allowances are paid on or around the 21st of the month following the month in which they were submitted and approved. You are not entitled to payment for hours, allowances, or expense reimbursements that are not approved by the authorized representative of the client and/or Randstad, unless you can prove otherwise.

In the case of weekly or four-weekly payroll, wages are paid in the week following the end of each week or four-week period in which you worked or were otherwise entitled to wages. Unless stated otherwise in the confirmation of the employment contract, this requires you to account for your hours in the manner described in the Employee Handbook and/or the confirmation of the employment contract.

You are not entitled to payment for hours, allowances, or expense reimbursements that are not approved by the authorized representative of the client and/or Randstad, unless you can prove otherwise.

You will find your payslip in the web portal. This states exactly what the paid wages were and what amounts were deducted for taxes and social security contributions. You will also find an explanation of the payslip there.

3.3 annual statement

At the beginning of February each year, you can find your annual statement (jaaropgave) in the web portal. This is a summary of what you earned at Randstad in the past calendar year and the income tax withheld. Your annual statement remains available for 7 years. You will need the annual statement for completing your income tax return or for reclaiming excess withheld wage tax.

3.4 wage garnishment

In some cases, you may not receive your full net salary due to wage garnishment (loonbeslag). If your wages have been garnished, you will be informed of this by the seizing party (the creditor) and by us via email. If you have any questions regarding the garnishment, please contact the seizing party directly. Financial difficulties can be persistent and are often difficult to resolve on your own. You can visit www.zelfjeschuldenregelen.nl to see what steps you can take yourself. If you require professional assistance, we recommend contacting Nibud at www.nibud.nl.

4. my randstad.

Mijn Randstad is het niet openbare gedeelte van onze website. In Mijn Randstad kan je verschillende tabbladen zien. In die tabbladen kun je jouw gegevens en belangrijke documenten inzien, muteren en doorgeven. De documenten die in Mijn Randstad worden getoond kan je downloaden en printen voor eigen gebruik.

[overview](#)

It is important that your information is always up to date. The more complete your profile, the higher you will appear in our system when we search for suitable candidates for our vacancies.

[my details](#)

On this page, you can supplement or change your personal information.

[job search](#)

my tests

On this page, you will find the tests you have completed.

vacancy alert

Perform targeted searches across thousands of vacancies and apply quickly and easily for any job that suits you.

[my work](#)

entering your worked hours

If you work on a time-sheet basis with weekly payroll, you can enter your hours worked and/or request leave here. This can also be done via the app.

If you are paid based on fixed hours, you only declare extra hours worked; you can do this using [this form](#).

health matters

You can report yourself sick or recovered via this page. You can also find the history of your sick leave reports here.

Financial matters

Here you can see which amounts have been transferred to you and when. You will also find your payslips and annual statements here. In the case of monthly payroll, you will find a link to Youforce for your payslips.

contracts

On this page, you will find an overview of the clients where you work or have worked. It also contains your signed Terms of Employment, the confirmation(s) of your employment contract(s), and the confirmations of assignment.

5. vacation and leave.

5.1 vacation

You are entitled to the same number of holidays as employees employed by the client for whom you work. The number of holidays you are entitled to is stated in the client's applicable CAO and/or terms of employment scheme.

5.2 taking up vacation days

In principle, you can only take a holiday if you have accrued sufficient vacation hours. Prior approval from your supervisor at the client is required before taking accrued vacation days/hours.

5.3 mandatory holidays

Some clients have a mandatory holiday period, such as the construction industry holiday (bouwvak), a mandatory day off, or a temporary business closure (e.g., between Christmas and New Year). If this applies to your client, the mandatory holiday period also applies to you.

5.4 settlement of vacation days

Upon termination of your employment with Randstad, any remaining vacation days will be paid out. If it appears that you have taken more holidays than you accrued, this will be deducted from any outstanding credits you may have based on the employment contract.

5.5 holiday allowance

You are entitled to a holiday allowance of at least 8%. If a higher percentage applies at your client, that percentage also applies to you. The applicable percentage can be found in the client's CAO and/or terms of employment scheme.

Unless an Individual Choice Budget (Individueel Keuzebudget) or a different arrangement in the client's CAO applies, the reserved and previously unpaid holiday allowance is automatically paid out in the week of June 1st each year. If you stop working for Randstad earlier, your holiday allowance will be paid out automatically with your final settlement. Randstad is required to withhold wage tax and social security contributions upon payment. These deductions can be found on your payslip.

5.6 public holidays

Naast vakantiedagen, heb je recht op doorbetaling van loon op feestdagen die vallen op dagen waarop je anders zou werken. Voorwaarde is wel, dat er bij de opdrachtgever op die feestdagen niet wordt gewerkt. Voor jou gelden dezelfde feestdagen als die gelden bij je opdrachtgever. Het gaat in de regel om de volgende feestdagen maar dat kan bij jouw opdrachtgever dus anders zijn:

- nieuwjaarsdag
- 2e paasdag
- koningsdag
- bevrijdingsdag, in lustrumjaren

- hemelvaartsdag
- 2e pinksterdag
- beide kerstdagen

Als er op deze dagen bij je opdrachtgever gewoon wordt gewerkt, dan moet je in principe ook gewoon werken. Je kunt dan wel een vakantiedag opnemen, maar die komt dan ten laste van je opgebouwde vakantiedagen-tegoed.

In addition to holidays, you are entitled to continued payment of wages on public holidays that fall on days you would otherwise work, provided that the client's business is closed on those days. The same public holidays apply to you as to the client's employees. Generally, this concerns the following days (though this may vary by client):

- new year's day
- easter monday
- koningsdag (king's day)
- liberation day (once every 5 years)
- ascension day
- whit monday (pentecost monday)
- christmas day and boxing day

If the client's business is open as usual on these days, you are in principle expected to work. You may take a holiday, but this will be deducted from your accrued holiday balance.

5.7 (statutory) leave schemes

The statutory leave schemes are listed below. If your client deviates from these in your favor or offers other forms of leave, those will also apply to you.

emergency leave, special leave, and birth leave

In the event of an emergency or exceptional personal circumstance requiring you to go home immediately or start later, you can take emergency leave (kort verzuim). This may apply, for example, if a pipe bursts in your home or if you need to visit a doctor, therapist, or dentist and this cannot be scheduled outside working hours.

Additionally, depending on the client's CAO, you can take special leave (bijzonder verlof) for specific (family) events, such as your wedding or a family member's funeral, or if your partner gives birth (birth leave). If you wish to take emergency or special leave, please report this to us and the client as early as possible.

short-term care leave

Unless compelling business interests dictate otherwise, you are entitled to short-term care leave. We follow the statutory regulations unless otherwise specified in the client's CAO. Annually, this is a maximum of 2x your agreed weekly scope of work. The leave may only be taken if and as long as it is necessary (i.e., care is genuinely required and no one else can provide it). You must be able to demonstrate the necessity afterward (e.g., by providing a doctor's invoice or a statement from the daycare). Leave is partially paid (70%, unless a different percentage applies at the client).

long-term care leave

Unless compelling business interests dictate otherwise, you are entitled to long-term care leave. We also follow the statutory regulations here unless the client has a different arrangement. Long-term care leave is unpaid. The application must be submitted in writing at least two weeks before the start of the leave, including the start date, duration, and number of hours.

[pregnancy- and maternity leave](#)

If you are pregnant, you are entitled to at least 16 weeks of pregnancy and maternity leave. In consultation with your contact person and the client, you will determine how many weeks before the 'due date' you will continue to work. The leave starts at least 4 weeks and at most 6 weeks before the due date. The remaining period of those 16 weeks counts as maternity leave after the birth (therefore at least 10 and at most 12 weeks). A portion of this may be taken flexibly over a period of 30 weeks. If the baby is born later than the due date, the maternity leave is extended by the period between the due date and the actual date of birth. If the baby is born earlier, you retain the right to the full 16 weeks of leave. More information can be found at:

www.rijksoverheid.nl/onderwerpen/zwangerschapsverlof-en-bevallingsverlof

During pregnancy and maternity leave, you will receive an allowance of 100% of your daily wage.

[birth leave](#)

Has your partner recently given birth to your child? In that case, you can take paid birth leave within the first 4 weeks after the delivery. You can take a maximum of your agreed (average) weekly scope of work, unless otherwise specified in the client's CAO and/or terms of employment scheme.

[additional birth leave](#)

If you have taken the standard birth leave following the birth of your child, you may subsequently take additional birth leave. This leave lasts a minimum of 1 week and a maximum of 5 weeks and must be taken within 6 months of the date of birth. You should apply for additional birth leave with your contact person (preferably) 4 weeks before the start date. You will then receive 70% of your wages for a maximum of 5x your agreed weekly working hours. If a different arrangement regarding additional birth leave applies at your client, that arrangement also applies to you.

[adoption/foster care leave](#)

When you adopt a child or take a foster child into your home, you are entitled to a maximum of 6 weeks of paid adoption or foster care leave. During this leave, just as with pregnancy leave, you are entitled to an allowance of 100% of your daily wage. More information can be found at

<https://www.rijksoverheid.nl/onderwerpen/adoptieverlof-en-pleegzorgverlof> and www.uvw.nl.

[parental leave \(paid and unpaid\)](#)

If you are the (adoptive/foster) parent or caregiver (provided you reside at the same address) of a child under the age of 8, you can claim parental leave. This parental leave consists of 9x your weekly scope of work in paid leave and 17x your weekly scope of work in unpaid leave.

Paid parental leave can only be taken during the child's first year of life, or—if you are an adoptive or foster parent—during the first year after the child is adopted or taken in as a foster child, provided the child is still under 8 years of age.

During paid parental leave, you receive 70% of your wages. If a different arrangement regarding (paid) parental leave applies at your client, that arrangement also applies to you. You can apply for parental leave in writing with your contact person (at least) 2 months in advance. For all types of leave: please inform both us and the client as early as possible if you need or wish to take leave. More information about statutory leave forms can be found in the Work and Care Act (Wet Arbeid en zorg) and at www.rijksoverheid.nl and www.uwv.nl.

geboorteverlof

Is jouw partner net bevallen van jullie kind? Dan kan je in de eerste 4 weken na de bevalling betaald geboorteverlof opnemen. Je kan maximaal de met jou afgesproken (gemiddelde) arbeidsomvang per week opnemen tenzij in de cao en/of arbeidsvoorwaardenregeling van de opdrachtgever anders is bepaald.

aanvullend geboorteverlof

Als je, na de geboorte van jullie kindje het standaard geboorteverlof hebt opgenomen, mag je daarna ook aanvullend geboorteverlof opnemen. Dit verlof duurt minimaal 1 week en maximaal 5 weken en neem je binnen 6 maanden na de geboortedatum op. Je vraagt het aanvullend geboorteverlof (bij voorkeur) 4 weken voor aanvang aan bij je contactpersoon. Je ontvangt dan 70% van het loon gedurende maximaal 5 x de overeengekomen arbeidsduur per week. Geldt bij jouw opdrachtgever een andere regeling rondom aanvullend geboorteverlof dan geldt dat ook voor jou.

adoptie/pleegzorgverlof

Wanneer je een kind adopteert of een pleegkind in huis neemt heb je recht op maximaal 6 weken betaald adoptie-/pleegzorgverlof. Tijdens het verlof heb je, net als bij zwangerschapsverlof, recht op een uitkering van 100 procent van het dagloon. Meer informatie kun je vinden op <https://www.rijksoverheid.nl/onderwerpen/adoptieverlof-en-pleegzorgverlof> en www.uwv.nl.

ouderschapsverlof (betaald en onbetaald)

Als je (adoptie/pleeg) ouder of verzorger (mits woonachtig op hetzelfde woonadres) bent van een kind jonger dan 8 jaar, kun je aanspraak maken op ouderschapsverlof. Dit ouderschapsverlof bestaat uit 9 x je arbeidsomvang per week aan betaald verlof en 17 x je arbeidsomvang per week aan onbetaald verlof.

Het betaald ouderschapsverlof kun je alleen opnemen gedurende het eerste levensjaar van het kind, of als je adoptie- of pleegouder bent gedurende het eerste jaar dat je het kind adopteert of als pleegkind aanneemt, mits het kind dan nog jonger dan 8 jaar oud is.

Tijdens betaald ouderschapsverlof ontvang je 70% van je loon. Geldt bij jouw opdrachtgever een andere regeling rondom (betaald) ouderschapsverlof dan geldt dat ook voor jou.

Je kunt ouderschapsverlof (tenminste) 2 maanden van tevoren schriftelijk aanvragen bij je contactpersoon. Voor alle verlofvormen geldt: laat het ons en de opdrachtgever zo vroeg mogelijk van tevoren weten als je verlof moet of wil opnemen.

Meer informatie over de wettelijke verlofvormen kun je vinden in de Wet Arbeid en zorg en op www.rijksoverheid.nl en www.uwv.nl.

6. working safely.

6.1 safe working practices

Everyone is entitled to a safe workplace with good working conditions. The client for whom you work must ensure a safe workplace and proper working conditions. They must also ensure that information regarding this is shared with us, so that we can instruct you as effectively as possible. Before you begin work, you must be informed by the client about the health and safety risks at your workplace. Additionally, you will receive information about the safety measures and guidelines applicable at your client's location. This is usually done by means of a Health and Safety document (Arbodocument).

Both the client and Randstad do everything possible to minimize the chance of industrial accidents. However, you also have a personal responsibility: ensure that you always strictly follow the client's regulations and instructions for safe and healthy working. This includes safety regulations such as the obligation to wear Personal Protective Equipment (PPE) or smoking bans (fire hazard!), as well as instructions regarding hygiene (hand washing, hairnets) or the execution and organization of work (sitting posture, rest periods, screen usage).

6.2 personal protective equipment (PPE)

Sometimes your work requires, for example, safety clothing, safety shoes, hearing or eye protection, or a helmet: Personal Protective Equipment (PPE). When discussing the risks, your supervisor will inform you if this applies to your work. The company where you will be working must provide the PPE and instruct you on its use. Please note: you are legally required to wear the provided PPE.

6.3 preventive consultation with the occupational physician

You also have the right to schedule an appointment yourself for a consultation with the occupational physician (bedrijfsarts); this is the so-called working conditions consultation or preventive consultation. The Health@Work department can assist you in making this appointment. On working days between 9:00 AM and 5:00 PM, you can contact Health@Work by telephone at 088 126 99 60. The occupational physician holds an independent position and operates under medical professional secrecy. Health@Work does not have access to confidential medical information from the physician. If you disagree with the advice of the occupational physician or the procedures of Health@Work, you can request a second opinion from the uwv.

7. reporting sick and recovered.

7.1 reporting sick

On the day you were supposed to work, you must report sick via the web portal. You must also report sick by telephone to the client where you work.

The sick report must be made at least half an hour before the start of your work and no later than 10:00 AM. If you become ill during the workday, report this immediately in the web portal and to the client. This also applies if you are scheduled to work in the evening, at night, or during the weekend. If you are staying at an address other than your home address during your period of illness, please report this address to us during the first telephone contact following your digital sick report. You must also inform your contact person if this address changes during your illness.

7.2 guidance during illness

When you fall ill, your contact person will contact you as soon as possible. An exception applies to sick reports on Saturdays and Sundays; in those cases, you will be called on Monday. Together, you will make agreements regarding your work and your recovery. Therefore, ensure that you are reachable by telephone.

After the first week of illness, the Health@Work department takes over the absenteeism management (verzuimbegeleiding). If you are ill for a longer period, you may be called for a consultation at an Occupational Health Service (Arbodienst). If you are summoned for a consultation at the Arbodienst, you are required to attend.

If you have questions about the above, you can contact the service teams at 020-398 9030.

7.3 compliance with regulations

When you fall ill, you have several rights and obligations:

Your obligations:

1. you do everything possible to recover as quickly as possible.
2. you maintain an active and positive attitude and cooperate fully with H@W, your contact person, and the client in shaping your reintegration.
3. you remain reachable by telephone for your contact person, Health@Work, and the Arbodienst.
4. you comply with summons to appear at the Arbodienst consultation and cooperate in drafting a Plan of Approach for your reintegration.
5. you cooperate in partially resuming your own work, or performing modified or suitable work if opportunities exist.

If you do not cooperate with your reintegration, there will be consequences for your continued payment of wages. We are then entitled to suspend your wages (temporary non-payment) or terminate payments entirely. Any excess wages paid due to your actions will be reclaimed or set off against future payments.

Your rights:

1. You are entitled to absenteeism management.
2. You have the right to a second opinion if you disagree with the occupational physician's assessment. In such cases, contact your contact person at Health@Work.

3. You are entitled to continued payment of wages (potentially after a waiting day (wachtdag), if applicable at your client). The amount of sick pay depends on the client's CAO but is legally always at least 70% of the fixed wage (with the statutory minimum wage as the lower limit during the first 52 weeks).

Should you have any questions about the above, please contact our service teams by phone at 020-398 9030.

7.4 illness during holidays

If you fall ill during your holiday, report this as soon as possible via the web portal. Provide the telephone number where you can be reached and mention that you are on holiday during the first call with your contact person.

Your holiday address will then serve as your nursing address. Furthermore, you must consult a doctor and request a medical certificate regarding the nature and duration of the illness. This medical certificate (in Dutch or English) must be presented immediately upon your return.

7.5 reporting recovered

On the day you are fit for work again, you must report recovered via the web portal before 10:00 AM. For questions, you can contact Health@Work on workdays between 9:00 AM and 5:00 PM at 088 126 99 60.

7.6 termination of employment while ill

If you are ill and your employment contract ends, you will leave the service while ill ('ziek uit dienst'), and we will report this to the UWV. The UWV will contact you to assess your eligibility for sickness benefits and will manage your reintegration together with you. Should you have any questions about the above, please contact our service teams by phone at 020- 398 9030.

8. pension.

8.1 general

As a payroll employee, you are legally entitled to what is known as an 'adequate pension.' This means you have the right to participate in the pension scheme applicable at your client or in the relevant sector, or to participate in a pension scheme provided by the payroll employer that meets a number of statutory conditions. At Randstad, we call this the Flexsecurity Payroll Pension.

If you work for a client where no pension scheme applies to permanent staff and there is also no pension scheme in the relevant sector, you are not entitled to participate in a pension scheme under the law. In your confirmation of assignment, you can read which situation applies to you:

Flexsecurity Payroll Pension, ABP Pension, or no pension scheme.

8.1.2 flexsecurity payrollpension