

EMPLOYEE HANDBOOK
Alert HR Solutions B.V.

2026 Version

Table of Contents

Article 1. Definitions
Article 2. Applicability and Publication of the Employee Handbook
Article 3. Collective Labour Agreement
Article 4. Temporary Agency Work Agreement
Article 5. Various Obligations
Article 6. Place of Work
Article 7. Time Registration
Article 8. Gross Pay and Expense Reimbursements
Article 9. Working and Rest Times
Article 10. Holiday Entitlement and Holiday Allowance
Article 11. Incapacity for Work Due to Illness
Article 12. Pension
Article 13. Company Vehicles / PPE
Article 14. Confidentiality and Intellectual Property Rights
Article 15. Documents and Company Property
Article 16. Ancillary Activities, Competition and Solicitation
Article 17. Identification Requirement
Article 18. Processing of Personal Data
Article 19. Changes to Personal Data
Article 20. Data Breach Notification Act
Article 21. Penalty Clause
Article 22. Disciplinary Measures
Article 23. Final Provisions
Appendix 1: Sickness Absence Regulations
Appendix 2: Anti-Discrimination Policy
Appendix 3: Regulations on Alcohol, Drugs, Medication and Work
Appendix 4: Working from Home Regulations
Appendix 5: Health and Safety Rules

Article 1. Definitions

In this Employee Handbook, the following terms shall have the meanings set out below:

- a. *Employee Handbook*: this employee handbook of the Employer;
- b. *DCC*: the Dutch Civil Code (*Burgerlijk Wetboek*);
- c. *Employer/we/us/our*: Alert HR Solutions B.V., a private limited liability company having its registered office in Sittard, being your employer;
- d. *Employee/you/your*: the natural person who has entered into an employment agreement with the Employer in the form of a Temporary Agency Work Agreement within the meaning of Article 7:690 DCC, not being a payroll agreement within the meaning of Article 7:692 DCC, under which the Employer assigns the Employee to one or more Clients of the Employer to perform work under the supervision and direction of such Client(s);
- e. *Client(s)*: the business or businesses at which you actually perform your work under their supervision and direction;
- f. *Assignment Confirmation*: the confirmation accompanying the Temporary Agency Work Agreement, setting out all specific arrangements applicable to each assignment to the relevant Client;
- g. *Temporary Agency Clause*: a clause as referred to in Article 7:691(2) DCC and the Collective Labour Agreement, pursuant to which the Temporary Agency Work Agreement containing such clause is deemed to terminate automatically and with immediate effect in the circumstances referred to in Article 7:691(2) DCC and the Collective Labour Agreement;
- h. *Temporary Agency Work Agreement*: the employment agreement referred to in Article 7:690 DCC, not being a payroll agreement within the meaning of Article 7:692 DCC, under which the Employee has been recruited and selected by the Employer and, pursuant to an assignment, is made available to one or more Clients to perform work there on a non-exclusive basis under the Client's supervision and direction;
- i. *Remuneration*: the terms and conditions of employment applicable to the Employee under the Collective Labour Agreement, consisting of Equivalent Remuneration or Equal Remuneration, with the Assignment Confirmation specifying which form of remuneration applies;
- j. *Equivalent Remuneration*: the equivalent terms and conditions of employment applicable to you under the Collective Labour Agreement for each Client, consisting of the essential and non-essential terms and conditions applicable to employees directly employed by the Client in the same or an equivalent position, as described in the Collective Labour Agreement;
- k. *Equal Remuneration*: application of the same terms and conditions of employment as those applicable to employees directly employed by the Client in the same or an equivalent position, in accordance with Article 8(1) of the Dutch Allocation of Workers by Intermediaries Act (*Waadi*);
- l. *Collective Labour Agreement*: the Collective Labour Agreement for Temporary Agency Workers of the Dutch Association of Temporary Employment Agencies (*ABU*);
- m. *ADV*: reduction in working hours in accordance with the applicable Remuneration;
- n. *Appendix/Appendices*: the appendices to this Employee Handbook, the Assignment Confirmation, the Temporary Agency Work Agreement and all other documents, including powers of attorney, regulations and safety instructions, which form an integral part thereof.

Article 2. Applicability and Publication of the Employee Handbook

1. The contents of the most recent version of the Employee Handbook form part of the Temporary Agency Work Agreement.
2. We are entitled to amend unilaterally the contents of the Temporary Agency Work Agreement, the Assignment Confirmation, the Employee Handbook and all other Appendices if we have such a compelling interest in the amendment that, by standards of reasonableness and fairness, your interest adversely affected by the amendment must yield to that interest (Article 7:613 DCC). By signing the Temporary Agency Work Agreement, thereby also accepting the contents of the Employee Handbook, you also agree to the unilateral amendment clause described above. The most recent version of the Employee Handbook shall always apply to you. Amendments or additions made after commencement of employment will be published at <http://www.alerthr.nl>, to which you have access. The most recent version of the Employee Handbook can always be consulted at <http://www.alerthr.nl><http://www.alerthr.nl><http://www.alerthr.nl>
3. If this Employee Handbook contains any provision that is void, voidable or otherwise legally invalid, this shall not affect the validity of the remaining provisions. The invalid provision shall be replaced by a legally valid provision that corresponds as closely as possible to the intention of both you and us in relation to the invalid provision.
4. In the event of a conflict between a provision of the Employee Handbook and a provision of the Temporary Agency Work Agreement and the related Assignment Confirmation, the Assignment Confirmation shall prevail, followed by the Temporary Agency Work Agreement and then the Employee Handbook.
5. The Employer is entitled to depart from the provisions of this Employee Handbook in special circumstances.
6. All references in this Employee Handbook to persons in the masculine form shall also be deemed to refer to women and non-binary persons, and the corresponding forms of address shall be read accordingly.
7. To the extent that we have an information obligation under Article 7:655 DCC, we refer, where permitted by law, to the applicable Collective Labour Agreement, Book 7, Title 10 of the Dutch Civil Code and/or other employment laws and regulations, as well as the collective labour agreement and/or terms and conditions scheme applicable at the Client.

Article 3. Collective Labour Agreement

1. The most recent version of the Collective Labour Agreement for Temporary Agency Workers of the Dutch Association of Temporary Employment Agencies (ABU) applies to the Temporary Agency Work Agreement. The most recent version can be downloaded from www.abu.nl. This Collective Labour Agreement has been concluded with one or more representative trade unions. We have expressly informed you that, for as long as the Temporary Agency Work Agreement continues, we will apply in full all provisions of that Collective Labour Agreement that deviate from statutory law. Any amendments to the Collective Labour Agreement shall take effect immediately in the Temporary Agency Work Agreement, which shall be amended accordingly from that time.www.abu.nl
2. In the event of any conflict between the contents of the Temporary Agency Work Agreement and/or the Appendices and the most recent version of the Collective Labour Agreement, the provisions of the most recent version shall prevail insofar as we are required to apply them.

Article 4. Temporary Agency Work Agreement

1. You have been recruited and selected by us. In that context, you applied to us and we subsequently held one or more interviews with you, either online or in person. We have informed you of your rights and obligations under the Temporary Agency Work Agreement. As agreed, you will not be assigned exclusively to one Client. We may assign you to several Clients. If you are assigned to another Client, your terms and conditions of employment will be adjusted in accordance with the Collective Labour Agreement.
2. If you have failed to provide complete and/or truthful information about your employment history or about any matter that you were required to disclose, that employment history will be disregarded in accordance with the Collective Labour Agreement, meaning that no successive-employer status will apply in that case. It is important that all information you provide to us is complete and correct. We are not obliged, as a consequence of inaccurate or incomplete information, to be regarded as a successive employer in respect of any part of your employment history that you reported inaccurately or incompletely.
3. By signing the Temporary Agency Work Agreement, you declare that: (i) you are capable of performing the agreed work/position; and (ii) there are no impediments that prevent you, or may reasonably be considered to prevent you, from performing the agreed work/position, including, but not limited to, restrictions arising from a non-compete or non-solicitation clause and/or other post-contractual obligations towards a former employer.
4. The Phase A Temporary Agency Work Agreement containing a Temporary Agency Clause shall terminate automatically in any of the following circumstances:
 - i) if the assignment to the Client ends, as provided for in the Collective Labour Agreement and Article 7:691(2) DCC; or
 - ii) upon expiry of four weeks after the actual commencement of the agreed work.
5. The Phase A Temporary Agency Work Agreement containing a Temporary Agency Clause shall in any event terminate automatically upon completion of Phase A, before Phase B as referred to in the Collective Labour Agreement commences.
6. If, after expiry of the four-week period referred to in item (ii) above, the assignment continues without objection and no new written Phase A Temporary Agency Work Agreement containing a Temporary Agency Clause has been concluded, a new Phase A Temporary Agency Work Agreement containing a Temporary Agency Clause shall at that time arise between you/the Employee/the Temporary Agency Worker and us/the Employer, on the same terms and for the same four-week period. Item (ii) above shall then apply again.
7. A Phase A Temporary Agency Work Agreement containing a Temporary Agency Clause shall last for no more than 52 worked weeks and paid holiday weeks. If the duration of Phase A is amended in the most recent version of the Collective Labour Agreement, the provision in that most recent version shall apply.
8. If, at the Employer's request, the assignment continues into Phase B after completion of Phase A but no new written Temporary Agency Work Agreement has been concluded, the parties shall be deemed to have entered into a new fixed-term Temporary Agency Work Agreement in Phase B, on the same terms as the preceding agreement to the extent permitted by law and the Collective Labour Agreement, for a maximum term of one month.
9. The Temporary Agency Work Agreement commences when you actually start performing the agreed work, unless otherwise agreed in the Temporary Agency Work Agreement.
10. In Phase A, only worked weeks and paid holiday weeks count. If the Collective Labour Agreement provides otherwise, the Collective Labour Agreement shall prevail over this paragraph.

11. The exclusion of the obligation to continue payment of wages applies to a Phase A Temporary Agency Work Agreement with or without a Temporary Agency Clause, unless the Temporary Agency Work Agreement expressly provides that it does not apply. A Phase A Temporary Agency Work Agreement with or without a Temporary Agency Clause and with an exclusion of continued wage payment qualifies as an on-call agreement to which the Collective Labour Agreement and the relevant statutory rules apply. We have informed you of the applicable rules. Where the exclusion has been agreed, you will only be paid for the hours you actually work for the Client. The hours approved by the Client shall be decisive. The exclusion of the obligation to continue wage payment does not apply in the event of incapacity for work.
12. If an assignment under a Temporary Agency Work Agreement containing a Temporary Agency Clause has lasted for more than 26 worked weeks, we hereby give advance notice that the Temporary Agency Work Agreement will terminate automatically. This provision also applies in full during incapacity for work. The ten-calendar-day notification period prescribed by the Collective Labour Agreement is thereby observed.
13. If the exclusion of continued wage payment has been agreed in the Temporary Agency Work Agreement and we invoke it, you may terminate the Phase A Temporary Agency Work Agreement without a Temporary Agency Clause with immediate effect.
14. A Phase A Temporary Agency Work Agreement without a Temporary Agency Clause is concluded for a fixed term and terminates automatically upon expiry, without any notice being required. If the assignment thereafter continues without objection and no new written Phase A Temporary Agency Work Agreement without a Temporary Agency Clause has been concluded, a new Phase A Temporary Agency Work Agreement without a Temporary Agency Clause shall arise between you and us on the same terms and for the same duration as stated in the preceding sentence.
15. If the assignment continues after the end of Phase A but no new written Temporary Agency Work Agreement is concluded, the parties shall be deemed to have entered into a new fixed-term Temporary Agency Work Agreement in Phase B/3, on the same terms and conditions as this Temporary Agency Work Agreement to the extent permitted by law and the Collective Labour Agreement, for a maximum duration of three months. A fixed-term Phase A Temporary Agency Work Agreement, with or without a Temporary Agency Clause, shall in any event end upon completion of Phase A, before Phase B commences.
16. In Phase B, a fixed-term Temporary Agency Work Agreement is concluded for the duration stated in it and terminates automatically upon expiry without any notice being required. If the assignment thereafter continues without objection but no new written Phase B Temporary Agency Work Agreement is concluded, a new Phase B Temporary Agency Work Agreement may arise between you and us on the same terms and for the same duration as stated in the preceding sentence. The maximum number of Temporary Agency Work Agreements permitted in Phase B is determined by the Collective Labour Agreement.
17. A Phase B Temporary Agency Work Agreement shall in any event terminate upon completion of Phase B, before Phase C commences.
18. A Phase A Temporary Agency Work Agreement without a Temporary Agency Clause or a Phase B Temporary Agency Work Agreement concluded for a fixed term of six months or longer will not be renewed unless the Employer informs you in writing, no later than one month before the end date, whether and on what terms the Temporary Agency Work Agreement will be renewed.
19. A Phase C Temporary Agency Work Agreement is concluded for an indefinite period.
20. Where a Temporary Agency Work Agreement is concluded for the duration of a project, the end or completion of the project in accordance with the project description shall constitute the automatic end date.
21. A probationary period of one month applies to a fixed-term Temporary Agency Work Agreement without a Temporary Agency Clause in Phase A or Phase B if the agreement is entered into for the first time for a period longer than six months. During the probationary period, both you and we may terminate the Temporary Agency Work Agreement with immediate effect. Termination during the probationary period must be given in writing or by email.

22. The Temporary Agency Work Agreement may be terminated early by you and/or us with effect from the next working day, subject to the notice period prescribed by the Collective Labour Agreement, unless early termination of a fixed-term Temporary Agency Work Agreement is expressly excluded in writing in that agreement. If the duration of a Temporary Agency Work Agreement without a Temporary Agency Clause is shorter than the applicable notice period, early termination is not possible.
23. The Temporary Agency Work Agreement may be terminated before its agreed end date if: (i) a probationary period has been agreed and either party terminates during that period; (ii) you and we agree to terminate it; (iii) the UWV has granted permission for termination; (iv) the subdistrict court has dissolved the agreement; (v) you resign; (vi) you are summarily dismissed; or (vii) in any other case provided for by law and/or the Collective Labour Agreement.
24. The procedure for dismissal and the applicable notice periods are governed by the Collective Labour Agreement and applicable laws and regulations, including, but not limited to, Book 7, Title 10 of the Dutch Civil Code.
25. We have informed you of all applicable terms and conditions of employment and the mutual rights and obligations set out in this Temporary Agency Work Agreement and its Appendices, as well as in the Collective Labour Agreement, including by referring you to www.werkenalsuitzendkracht.nl.
26. If you have a Temporary Agency Work Agreement containing a Temporary Agency Clause and wish to terminate it, you must notify us no later than one working day in advance, or in any event within the period specified in the Collective Labour Agreement.
27. At the start of your employment, we classified you in a position and salary scale in consultation with you and the Client and after taking account of any relevant work experience. By signing the Temporary Agency Work Agreement, of which the Assignment Confirmation and Employee Handbook form part, you confirm your agreement with that classification.
28. Application of the Remuneration is based on the information received from the Client and confirmed to you by us. By signing the Temporary Agency Work Agreement, of which the Assignment Confirmation and Employee Handbook form part, you confirm that we have informed you of the applicable Remuneration and that it is correct.
29. You shall perform the work at a Client as agreed with you and as specified in the Assignment Confirmation. This does not prevent us from assigning you to other Clients, and you are required to cooperate with such assignments.
30. We have informed you of the possibility and/or obligation to register in the Dutch Personal Records Database (Basisregistratie Personen, BRP). The BRP contains personal data of residents of the Netherlands and of persons who have left the Netherlands and are registered as non-residents. Further information is available on the Dutch Government website: <https://www.rijksoverheid.nl/onderwerpen/privacy-en-persoonsgegevens/basisregistratie-personen-brp>.
31. To the extent applicable and necessary for the formation and performance of the Temporary Agency Work Agreement and compliance with statutory obligations, we pay social-security contributions to the Dutch Tax and Customs Administration, UWV, StiPP, SVB and Stichting PAWW. We inform you that benefits may be applied for from the UWV in various circumstances, including unemployment, long-term or other incapacity for work, an occupational disability, pregnancy, adoption or foster care. Only the UWV and/or another competent social-security body determines whether there is entitlement to any benefit. Further information is available on the websites of the Dutch Government (www.rijksoverheid.nl) and the UWV (www.uwv.nl).
32. After expiry of the statutory unemployment benefit (WW) or earnings-related WGA benefit, you may be entitled to a private extension under the PAWW collective agreement, provided that we remain bound by that agreement and affiliated with Stichting PAWW and the other eligibility conditions are met. The PAWW scheme is administered by Stichting PAWW (SPAWW) or an administrator designated by it. We advise you to obtain advice concerning your rights and

obligations. Further information is available at www.spaww.nl. To the extent required, you agree that we may deduct the contribution from your gross salary and remit it to Stichting PAWW. If the Client compensates its own employee in the same or an equivalent position for that contribution, the temporary employment agency must provide an equivalent compensation.

33. If you are a so-called third-country national, you must possess and continue to possess, throughout the Temporary Agency Work Agreement, a passport, work permit and residence permit that are legally valid in the Netherlands. A third-country national is a person from a country outside the European Economic Area (EEA) or Switzerland. You must cooperate fully with the timely acquisition and/or renewal of your passport, work permit and residence permit. On the day after you cease, for any reason, to hold a legally valid passport, work permit and/or residence permit for the Netherlands, the Temporary Agency Work Agreement shall be dissolved extrajudicially with immediate effect and without prior notice. This provision constitutes a resolutive condition subject to which the Temporary Agency Work Agreement has been concluded. By signing the Temporary Agency Work Agreement, of which the Employee Handbook forms part, you agree to this condition.
34. At our and/or the Client's first request, you must undergo and successfully complete the required pre-employment screening(s), hereinafter referred to as the screening(s). Neither we nor the Client has any influence over the outcome. You must participate in and fully complete the required screening within the period set by us. The screening is conducted independently of us and the Client and assessed by an independent agency. The result will first be communicated to you, after which you decide whether it may be forwarded to us and the Client. If, for any reason, you fail to participate in and fully complete the required screening within the stated period, do not permit the result to be shared with us and/or the Client, and/or the result is not entirely positive, the Temporary Agency Work Agreement shall be dissolved extrajudicially with immediate effect and without prior notice. This provision constitutes a resolutive condition subject to which the Temporary Agency Work Agreement has been concluded.
35. The Temporary Agency Work Agreement shall be dissolved extrajudicially in the following circumstances, each of which constitutes a resolutive condition:
 - on the day on which you are unable to identify yourself using a valid identity document; or
 - if you do not possess the diplomas and/or certificates required for your position; or
 - if we and/or the Client have requested a positive Certificate of Conduct (Verklaring Omtrent het Gedrag, VOG) and you fail to provide or apply for it, or fail to do so on time: in each case, one calendar week after expiry of the deadline by which the positive VOG had to be supplied.
36. If the work ceases during the term of the Temporary Agency Work Agreement because the assignment is terminated or withdrawn, the Employer shall, for as long as the Temporary Agency Work Agreement continues, seek and offer suitable replacement work to the Employee. You must accept a reasonable offer of suitable replacement work. The conditions for suitable work are set out in the Collective Labour Agreement. In addition, by signing the Temporary Agency Work Agreement, you agree that a one-way travelling time of up to one and a half hours using customary means of transport falls within the definition of suitable work.

Article 5. Various Obligations

1. You are required to:
 - a. provide us with information about any preceding period of unemployment in connection with possible reductions in social-security contributions;
 - b. inform us immediately if the Client requires you to work abroad, regardless of the duration of the stay. If you fail to inform us in good time and perform work abroad for the Client without our permission, all resulting consequences shall be for your account and risk;
 - c. inform us upon registration and before commencing employment whether you accrued pension rights with StiPP or another pension provider before entering into the

Temporary Agency Work Agreement. You acknowledge that successive-employer status will not apply where its application was not foreseen because you intentionally or otherwise culpably provided us with inaccurate or incomplete information;

- d. perform the agreed work under the supervision and direction of the Client and comply with reasonable instructions issued by us and the Client concerning that work;
 - e. accept suitable replacement work for the duration of the Temporary Agency Work Agreement if the work at the Client ceases, as provided for in the Collective Labour Agreement. If you refuse suitable or replacement work, are no longer available for work, terminate your registration with us or can no longer be contacted by us, you will not be entitled to wages and we may impose disciplinary measures;
 - f. behave as a good employee;
 - g. follow instructions and directions given by authorised representatives of the Client within the scope of the day-to-day performance of your position, and observe the company regulations and codes of conduct applicable at the Client;
 - h. take responsibility for content you publish on social media, taking account of the legitimate interests of us, your colleagues, the Client and third parties and refraining from causing any material or non-material damage to those parties. You must remain aware of your social-media activities in both a business and private capacity;
 - i. comply with official company policies, applicable codes of conduct or house rules, protocols, safety and occupational-health regulations, work instructions and conduct rules of both us and the Client;
 - j. inform us immediately of any change to your IBAN or bank-account number. Any loss resulting from failure to do so shall be for your account and risk. By law, we may not pay wages into an account that is not demonstrably held, wholly or partly, in your name. We may also take other legal measures if you fail to provide a bank-account number;
 - k. comply with the Dutch Personal Records Database Act for correct registration as a resident or non-resident. If you are a migrant worker, we have informed you of the difference between registration in the Non-Residents Records Database (RNI) and registration as a resident in the BRP. After arriving in the Netherlands, you may apply to the municipality for registration as a resident. If you initially register as a non-resident, you may apply to be registered as a resident four months after your citizen service number has been issued and you have been registered as a non-resident;
 - l. do everything reasonably possible to prevent you or a family member from entering a situation that may lead, or appear to lead, to a conflict between your personal interests and the interests of us and/or the Client. Avoid situations that make it difficult to perform your work objectively and effectively. Non-exhaustive examples include:
 - i. holding, during the Temporary Agency Work Agreement, an ownership or other interest in one of our competitors, the Client, or a supplier or competitor of the Client;
 - ii. directly or indirectly receiving any commission, allowance, payment or other benefit from the Client or a third party during the Temporary Agency Work Agreement, or accepting gifts, except customary business gifts of minor value. You must consult your immediate manager about this;
 - iii. managing, supervising or otherwise influencing the appraisal, salary or additional benefits of a close family member employed by us and/or the Client during the Temporary Agency Work Agreement.
2. If the Temporary Agency Work Agreement continues despite termination of the assignment, you agree to cooperate fully in accepting and performing other suitable replacement work offered to you.
3. You have received information about the required professional qualifications and a document describing the specific characteristics of the position and have taken note of it. By signing the

Temporary Agency Work Agreement, of which the Employee Handbook forms part, you confirm that you have received and understood the risk-inventory form.

4. At our and/or the Client's first request, you shall cooperate fully with an audit relating to hirer's liability, compliance with the Collective Labour Agreement and mandatory pension funds by providing written information.
5. We are your sole point of contact for all matters relating to your employment, including:
 - i. your wages and other terms and conditions of employment;
 - ii. applications for holidays and other forms of leave, which may be determined in consultation with the Client;
 - iii. questions about your payslip, the Collective Labour Agreement and other matters relating to your Temporary Agency Work Agreement;
 - iv. reports of sickness and reintegration, which must always be submitted to us within the prescribed period, in accordance with the applicable procedure and to the designated person or department;
 - v. your performance, its assessment and any consequences or disciplinary measures resulting from it;
 - vi. training and education. We may require you to complete training that is mandatory under law or the Collective Labour Agreement. No repayment obligation applies to training that you are legally or collectively required to complete. For other training, we may enter into a training-cost agreement with you setting out any repayment obligation.
6. It is important to the Employer, the Client(s) and you that you perform the duties associated with your position to the best of your ability. You may also be required to perform other duties, for other Clients and/or at other locations than originally announced, if this can reasonably be required of you. Your assignment is therefore not exclusive to one Client.
7. You must immediately inform, or arrange for the immediate notification of, the Employer and the Client of any injury or accident occurring in connection with your work. The Client is responsible and liable for working conditions at the workplace.
8. If you are unsure which rules apply and/or which protective equipment must be used, you must consult your manager.
9. We have informed you that various opportunities are available to take a language course, including through the municipality in which you live. Contact your municipality for further information.
10. By signing the Temporary Agency Work Agreement to which this Employee Handbook applies, you authorise us, for the purpose of reducing employment costs, to obtain information about your benefit history from the UWV and/or any other authority.

Article 6. Place of Work

1. You shall perform your work at the Client's location stated in the Assignment Confirmation, unless we instruct you otherwise.
2. In certain circumstances, you may be required to work at a location other than the location stated in the Assignment Confirmation. You must cooperate in performing the stated work at another place or location and, where applicable, for one or more other Clients. Work will in principle be performed in the Netherlands. If we ask you to work abroad, you will receive separate information, either in an agreement applicable in the country concerned or in a written or oral communication from your contact person together with an A1 certificate. These documents will state the country in which the work is performed, the duration of the posting and the applicable social-security legislation. Payment will at all times be made in euros. Unless otherwise agreed in writing, we do not arrange accommodation in the country of work or transport to and from the work location, and you are responsible and liable for arranging these yourself.

Article 7. Time Registration

1. When you start work for a Client, you must follow the time-registration method used by that Client. Time may be recorded in various ways, including written timesheets, a clocking card or a fingerprint scan. The Employer and Client will inform you of the applicable method at the start of the assignment. You must follow all time-registration instructions carefully and completely. Any incorrect or incomplete compliance is for your account and risk. We will only pay wages for hours that you have correctly registered in accordance with the instructions and that have been approved by the Client.
2. If, after receiving the time-registration instructions for the relevant Client, you register your hours incorrectly or incompletely, you will receive an oral or written warning. If you again fail to comply with the instructions, further disciplinary measures may be imposed.

Article 8. Gross Pay and Expense Reimbursements

1. Your gross hourly wage and applicable Remuneration are stated in the Temporary Agency Work Agreement and/or the Assignment Confirmation. The Assignment Confirmation sets out your terms and conditions of employment and states whether Equivalent Remuneration or Equal Remuneration applies to your work for the relevant Client.
2. Wages are in principle paid after each week in which you have worked.
3. Within the framework of the Collective Labour Agreement, you shall receive wages and other emoluments exclusively from us and not from the Client. You may therefore not accept direct payment from the Client. If the Client nevertheless pays you directly, you must inform us immediately.
4. The applicable Remuneration is determined and confirmed in writing for each assignment. Each new assignment may result in a change to the Remuneration, subject to the Collective Labour Agreement.
5. The applicable percentages for reserves relating to non-statutory holidays and holiday allowance will be reserved in money unless otherwise agreed with you.
6. You agree that any allowances for overtime and irregular working hours will be paid directly with your periodic wage payments.
7. If you receive an incorrect payment, contact the Employer immediately on +31 46 820 0992 between 08:30 and 17:30.
8. If an event of force majeure occurs on the part of the Employer and/or the Client, the Employer may reduce wage payments, including emoluments, by up to 50% for as long as the event continues, for a maximum of six months, provided that at least the statutory minimum wage and minimum holiday allowance are paid and insofar as this is consistent with the Collective Labour Agreement.
9. The coronavirus crisis is regarded as an unforeseen and exceptional circumstance that does not automatically fall within the risk sphere of either you or us as Employer. If you are required to quarantine, you agree that during half of the quarantine period we may use your non-statutory holidays and/or accrued but unpaid ADV/ATV days. We will bear the remaining quarantine days.

10. Without limiting the foregoing paragraphs, force majeure includes:
 - a. any circumstance beyond the control of the Employer and/or Client that permanently or temporarily prevents performance of the Temporary Agency Work Agreement, including, but not limited to, strikes, occupation of business premises, blockades, embargoes, government measures, war, revolution or comparable conditions, power failures, failures in electronic communication lines, fire, explosion and other emergencies, water damage, flooding, earthquakes and other natural disasters, breaches of employment legislation, large-scale or epidemic illness among persons, quarantine measures and animal diseases, whether or not caused by government action; or
 - b. a situation in which, due to public pressure, government action or government advice, the Employer and/or Client decides not to permit you to work at the physical workplace and working from home is not possible.
11. To the extent applicable and necessary for the formation and performance of the Temporary Agency Work Agreement and compliance with statutory obligations, the Employer pays social-security contributions to the Dutch Tax and Customs Administration, UWV, StiPP and Stichting PAWW. The Employer informs the Employee that benefits may be applied for from the UWV in various circumstances, including unemployment, long-term or other incapacity for work, an occupational disability, pregnancy, adoption or foster care. Only the UWV and/or another competent social-security body determines entitlement. Further information is available at www.rijksoverheid.nl and www.uwv.nl.
12. The Employee is covered by the collective arrangement under which, after expiry of a WW unemployment benefit or earnings-related WGA benefit, the Employee may be entitled to a supplementary benefit from Stichting Private Aanvulling WW en loongerelateerde WGA (PAWW). The Employee must meet the conditions set out in the Collective Labour Agreement and the PAWW collective agreement. The Employer advises the Employee to obtain advice concerning their rights and obligations. Further information is available at www.spaww.nl. To the extent required, the Employee agrees that the Employer may deduct the contribution from the Employee's gross salary and remit it to Stichting PAWW. The Employer compensates the Employee for that contribution by adding the current contribution percentage to the gross salary.
13. You agree that payslips and annual statements may be provided digitally via the email address you supplied to us.

Article 9. Working and Rest Times

1. The Client's arrangements apply to working and rest times. The Client may set a different work schedule specifically for you.
2. Working hours shall be determined by mutual agreement between the Employer, the Client and you.
3. The Employer and/or Client may change the working hours after the work has commenced. You must comply with the amended working hours.
4. If the Employer and/or Client considers overtime necessary, you are required to perform it.
5. We may apply the call-up period and rules, quarterly or annual hours standard, an hours standard over another period and/or a time-off-in-lieu arrangement used by the Client if it applies to an employee of the Client performing the same or an equivalent position. Any such arrangement will be stated in the Assignment Confirmation.

6. You must start work punctually at the time applicable to you. Failure to do so may result in disciplinary measures.

Article 10. Holiday Entitlement and Holiday Allowance

1. You are entitled to holiday allowance in accordance with the applicable Remuneration.
2. You accrue holiday entitlement in accordance with the applicable Remuneration.
3. Untaken statutory and non-statutory holidays shall lapse or become time-barred in accordance with the law and the Collective Labour Agreement.
4. The entitlements referred to in paragraphs 1 and 2 accrue pro rata. If the Temporary Agency Work Agreement does not continue throughout the entire calendar year or you do not work full-time, holiday entitlement shall be calculated proportionately in accordance with the applicable Remuneration.
5. Every request for holiday or leave will be granted as far as reasonably possible after consultation with us and the Client.
6. Holiday must be requested from us. This also applies if you are ill and wish to take holiday.
7. The Remuneration information confirmed or supplied by the Client shall be decisive in determining the hourly wage or monetary compensation for ADV. If ADV days apply under the Client's collective labour agreement or terms and conditions scheme, compensation will be provided in money or time unless otherwise agreed with you. If the information does not provide sufficient clarity as to the calculation, the calculation method laid down in the Collective Labour Agreement shall be used.
8. When applying for and planning holiday, please observe the holiday and travel instructions in Appendix 1.
9. We consider it important that you take your holidays in good time and will give you the opportunity to use accrued holidays to recover from work. As responsibility for taking holidays rests with you, we reasonably expect you to take them as far as possible in the year in which they accrue.
10. Untaken statutory and non-statutory holidays shall lapse or become time-barred in accordance with the law and the Collective Labour Agreement.
11. If you work for a Client that has a complete business closure or collective holiday during a particular period, you must take holiday and/or other leave during that period.
12. We may designate up to five days per year as compulsory holidays. These days will be deducted from your holiday balance.
13. If your holiday balance is negative at the end of the Temporary Agency Work Agreement, the corresponding amount will, insofar as possible, be deducted from wages still due and/or the final settlement. If deduction is no longer possible, you must repay the amount to the Employer immediately.

Article 11. Incapacity for Work Due to Illness

1. If you are ill, you must strictly comply with the Sickness Absence Regulations in Appendix 1 and the provisions of the Collective Labour Agreement concerning illness and incapacity for work.
2. During illness and incapacity for work, you are entitled to continued payment of wages in accordance with the Remuneration and the Collective Labour Agreement.
3. The Employee authorises the administrator of the supplementary Sickness Benefits Act insurance and the UWV to use administrative data known to the UWV concerning the Employee's periods of illness, insofar as required for administration of the supplementary insurance. This concerns only administrative data necessary to determine entitlement to, the amount and duration of, any supplementary benefit and to determine the insurance premium.

Article 12. Pension

1. You shall participate in the applicable mandatory industry-wide pension scheme for personnel services (StiPP), provided you meet its conditions. We shall deduct from your wages the employee contribution payable under the pension scheme as part of the total premium due by us.

Article 13. Company Vehicles / PPE

1. The Employer may make a company vehicle available to you. The associated costs and rules are set out in the agreement concluded with you. A separate authorisation will be signed for set-off or deduction of those costs from your wages and other emoluments.
2. You must exercise the utmost care in handling property belonging to the Employer and the Client, including personal protective equipment (PPE) made available to you. Unless otherwise agreed individually, the Employer, in cooperation with the Client, shall provide the equipment necessary for the proper performance of your position, subject to a loan agreement. Acting on the Client's instructions, the Employer may require a deposit and deduct it from your wages and other emoluments. By signing the Temporary Agency Work Agreement, of which this Employee Handbook forms part, you expressly consent to that deduction, subject to statutory rules governing deductions from the statutory minimum wage. You may revoke the authorisation at any time by notifying the Employer in writing.
3. You must use the PPE provided while performing your work. If you fail to use the PPE and suffer damage that could have been prevented by using it, the Employer and/or Client shall not be liable for that damage.
4. You are responsible for the use and maintenance of equipment made available to you. You must return equipment entrusted to you by the Employer or supplied by the Client in good condition. You are expected to handle company property with care.
5. You may use property of the Employer and/or Client for private purposes only with their prior written permission. In the event of damage, loss or failure to return loaned property, the Employer and/or Client reserves the right to recover the loss from you or set it off against or deduct it from wages and emoluments.
6. In the event of incapacity for work, you must, at the Employer's or Client's first request, return all equipment made available to you, including accessories, in good condition and free of damage or defects. The Employer is not required to compensate you for doing so.
7. Upon termination of the Temporary Agency Work Agreement, you must immediately return to the Employer or Client all items in your possession, including documents, equipment, goods and keys, that were made available for your work, belong to or are connected in any way with the Employer or Client, together with all copies of such documents.
8. We may set off or deduct from the final settlement any amounts, losses and/or penalties you owe us. By signing the Temporary Agency Work Agreement, of which the Employee Handbook forms part, you agree to such set-off or deduction.

Article 14. Confidentiality and Intellectual Property Rights

1. The Employer and Client attach great importance to preventing business-sensitive and/or confidential information relating to the Employer, Client, their business relations or employees from being disclosed to third parties. This includes information designated confidential or that you should reasonably understand to be confidential. Disclosure may cause damage to the Employer or Client. You must therefore maintain confidentiality and may not share with third parties any information or documents concerning the Employer, Client(s), their business relations or any other matter known to you about them. This also applies to information about employees of the Employer and/or Client(s).
2. In the event of suspension and upon termination of employment, irrespective of the manner or reason for termination, you must, at the first request of the Client(s) or Employer, immediately make available to them all property belonging to the Client(s) or Employer and all documents connected with them in the broadest sense.
3. The confidentiality obligation applies both during and after termination of the Temporary Agency Work Agreement.
4. If it is necessary to provide the information referred to above to a third party, or if a third party, including the press, asks you for information, you must inform the Employer in good time and obtain the permission of both the Employer and Client. Without such permission, you may not provide any information to third parties, directly or indirectly, in any form.
5. The Employer reserves the right, where appropriate, to file a criminal complaint for breach of the confidentiality obligation referred to in Article 273 of the Dutch Criminal Code.
6. The Employer or Client shall have the exclusive ownership rights, in the Netherlands and abroad, to patents, models, drawings and any other intellectual-property rights and copyrights arising from work performed by the Employee during their activities or arising from such work within one year thereafter.
7. You must inform the Employer and Client of all work or achievements made during or within one year after termination that may give rise to intellectual-property rights in the Netherlands or elsewhere, including inventions, computer programs, working methods, industrial-design achievements and similar results.
8. To the extent those rights do not already vest in the Employer or Client by law and/or agreement, you must transfer all associated rights in the Netherlands and elsewhere to the Employer or Client as soon as possible.
9. After the work has ended, you must continue to provide all cooperation reasonably requested by the Employer or Client in connection with the establishment, exercise and enforcement of rights vested in or transferred to them.
10. The Employer and Client are not required to seek statutory protection for rights vested in or transferred to them. If a patent application is filed, they will, where possible, arrange for you to be named as inventor if, in their opinion, you are the inventor.
11. You acknowledge that intellectual-property rights arising from your work do not vest in you and, insofar as necessary, you hereby transfer them to the Employer or Client, depending on which party is entitled to the relevant rights.
12. Intellectual-property rights in this Article include, but are not limited to, copyrights, design rights, patent rights, semiconductor topography rights, plant breeders' rights, neighbouring rights, trade-name rights, trademark rights and database rights.

13. Your wages include fair compensation for the transfer of the intellectual-property rights referred to above.
14. You must sign a separate confidentiality declaration and/or intellectual-property clause if requested by the Client.

Article 15. Documents and Company Property

1. You may not possess or retain, in any manner, documents, data carriers or company property relating to the business of the Employer and/or Client(s) that have been made available to you in connection with your work, except insofar and for as long as required to perform your work for the Client(s). In the event of illness, suspension or release from duties, and upon termination of employment, you must return such items in good condition to the Client or Employer no later than your final day of attendance.

Article 16. Ancillary Activities, Competition and Solicitation

1. During the Temporary Agency Work Agreement, you may not perform paid or unpaid ancillary activities without our prior written permission insofar as we can justify the restriction on objective grounds. You must inform us immediately of any ancillary activities. On the basis of your express, written and reasoned request, and provided we have no objective grounds for refusal, we may grant permission subject to conditions.
2. During and after the Temporary Agency Work Agreement, you may not induce persons employed by the Employer or Client to terminate their employment relationship with the Employer and/or Client.
3. After termination of the Temporary Agency Work Agreement, regardless of the reason or the party taking the initiative, you may not, without the Employer's prior permission, perform work for the Client or an affiliated business through another undertaking other than the Client.
4. The Employer considers it necessary to agree a non-solicitation and non-compete clause with you because of compelling business interests within the meaning of Article 7:653(2) DCC. The Employer substantiates those compelling interests as follows:
 - a. The Employer brings together demand from Clients and the supply of workers.
 - b. The Employer has invested in bringing together the Client's demand and you as the available worker and has a compelling interest in preventing those investments from benefiting competitors.
 - c. The Employer's business model consists primarily of assigning workers, including you, at an agreed rate. If, after the Employer has brought the Client and you together, you are assigned to that Client by another supplier of workers, this materially affects the Employer's business and circumvents its revenue model.
 - d. Under the existing Temporary Agency Work Agreement, you are assigned to the Employer's Clients and therefore have personal contact with those Clients.
 - e. The Employer makes a substantial investment in your training and expertise and has a compelling interest in preventing those investments from benefiting competitors.

Taken together, and each independently, the circumstances set out above constitute a sufficiently compelling business interest for the Employer to agree a non-solicitation and non-compete clause with you, regardless of the duration of the Temporary Agency Work Agreement or which party decides not to continue it. The list is non-exhaustive and may be supplemented and/or amended by the Employer.

5. The following non-compete/non-solicitation clause applies to you:
You may not take any action aimed at terminating the Temporary Agency Work Agreement with the intention of performing work, directly or indirectly, for the Client(s) or their affiliated businesses through a third party or for your own account without the Employer's prior permission. For six months after termination, you shall not, without the Employer's prior written permission, carry out activities within a radius of 25 kilometres from the place where the work was performed, in any manner or form, whether as an employee, in your own name or in cooperation with natural or legal persons, that are the same as, similar to or related to the activities of the Employer or its affiliated businesses. This includes any financial participation in and/or direct or indirect control over businesses carrying out the same, similar or related activities.
6. If you wish to enter directly into an employment agreement or other employment relationship with a Client for which you have at any time worked through the Employer, this is permitted, but you must inform the Employer in writing immediately and in advance, also in view of the preceding provisions.
7. The prohibitions in paragraphs 5 and 6 of this Article expressly do not apply to an employment agreement or relationship entered into, after the assignment has ended, between you and the Client to which you were most recently assigned. By exception to paragraphs 5 and 6, you may therefore enter directly into employment with the Client to which the Employer most recently assigned you.

Article 17. Identification Requirement

1. By signing the Temporary Agency Work Agreement, we have verified your identity through an authorised representative, including checking for identity substitution. The verification was carried out using one of the following identity documents:
 - Passport or identity card, including document number
 - Residence permit, including document number
 - Work permit, including document numberBy signing the Temporary Agency Work Agreement, you declare that all documents supplied by you are genuine and legally belong to you.
2. By law, you must be able to identify yourself at the workplace. The Netherlands Labour Authority, the police or immigration police, UWV, the Dutch Tax and Customs Administration or another authorised body may inspect the workplace. During such an inspection, you must be able to identify yourself using an original identity document valid in the Netherlands, such as a passport or identity card. During an inspection by an employee or representative of the Employer, you must also be able to produce a passport or identity card valid in the Netherlands.

Article 18. Processing of Personal Data

1. The Employer shall treat the personal data provided by you as confidential. To the extent necessary, you consent to the Employer processing such data within the meaning of the General Data Protection Regulation (GDPR) and related legislation, exchanging it internally and providing it to the Client and other third parties insofar as necessary for the formation and performance of the Temporary Agency Work Agreement.
2. The Employer's privacy policy is based on the GDPR and can be consulted and downloaded at any time from www.alerthr.nl.

3. You agree that, within the triangular relationship, the Client and Employer may exchange information concerning your performance and matters relating to your employment.
4. Personnel data are managed by the management board or designated employees, who shall treat all information as confidential. All personnel files are centrally stored in a locked cabinet.
5. Personnel files contain data relating to recruitment and selection, applications and appointment. They also contain information concerning performance and appraisal, sickness absence, salary development, training and education. Personal-data processing activities are recorded in the processing register, which you may consult at any time.
6. You have the right to inspect your personnel file, copy parts of it and request correction or destruction of inaccurate information. Subject to the conditions of the GDPR, you have the following rights:
 - to request access to your personal data;
 - to have inaccurate personal data rectified;
 - to have incomplete information completed;
 - in certain cases, to have your personal data erased;
 - in certain cases, to have the processing of your personal data restricted;
 - in certain cases, to object to the processing of your personal data;
 - in certain cases, to obtain and transfer your personal data;
 - to lodge a complaint with a supervisory authority;
 - to be informed by the Employer without undue delay if a personal-data breach is likely to result in a high risk to employees' rights and freedoms, unless the Employer is not required to do so under applicable law.

In certain cases, the Employer may be entitled to refuse a request and will explain the refusal. To exercise the above rights, email bedrijfsbureau@alerthr.com.

7. Upon termination of employment, your personnel file will be cleared and its contents destroyed, except for the Temporary Agency Work Agreement, the termination documentation and all information that must be retained by law.
8. The Employer shall disclose your personal data to third parties only insofar as necessary under the Temporary Agency Work Agreement and the associated rights and obligations, pursuant to a statutory obligation, or with your written consent. The Employer shall use reasonable efforts to ensure confidential handling of your personal data and is responsible to you for doing so.
9. To the extent necessary, you consent to the Employer processing such data within the meaning of the GDPR and providing it to third parties insofar as necessary for the formation and performance of the Temporary Agency Work Agreement and compliance with statutory obligations, including, but not limited to, the UWV, the Dutch Tax and Customs Administration and the organisation responsible for payroll administration. Where applicable, you also consent to processing information concerning a designation as an occupationally disabled person under the relevant reintegration legislation and Article 29b of the Dutch Sickness Benefits Act.

Article 19. Changes to Personal Data

1. You must notify the Employer within five days after becoming aware of any change in your personal circumstances that is relevant to the Temporary Agency Work Agreement. This includes changes of address, marital status, confiscation of your driving licence, a new IBAN, current or impending detention, changes in household composition, illness and, for foreign nationals, immigration status. You must provide the requested supporting documents. The consequences of failing to report changes in good time shall be for your account and risk.

Article 20. Data Breach Notification Act

1. When you are granted access to a Client's systems, which is permitted only with that Client's consent, you must comply with all of the Client's ICT-security policies and protocols.
2. If your work requires you to process personal data, directly or indirectly, or you otherwise come into contact with personal data, you must immediately report any data breach or security breach to the Employer and/or Client. You must provide full information by telephone and in writing by email and supply all information required concerning the incident. You must cooperate fully with measures taken by the Employer and/or Client to limit the incident and prevent recurrence.
3. You must carefully comply with the procedure concerning data breaches and/or security incidents applicable at the Employer and/or Client.

Article 21. Penalty Clause

1. If you breach an obligation arising from Article 14 or 16 of this Employee Handbook, you shall, insofar as necessary in derogation from Article 7:650 DCC, owe the Employer an immediately payable penalty of EUR 5,000 per breach, increased by EUR 500 for each day or part of a day during which the breach continues, without prior notice of default. The penalty is payable without prejudice to our other rights under the law, the Temporary Agency Work Agreement and/or this Employee Handbook, including the right to demand performance and/or claim damages instead of the penalty.
2. If your wages do not exceed the applicable statutory minimum wage, the following penalty clause applies instead. If you breach an obligation under Article 14 or 16, you must pay us a penalty for each breach equal to half a day's gross wages. The total penalties imposed within one week may not exceed half a day's wages, and each individual penalty is likewise capped at half a day's wages per week. The penalty is immediately payable without notice of default or any other prior declaration within the meaning of Article 6:80 et seq. DCC.
3. The penalty is payable without prejudice to our other rights under the law, the Temporary Agency Work Agreement or the Employee Handbook, including the right to demand performance and/or claim damages instead of the penalty.

Article 22. Disciplinary Measures

1. Without prejudice to any specifically stipulated penalty, the Employer may impose the following disciplinary measures for failure to comply with or breach of the Employee Handbook, the Temporary Agency Work Agreement or other applicable rules:
 - a) reprimand;
 - b) suspension, with or without continued payment of wages;
 - c) change of position, including transfer or demotion, with or without a reduction in wages;
 - d) dismissal, with or without immediate effect.

2. When determining the sanction, the Employer shall take account of the seriousness of the matter and the specific circumstances of the case.
3. Suspension and commencement of dismissal proceedings may be imposed concurrently.
4. If the Employer considers that an investigation is required to establish the facts before imposing a disciplinary measure, you may be released from duties with continued payment of wages pending a decision. If the Employer subsequently commences dismissal proceedings, the release from duties may be extended until the employment end date or converted into a suspension until that date.
5. Conduct towards the Client that constitutes an urgent reason for terminating the assignment shall also apply in the relationship with the Employer and may constitute an urgent reason for your dismissal.
6. The foregoing does not affect the Employer's right to collect a penalty stipulated for a breach in the Employer's rules of conduct or this Employee Handbook, including by set-off against or deduction from wages. Penalties referred to in the rules of conduct accrue for the Employer's own benefit, and Articles 7:650(3) to (5) DCC are also disappplied to the extent permitted. Damages may always be claimed instead of the penalty.

Article 23. Final Provisions

1. In situations not covered by the Employee Handbook, the Employer shall decide, where appropriate after consultation with the Client.
2. A request to change your position, working hours, other terms and conditions of employment or working conditions shall be assessed within the triangular relationship between you, the Employer and the Client. The Employer can grant such a request only if it does not adversely affect the business interests of either the Employer or the Client.
3. This Employee Handbook and any other Appendices may also be provided to the Temporary Agency Worker in a language other than Dutch. In the event of any conflict or discrepancy between the Dutch text and a translated text, the Dutch text shall at all times prevail.
4. The Employer may amend this Employee Handbook unilaterally. By signing the Temporary Agency Work Agreement and agreeing to the contents of the Employee Handbook, you also agree to such amendments. The most recent version of the Employee Handbook shall always apply to you.

Appendix 1: Sickness Absence Regulations

Under the Dutch Gatekeeper Improvement Act, you and the Employer are jointly responsible for resuming work as soon as possible in the event of incapacity for work due to illness. The provisions of the Collective Labour Agreement concerning illness and incapacity for work apply.

1. Reporting Sickness

If you are ill, you must personally report this by telephone to both the Employer and the Client before 09:00. If the report is made after 09:00, the following day shall count as the first day of sickness. Only if you are absolutely unable to contact the Employer and Client yourself may another person report sickness on your behalf.

Heerlen branch: 045-5718840

Maastricht branch: 043-3652120

Sittard branch: 046-8200992

Dynagroup branch: 06-28543567

RWM branch: 06-38854184

If you leave work because you become ill during working hours, you must personally notify your manager immediately upon departure and also notify the Employer by telephone.

When reporting sickness, you must state:

- the reason for the absence, without providing medical data or information;
- the expected duration of the incapacity for work;
- the address at which you are staying or being cared for and your telephone number;
- if you are staying somewhere other than your home address, the place of stay, telephone number and, where applicable, the treating physician;
- whether the incapacity for work was caused by another person. Where applicable, you must provide all information required to enable the Employer to recover its loss from that third party.

2. Availability

During the first week of sickness, you must be available by telephone and continuously available at the address where you are staying for a possible visit by the occupational physician. In the event of long-term sickness, fixed times for availability may be agreed with the occupational physician. If contact is repeatedly refused or the Employer does not have the correct contact details, further disciplinary measures may be imposed, including suspension or cessation of wage payments and, in the event of repeated breaches, ultimately dismissal, including summary dismissal.

If you cannot open the front door yourself, you must arrange for someone to be present who can do so. If the doorbell does not work, clearly indicate how you can be reached, for example by placing a note on the door.

3. Provision of Information and Holiday

You must provide information about the progress of your incapacity for work, both at the Employer's request and on your own initiative. Any change in your sickness situation must be reported immediately to the Employer and occupational physician.

If you wish to travel or take holiday while incapacitated for work, you must obtain prior written approval from both the Employer and the occupational physician.

Appointment with the Occupational Physician

- a. After the first contact during the first week of sickness, the frequency and method of further contact will be discussed. This may include being called for an appointment with the occupational physician.
- b. You must provide the sickness-absence support organisation designated by the Employer with all relevant information concerning the absence. If your health prevents you from doing so, a family member or carer may provide the information.
- c. You must attend every appointment requested by the occupational physician and/or Employer. If you have a valid reason for being unable to attend, such as being confined to bed, you must immediately notify the Employer. The Employer determines whether the reason is valid and whether the appointment can be rescheduled. This obligation does not apply if you have resumed work or must visit your treating physician; in the latter case you must immediately inform the occupational physician. If an appointment is not cancelled in time, the costs will be charged to you. By signing this document, you agree that those costs may be deducted from or set off against wages and other emoluments, provided that no deduction or set-off is made against the statutory minimum wage.
- d. If you doubt the correctness of advice given by the occupational physician, you may request consultation with another occupational physician. Following your request and after consultation with you, the first occupational physician shall arrange this as soon as possible, unless compelling reasons prevent it and those reasons are explained to you. The second occupational physician may not work for the same occupational-health service, company or establishment as the first occupational physician.
- e. The occupational physician has a complaints procedure, a copy of which may be requested from the Employer.

4. Medical Examination and Recovery

It is in your interest to seek treatment from a general practitioner or occupational physician within a reasonable period and to follow their instructions. You must reasonably cooperate with activities aimed at recovery and the earliest possible return to work, including therapeutic work, training, reintegration, partial return to work and workplace adjustments.

You must refrain from behaviour that obstructs or delays recovery, including sports, holidays, work in or around the home, attending festivities and performing work generally. If you believe an activity does not obstruct, or may promote, recovery, you must obtain the occupational physician's prior permission.

Performing such activities or work without the occupational physician's permission may result in disciplinary measures, including an official warning, suspension of wage payments and/or summary dismissal.

Provisions Concerning Long-Term Absence

- a. If you have been ill for at least six weeks and the sickness-absence support organisation concludes that return to work is possible, you must prepare an action plan for recovery and reintegration together with the Employer. The organisation's advice concerning recovery and return-to-work options shall form the basis of that plan.
- b. You must comply with the arrangements set out in the action plan.
- c. You must regularly evaluate the action plan with the Employer and amend it where necessary.
- d. The Employer shall use all reasonable efforts to reintegrate you as soon as possible.
- e.

5. Performing Work

During incapacity for work, you may not perform work except insofar as the occupational physician considers you capable and the work is offered by or on behalf of the Employer. The work offered shall be recorded in consultation with the sickness-absence support organisation.

6. Notification of Recovery

No later than the day before you are able to resume work wholly or partly, you must notify the Employer of your recovery. This also applies if you are not required to work on the day following the recovery notification because of holiday, leave or part-time work.

7. Stay Abroad

The above procedure also applies during any short or longer stay abroad for holiday or work. If you become ill abroad, notify the Employer immediately. You must comply with the Employer's first request to attend the occupational-health service or occupational physician and resume reintegration activities in the Netherlands. If your health prevents travel, you must visit a physician designated by the Employer in the country where you are staying, particularly where a local physician has stated that you cannot return to the Netherlands. Upon return, contact the Employer and occupational-health service or occupational physician immediately.

If illness or incapacity requires the stay abroad to be extended, a physician's certificate confirming that you are unfit to travel must be submitted every two weeks and whenever first requested by the occupational physician. The Employer may designate a physician in the country where you are staying. You expressly agree that the certificate of the physician designated by the Employer shall be decisive.

8. Holiday

When requesting holiday, including during sickness, you must obtain permission from both the occupational physician and the Employer. The days will be treated as holiday or leave days.

Everyone is asked to monitor official travel advice when planning a holiday, including at www.nederlandwereldwijd.nl. Government travel advice may use different colour codes indicating whether travel to a country is recommended. If a negative travel advisory or a red, orange or yellow code applies, the Employer endorses that advice and draws your attention to the following www.nederlandwereldwijd.nl

- a. You ultimately decide whether to travel to a country subject to a negative travel advisory or a red, orange or yellow code. The Employer recommends that you carefully consider your destination and refrain from such travel. This is a recommendation rather than a prohibition, as you remain free to choose your holiday destination.
- b. If you nevertheless travel to such a country:
 - i. you do so at your own responsibility and accept the associated risks;
 - ii. repatriation may not be available and you may become stranded abroad;
 - iii. you are responsible for ensuring that you can return to the Netherlands and resume your work for us and/or the Client in the normal manner;
 - iv. any risk that you cannot return to the Netherlands is entirely for your account and risk.
- c. We expressly warn that travelling to such a country is unwise. If you choose to do so, you accept the risks. If, without a legally valid reason, you do not or cannot resume work immediately after your holiday, we will not continue paying wages and you will not acquire any retrospective entitlement. This also applies if you must quarantine at home after returning. Such a situation falls outside the Employer's risk sphere. By deliberately choosing to travel, the failure to perform work wholly or partly is reasonably for your account and wages will not be paid for hours not worked.

- d. If you intentionally cause your illness, you are not entitled to continued payment of wages under Article 7:629 DCC.

Finally, holiday may be taken only after we have approved it. If, in our opinion, you perform an essential position and your absence would seriously endanger business continuity, we may refuse the requested holiday or leave.

9. Pregnancy

Pregnancy must be reported to the Employer. At the Employer's request, you must provide a signed pregnancy certificate from the treating physician or midwife. When reporting sickness, you must state whether it is related to pregnancy for the purpose of the UWV sickness benefit. If this is not reported in time, the UWV may impose a sanction that will be for your account.

10. Disputes

If you do not understand or disagree with a decision of the sickness-absence support organisation, report this to the Employer and the organisation. If the occupational physician or occupational expert maintains the decision, you may request an expert opinion from the UWV. They will explain how to contact the UWV. An expert opinion may concern your fitness for work due to illness, suitable work, the Employer's reintegration efforts or your own reintegration efforts.

11. Application for a WGA Benefit

For two years, or 104 weeks, the Employer and you must make maximum efforts to return you to work. In its gatekeeper role, the UWV assesses whether both parties have made sufficient reintegration efforts on the basis of the reintegration report. If the UWV concludes that either party has done too little, this may have financial consequences for the party in default.

The Employer prepares the following documents, which together form the reintegration report assessed by the UWV:

Week 6: Problem Analysis

No later than six weeks after the first day of incapacity for work, you will be called for an appointment with the occupational physician to determine reintegration options, which will be recorded in the Problem Analysis. You will discuss the file and reintegration process with the branch manager of your contact branch.

Week 8: Action Plan

No later than the eighth week of incapacity, the Employer and you shall prepare an Action Plan based on the Problem Analysis, recording the arrangements and procedures for the earliest possible recovery and the intended reintegration outcome.

Every six weeks: Adjustment of the Action Plan

Implementation of the Action Plan must be discussed at least once every six weeks. The discussion and new arrangements will be recorded in an Adjustment to the Action Plan, to be signed by both you and the Employer.

Week 44: First-Year Assessment

After the first year of incapacity for work, a First-Year Evaluation shall be completed and signed by you and the Employer.

Week 87: WIA Application Forms

If you have not fully recovered, the UWV will send you forms to apply for a WIA benefit. Together with the Employer, a reintegration report will be prepared from the reintegration file. The occupational physician will provide the medical information. You must submit this information and the application forms to the UWV no later than week 93. The UWV will assess whether you and the Employer have made sufficient reintegration efforts.

12. Sickness After Employment Ends

- a. If you become ill within four weeks after employment ends and are not working for another employer and have not received a WW unemployment benefit, you must immediately report sickness to the Employer in accordance with the above procedure.
- b. The obligations referred to above continue for as long as you remain incapacitated for work and receive a Sickness Benefits Act or WGA benefit. They end upon full recovery, unless you again become incapacitated within four weeks after reporting recovery.

Exclusion of Wage Payment and Liability

- a. If you fail to cooperate in a timely, correct and complete manner or breach these Sickness Absence Regulations, the Employer may suspend or discontinue wage payments wholly or partly. Further measures may also be taken, including an official warning and, where necessary, summary dismissal or at least termination of employment.
- b. You are also liable for all loss suffered by the Employer as a result of untimely, incorrect or incomplete cooperation or breach of these Regulations, and the Employer may recover all related costs and loss from you.

13. Epidemic, Quarantine and COVID-19

Always follow the most recent advice of the Dutch National Institute for Public Health and the Environment (RIVM) and the Dutch Government, including information published at:

www.rivm.nl

www.rijksoverheid.nl

<https://www.rivm.nl/coronavirus-covid-19/quarantaine>

<https://www.rijksoverheid.nl/onderwerpen/coronavirus-covid-19/nederlandse-maatregelen-tegenhet-coronavirus/gezondheidsadviezen>

<https://www.nederlandwereldwijd.nl/>

<https://www.rijksoverheid.nl/onderwerpen/coronavirus-covid-19/reizen-en-op-vakantie-gaan/in-thuisquarantaine-bij-aankomst-in-nederland>

- Keep 1.5 metres away from others, including in private time, and follow current government guidance. Avoid places where maintaining distance is difficult.
- Wash your hands frequently for 20 seconds with soap and water and dry them thoroughly, including before going outside, after returning home, after blowing your nose, before eating and after using the toilet.
- Cough and sneeze into your elbow.
- Avoid crowds and leave if an area becomes busy.
- Travel outside peak hours where possible.
- Use paper tissues, dispose of them after use and then wash your hands.
- Do not shake hands.

Quarantine, meaning remaining at home, not travelling elsewhere and following government and RIVM guidance, applies if:

- a. a member of your household tests positive for COVID-19, or you have had close contact with an infected person and are therefore required to quarantine; or
- b. you have visited a country or area designated as a COVID-19 risk area and are consequently required to quarantine. For COVID-19 and travel, refer to the applicable safe-travel arrangements. Because circumstances may change rapidly, carefully consider whether foreign travel is appropriate. If illness is intentionally caused, there is no statutory entitlement to continued wage payment.

What must you do if you are required to quarantine, and what rules apply?

- Immediately notify your contact branch by email that you are required to quarantine.
- Provide the contact branch with evidence from the occupational physician, other physician or municipal health service (GGD) confirming the quarantine requirement. State the date of the last relevant contact, as the quarantine period starts from that time, and follow our instructions.
- The coronavirus crisis is regarded as an unforeseen and exceptional circumstance that does not automatically fall within the risk sphere of either you or the Employer. During the first five working days of quarantine, we will use your non-statutory holidays or, if none are available, you agree to take five working days of unpaid leave calculated from the start of quarantine. The Employer will bear the remaining quarantine days. By signing the Temporary Agency Work Agreement, you also agree to this Employee Handbook and this arrangement.
- During quarantine, comply with all advice and recommendations of the RIVM, the government and us as Employer.
- After the quarantine period, you may resume work.
- Continue to follow all advice and recommendations after quarantine.

14. Complaints and Second Opinion

Complaints concerning the occupational physician's medical conduct will be treated confidentially. They may be submitted to the Employer and will be handled by the Business Support Department.

If you doubt an opinion of the occupational physician, you may explain your reasons and request a second opinion from another occupational physician.

The first occupational physician shall initiate the second opinion unless there are compelling reasons not to do so or the procedure is being misused or repeatedly invoked improperly. In that case, the physician shall explain those reasons to you.

If you consult another occupational physician on your own initiative without our consent, you must bear the costs yourself.

If a second opinion is arranged, you and the first occupational physician will select another physician from the designated pool. The second physician may not work for the same occupational-health service, company or establishment as the first.

We will bear the cost of a second opinion obtained from the designated pool, unless the procedure is misused. In that case, the full costs are for your account and may be deducted from the portion of wages exceeding the statutory minimum wage, subject to statutory requirements.

The second occupational physician receives all information necessary to assess the situation and first opinion and may obtain additional information. The second physician discusses the advice with you first.

You then decide whether it may be shared with the first physician. If it is not shared, the first opinion remains the basis for absence management. If shared, the first physician will explain as soon as possible whether the advice is adopted wholly, partly or not at all. The Employer is informed only whether the second opinion leads to a change in the absence-management advice and, if so, what the new advice is. The first physician then resumes responsibility for the advice.

Neither a first nor a second opinion is binding on the parties.

UWV Expert Opinion

Both we and you may request an expert opinion from the UWV where available. Such an opinion always concerns one of the following questions:

- Are you capable of performing your own work?
- Is suitable work available?
- Are we complying with our reintegration obligations?
- Are you complying with your reintegration obligations?

Note the difference between an expert opinion and a second opinion. Only you may request a second opinion, and it is performed by an occupational physician. An expert opinion is issued by an insurance physician or occupational expert of the UWV. An occupational physician providing a second opinion is not, in that capacity, an expert within the meaning of Article 7:629a DCC.

Appendix 2: Anti-Discrimination Policy

Alert is a comprehensive HR service provider and business partner supporting entry, progression and exit in the labour market. Our complete HR service offering enables us to support candidates and business partners with temporary agency work and secondment, recruitment and selection, reintegration, outplacement and recruitment services.

Love All, Serve All

Work is a very important part of a person's life. We therefore believe in the principle of a Happy Work Life. Through our way of working, we strive to create a Happy Work Life for everyone. In short: Love All, Serve All. There is no place for discrimination in our way of working. Alert does not discriminate on the grounds of age, sexual orientation, race, marital status, religion, sex, belief, nationality, political opinion, disability or any other irrelevant ground.

Our internal HR policy promotes diversity and avoids forcing people into a fixed mould. For example, our company regulations contain only limited dress-code guidance. People may be themselves at Alert. This diversity helps candidates feel at home and makes non-discrimination within our teams self-evident. Nevertheless, it remains important to address the subject explicitly to prevent unintended incorrect decisions.

Policy

We continue to communicate our identity internally and externally so that everyone remains connected to this vision. We make discrimination open for discussion so that people feel able to raise concerns or challenge decisions, enabling those decisions to be evaluated or reconsidered. We do this both internally and externally, so that candidates and Clients know they can contact Alert with questions or negative experiences. Creating an inclusive and diverse working environment is, after all, a shared responsibility.

Knowledge Transfer

- Our anti-discrimination policy is a permanent part of the onboarding programme. At the start of employment, colleagues are informed that we do not discriminate on any ground. We use the “Diversiteit Loont” app, examples and role-playing exercises;
- Our anti-discrimination policy is continuously addressed in our training and education programmes;
- Branch managers regularly discuss the policy within their branches;
- The policy is regularly discussed during branch meetings with the business unit manager;
- The policy is promoted through communications from the “Werk jij mee? Zeg nee!” campaign;
- Our general terms and conditions contain a clear anti-discrimination statement.

Audits

Internal audits are carried out to assess the effectiveness of our policy and the level of knowledge at our various locations. During these audits, the process owner determines whether colleagues act correctly in practice. Where a mystery call has taken place, we discuss the results and take additional action where necessary.

Questions and Complaints

Employees of Alert HR Solutions B.V. who receive discriminatory requests or observe discrimination may report this via bedrijfsbureau@alerthr.com.

Signature

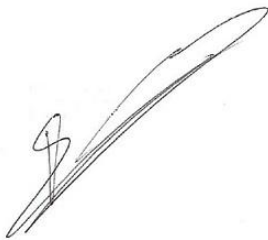
The management board and management team of Alert will evaluate this policy and continue their efforts

to eliminate discrimination. Our HR department will monitor developments and advise the management board. By signing this document, Alert HR Solutions B.V. and its management board commit themselves to complying with this policy and doing everything reasonably possible to prevent discrimination.

Sittard, 1 December 2022

Vivianne Snippe

Ruud Schepers

A handwritten signature in black ink, consisting of a stylized 'V' followed by a long, sweeping horizontal stroke.A handwritten signature in black ink, featuring a complex, overlapping loop structure followed by a long, horizontal stroke.

Appendix 3: Regulations on Alcohol, Drugs, Medication and Work

Article 1. Purpose

1. This policy on alcohol, drugs and medication forms part of the Employer's occupational-health and safety policy and is intended to reduce and prevent alcohol- and drug-related problems at work. Such problems may create unsafe working conditions for the person concerned, colleagues and the Employer, adversely affect health and well-being, cause loss of productivity and quality through impaired performance, and damage the Employer's reputation.
2. Because alcohol and drug use may have serious consequences, the Employer applies a zero-tolerance policy. The following arrangements and rules apply at all times and will be enforced strictly.

Article 2. Alcohol

1. You may not consume alcoholic beverages during work.
2. You may not be under the influence of alcohol during work. Alcohol is broken down slowly by the body, at approximately 1.5 hours per 10 grams of alcohol or one standard drink. You must moderate consumption before work so that you are completely sober when starting work.
3. You may not possess, supply to third parties or trade alcoholic beverages during work.

Article 3. Drugs

1. You may not use narcotic substances, whether hard or soft drugs, during work.
2. You may not be under the influence of narcotic substances during work. The warning in Article 2(2) also applies: you must take account of the time required by the body to break down such substances.
3. You may not possess, supply to third parties or trade narcotic substances during work.

Article 4. Medication

1. If you use medication bearing a yellow warning label and therefore capable of materially affecting reaction time, you must report this to the occupational-health service. The service may advise the Employer on the consequences for the work to be performed.
2. If you perform work requiring heightened attention, as determined by the Employer, suitable adjusted work will be sought temporarily. In case of doubt, the Employer shall consult the occupational-health service. You must perform the adjusted work.

Article 5. Alcohol and Drug Testing

1. You are required to cooperate voluntarily with a valid random or other alcohol and/or drug test before or during work, aimed at determining current use.
2. Testing may be by breath, urine and/or blood test. A breath test may be administered by the Employer or a designated officer; urine and blood tests may be administered only by qualified persons.
3. Testing shall be conducted on a sample basis.

Article 6. Conditions for Testing

1. The Employer may at all times monitor compliance with these Regulations.
2. Testing shall take place only for the purposes referred to in Article 1(2) and (3).
3. If you or a group of employees is suspected of breaching the rules, targeted testing may be conducted for a specified short period.

Article 7. Employee Protection and Rights

1. Through these Regulations, the Employer informs you before testing about alcohol, drugs, medication and work, the purposes and nature of the test, the circumstances in which results are obtained and the contents of these Regulations.
2. The Employer recognises that testing for alcohol and drug use at work interferes with personal privacy. In view of the purpose described in Article 1, the Employer considers testing necessary and not reasonably achievable in another manner. The Employer therefore has a compelling interest in testing despite the interference with privacy.
3. In this context, you have the right:
 - a. to be the first person informed of the test conclusion. The Employer may subsequently be informed whether or not you are or were under the influence of alcohol or drugs;
 - b. to obtain a counter-analysis.

The Employer shall not retain test results longer than necessary for the purpose for which they were obtained.

Article 8. Sanctions

1. Under Article 7:660 DCC, you must comply with instructions concerning the performance of work and those intended to promote good order.
2. If you breach one or more provisions of these Regulations, the Employer may impose disciplinary measures in accordance with the Employee Handbook.
3. A breach may also result in a penalty payable to the Employer in accordance with the penalty clause in the Employee Handbook.

Appendix 4: Working from Home Regulations

1. In principle, working from home is possible only where the work is performed mainly by computer and can be carried out from home, the Client agrees, independent working is possible and frequent daily consultation or contact is not required. The Employer expects you to perform the work professionally from home, remain available to the Client and colleagues during normal office hours, work independently and exercise sufficient self-discipline, as assessed by the manager.
2. Occupational-health and safety legislation imposes requirements on working conditions. You have been informed of the rules applicable to working from home and must comply with them as far as possible and use any equipment supplied by the Employer in accordance with the instructions.
3. To work from home responsibly, the home workplace must meet the following requirements, among others:
 - i. it must be a room in which you can work without disturbance, rather than at the kitchen table or near playing children, a washing machine or similar distractions;
 - ii. the room must have sufficient daylight and/or artificial lighting;
 - iii. you must have a desk adjusted to the correct height on which the laptop can be positioned correctly;
 - iv. you must have a broadband internet connection and subscription;
 - v. you must be reachable by telephone;
 - vi. cables must be secured so that they do not create a tripping hazard.The resulting costs are entirely for the Client. The Employer or an occupational-health and safety expert designated by it may inspect the home workplace, and you must cooperate.
4. You have the following responsibilities:
 - a. All ICT systems made available are intended for business use and must be used carefully. ICT systems include, but are not limited to, laptops, smartphones, associated software, the Employer's and/or Client's network, internet and email.
 - b. The business operations of the Employer and/or Client must never be endangered directly or indirectly by unlawful, unauthorised or improper use of ICT systems.
 - c. Access to ICT systems and use of company resources are strictly personal. You may not give third parties access to or insight into ICT systems, company resources, networks, data or other systems of the Employer and/or Client. Usernames and passwords are personal and may not be shared.
 - d. You must at all times work within the secure environment of the Employer and/or Client.
 - e. You may not store data relating to the Employer, Client or work locally.
 - f. You may not retain physical documents at the home workplace. Where appropriate, documents may be scanned and stored digitally in the secure environment of the Employer and/or Client.
 - g. You must at all times observe the privacy and information-security measures applicable at the Employer and Client, including while working from home.
 - h. You must handle confidential business data with the utmost care. Business-sensitive and confidential information of the Employer and/or Client may not be shared with third parties. This includes information designated confidential or that you should reasonably understand to be confidential. The confidentiality obligation applies both while working from home and at all other times.
5. The following monitoring rules apply:
 - a. The Employer and/or Client may at all times monitor compliance with the working-from-home arrangements. Monitoring shall be conducted on a sample basis.

- b. You and your manager shall evaluate at least quarterly whether working from home is satisfactory, including the quality of your performance, your own experience, working conditions, compliance with occupational-health and safety rules and your responsibilities.
- 6. No commuting-cost reimbursement forming part of the applicable remuneration will be paid for days worked from home because no commuting costs are incurred.
- 7. If you breach an obligation in this Appendix, the business interests of the Employer and/or Client, or generally accepted standards for the use of ICT systems, internet and email, you shall owe the Employer a penalty in accordance with the Employee Handbook.
- 8. Depending on the nature and seriousness of the breach, disciplinary measures may also be imposed in accordance with the Employee Handbook.

Appendix 5: Health and Safety Rules

Good working conditions and environmental protection form an integral part of the overall business policy of the Employer and Client(s). They aim to improve working and environmental conditions continuously and minimise personal injury, property damage and environmental harm.

General

1. Duties, Responsibilities and Authority

You must make every effort to comply with the safety, health and environmental policies of the Client(s) and Employer. Because you are assigned to Client(s) to work under their supervision and direction, you must comply with all applicable safety, health and environmental rules. By signing the Temporary Agency Work Agreement with this Employee Handbook, you confirm receipt of the safety instructions applicable at the Client to which you are assigned. If the Client changes, you will receive the relevant safety instructions again. You must strictly follow all instructions provided.

2. Communication and Consultation

To inform employees systematically about hazards associated with the work, the Client(s) shall address safety, health and environmental matters during work meetings. Employees who observe dangerous situations, health risks or environmental hazards must report them immediately to their manager.

3. Inspection

Managers at the Client(s) and management will regularly conduct safety, health and environmental inspections at the workplace to verify strict compliance with instructions.

4. Occupational

Health

Care

If the risk inventory and evaluation indicates that you are exposed to risks, or you report health risks yourself, the assistance of the occupational physician and occupational-health service will be engaged.

5. Accidents, Incidents and Unsafe Situations or Acts

All major and minor accidents, environmental damage, major property damage and unsafe situations or acts must be reported to the manager at the Client. Incidents must be recorded and analysed to prevent recurrence as far as possible.

6. Procurement

Safety, health and environmental aspects must be considered when purchasing goods. Safety data sheets must be archived for all hazardous substances.

7. Inspection of Work Equipment

If you use PPE or personal tools, you must immediately inform the manager at the Client and the Employer if they are damaged to such an extent that your safety or that of others is endangered. Unsafe equipment may not be used. The Client shall inspect work equipment annually to maintain its safety and condition. You are expected to ensure that the annual inspection takes place and cooperate fully.

8. Safety of Third Parties

The safety, health and environmental policy also aims to safeguard third parties who are present at or directly affected by the work. Where necessary, the Employer shall require third parties to take measures to prevent danger to themselves and others.

Complaints concerning compliance with safety instructions must immediately be reported orally and/or in writing to the immediate managers at the Client and Employer. If the Client's immediate manager is unavailable or, in the Employee's opinion, fails to take sufficient action, the complaint may be reported to the management of both the Client and Employer.

Health

1. Occupational Health Care
On the Employer's instructions and in consultation with it, the occupational-health service provides:
 - sickness-absence support;
 - preventive medical examinations;
 - preventive medical examinations after illness or an accident;
 - open consultation hours with the occupational physician.
2. Depending on the occupational risks associated with a position, a preventive medical examination may be necessary. The Employer will inform the relevant Employee.
3. If an Employee believes that their health is endangered by the work or other circumstances, or wishes to consult the occupational-health service, the Employee may independently contact the occupational physician or another occupational-health and safety expert.
4. Occupational-Health Service Contact Details
Assist Verzuim B.V.
<https://www.assistverzuim.nl/>
0548 533 525
5. Smoking Policy
 - a) Smoking is prohibited in all business premises of the Employer and/or Client(s) for all Employees, trainees, secondees, visitors and other persons.
 - b) The smoking ban also applies in company vehicles used for work. All managers share responsibility for monitoring compliance.
 - c) Smoking Areas and Times
Smoking is permitted only in designated areas on the premises of the Employer and Client(s).
 - d) Employees working outside the business premises of the Employer and/or Client(s) must comply with the smoking policy applicable there. If an Employee is exposed to cigarette smoke caused by others during work, they must report this to their immediate manager at the Client and also notify the Employer in writing.
 - e) Compliance with the Smoking Ban
The Employer and Client(s) shall monitor compliance. A breach will result in a written warning recorded in the personnel file. Repeated breaches after warnings may result in termination of employment.