

Keser Interim Solutions working guide



Welcome

Welcome to the Keser Interim Solutions working guide. Keser observes the ABU collective labour agreement for temporary agency workers and applies the hirer's remuneration. In the collective agreement all rights and duties for employees have been defined.

You can download the collective agreement via our website:
www.keser.nl/en/links

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Activation Insite and Pocket App

Insite

Keser's time registration is processed through Insite (Afas). In addition, the portal gives access to your personal file (payslips, documents and personal data). The link of the portal is <https://92605.afasinsite.nl>. Activate your account by entering your mail address as your username. You will then be able to set your own password. You will first receive a confirmation code by mail / text message and then you can download the pocket app that will be needed from now on as authentication when logging in.

Pocket App

You will receive an invitation for the Afas Pocket App in a separate e-mail. In this app you can easily view your payslips and submit any changes.

Time registration Insite

Every week you submit a timesheet for approval by the client. Our advice is to do this by default at the end of your working week via Insite. Insite gives the most clear weekly overview. The Pocket App is more complicated to use for submitting claims and there are no instructions available.

In Insite, go to the time registration via 'Start' and go to 'Book Hours /Uren Boeken'.

1. Drag per date the appropriate number of hours you want to enter (by hour type). A window with preferences will open (not all types of hours will be displayed and the work location will not be taken into account regarding allowances).
2. Choose manual entry /*Handmatig aanmaken*. A declaration screen then opens.

Maandag 3 januari 2022

Tijdsduur: 8:00

Plaatsing: 18

Datum: 03-01-2022

Bijlage: Bestand kiezen

Itemcode: *

Begintijd:

Eindtijd:

Pauseduur:

☒ Thuiswerken

Aantal: 8,00

Bedrag: 15,00

Opmerking:

OK

Zoekweergave	
Code	Item
F001-01	Normale uren
F002-01	Overuren 124,1% (eerste 2 uren)
F002-02	Overuren 141,3% (na 2e uur)
F002-03	Overuren 146,6% (zaterdag tot 14 uur)
F002-04	Overuren 163,8% (zaterdag na 14 uur)
F002-05	Overuren 182,8% (zondag en feestdag)
F004-01	Feestdaguren
F005-01	Bijzonder verlof/kort verzuim ZUB
F013-01	Ziekte uren ZUB 1e jaar
F015-01	Oprname ADV (uren)
F016-01	Oprname vakantie (uren)
F027-01	Oprname vakantie BW (in uren)

- Under Itemcode select the correct hour type using the button * (normal hours /normale uren, holiday entitlement /opname vakantie, take-up of BW holiday /opname vakantie BW, illness hours /ziekte uren, special leave - short leave /bijzonder verlof - kort verzuim, public holidays /feestdaguren).
 - If your client has a regulation for (overtime) bonuses /overuren and/or an ADV regulation /opname ADV (which can be used in time), then the concerning regulation is set up for you and you can also choose these types of hours to fill in.
- Next, use the 'Working from home /Thuiswerken' checkbox if you worked from home that day. That way, the expense allowances applied by your client will be calculated correctly. If the 'working from home /thuiswerken' checkbox is unchecked, the travel expenses are automatically calculated (if applicable). If the 'working from home /thuiswerken' checkbox is on, then the working from home allowance is automatically calculated (if applicable). It is therefore important to always use this checkbox to indicate the work location at which you work, even if your client does not apply (one of) these allowances.

☒ Thuiswerken

5. OK

- If you want to submit a declaration, you can do so by clicking on the date. A declaration screen will open.

VRIJDAG

7

0:00

Vrijdag 7 januari 2022

Plaatsing:

Datum: 07-01-2022

Bijlage: Bestand kiezen

Itemcode: *

☐ Thuiswerken

Aantal: 1,00000

Bedrag: 1,00

Opmerking:

OK

Zoekweergave	
Code	Item
FK11-01	Onbelaste vergoeding
FK11-02	Onbelaste declaratie
FK14-01	Vergoeding OV

- Under Itemcode, select the appropriate cost type (nett allowance /onbelaste vergoeding, nett declaration /onbelaste declaratie, public transport costs /vergoeding OV). You will only see cost types that apply to you.

- b. Enter the amount /*Bedrag* of the declaration.
- c. Include the invoice or a cost specification in the attachment /*Bijlage*.
- d. OK

7. Repeat for the entire week. In the complete weekly overview, the calculated cost allowances for each day are displayed at the top and below that are the number of hours per hour type.

8. When your weekly declaration is complete, use the 'Submit claim /*Declaratie indienen*' button and then click 'Yes /*Ja*'. This will finalize the declaration and send it to the client for approval.

In following weeks, you have the option to copy the previous week's declaration /*Vorige week kopiëren*. Loading this data takes some time.

- a. Check whether everything is correct (both the hour types and cost types) and if necessary adjust the weekly declaration.
- b. Next, you can finalize the copied claim using the 'submit claim /*Declaratie indienen*' button.

Make sure to fill in your hours on **Monday morning**, so that they can still be approved on time by your manager. Hours are processed on Tuesday. The payments are processed in 13 periods in accordance with the 4-weekly payment calendar. You can expect your salary to be in your bank account on Wednesday or Thursday (depending on the bank).

Your Insite account is active your last day. Please keep this in mind with regard to the data for your own personal administration. Till this day you can download documents and/or payslips.

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Employment contract

Besides the collective agreement we have stated specific matters regarding your employment in your employment contract, such as: your salary, start and possible end date, name of the hirer and number of hours per week. Upon entering into an employment relationship you received a form from us, on which you are to fill in the information with respect to your employment history, your BSN number (Dutch Citizen Service Number), date of birth, but also your ID number and the validity of your data. In case of any changes regarding these matters you should inform us as soon as possible. These changes may influence the payment of your salary.



Secondment agreement Phase A

At Keser we work with fixed-term secondment agreements. The maximum length of Phase A is 52 worked weeks (as of 2022). In Phase A we make use of the statutory regulation of Exclusion of Continued Payment. This means that when the work ends, your employment contract may continue, but we do not need to pay you. As a result, the secondment agreement falls under the legal definition of a "stand-by agreement".

Secondment agreement Phase B

At Keser you receive fixed-term contracts in Phase B. The maximum length of Phase B is 3 years (as of 2022) and within this period we are allowed to offer you a maximum of 6 contracts. Exclusion of Continued Payment is not applicable in this period, i.e. you will receive payment throughout your contract period.

Period of notice

If you wish to terminate your secondment agreement, the legal notice period of 1 month applies in accordance with the ABU Collective Labour Agreement. When a person resigns, this resignation applies by the next working day.

Employment

Via Keser you will start working for one of our clients. It is important that you are aware of the rules with respect to Risk and Safety that apply at the contractor's company. When you start working for a client, remember to ask about these rules. Also, you are expected to comply with the rules that apply at the clients company. This may concern working and lunch hours, but also the use of the internet and mobile phones.

Changes

Has something changed in your personal information, contact details or address? Please notify us as soon as possible.

Through 'My Insite /Mijn Insite' go to 'My Personal data /Persoonlijke gegevens'. There are 3 buttons available to make changes.

- Enter a change of address via 'Change Address /Adres wijzigen'.
- Enter a new bank account (IBAN) via 'Change salary account /Salarisrekening wijzigen'. This is only allowed with an account that is (also) registered in your own name.
- Report a change in your e-mail address, phone number and/or marital status via 'Change data /Gegevens aanpassen'.

If other information changes, like adjustments in your position, salary, working hours of je payroll tax reduction, please inform us by phone or e-mail.

 <p>Gegevens aanpassen</p> <p>Iets gewijzigd in je persoonlijke gegevens? Pas het hier aan.</p> <p>Ga verder »</p>	 <p>Adres wijzigen</p> <p>Ga je nu of binnenkort verhuizen? Pas je adres aan.</p> <p>Ga verder »</p>
 <p>Salarisrekening wijzigen</p> <p>Wil je je salaris op een andere rekening? Pas het hier aan.</p> <p>Ga verder »</p>	

Proof of identity

The moment that you start working for Keser we need to verify your identity by means of a valid identity certificate (passport or ID card). A copy of this will be made and kept in your file. If the validity of the document expires during the period that you work via Keser, we will inform you about this. In that case please make sure to be able to present a valid identity certificate soonest possible, so that we can keep a copy of it in your file. In addition, you must be able to identify yourself during working hours.

Work

Working hours

Before you start working you will have to discuss your working hours with your client.

Overtime

Working overtime happens in consultation with your client and overtime hours are paid based on the hirer's remuneration.

Health and safety

Safety

Before commencement of work please check whether there are any arrangements with regard to an in-house emergency response team. This concerns accidents, fire and evacuation plans, for instance. When these plans are not in place, please ask where the emergency exit and a possible fire extinguisher are situated. Are there any safety instructions that apply? If so, please ask for specific information so that you will know what to do if and when required.

Working conditions

The jobs obtained via Keser mostly are office jobs that require you to sit behind a desk. Please make sure that you adopt a proper sitting position, make sure that you carry out other tasks for about 10 minutes every 2 hours of working behind a computer screen. Ensure that your table and chair have the right height. If you have any questions regarding your workplace, please contact your manager or your Keser contact person.

Information GDPR

According to the General Data Protection Regulation, every company must comply with the privacy rules regarding the processing and protection of personal data. As an employer, Keser Interim Solutions is obliged to record personal data of you as an employee. When signing your contract you have given Keser permission for processing your data. Hereby an explanation of what information it concerns.

Which data is processed and for what purpose?

We process name and address details, contact details, salary data, time registration and the personnel file (identification document, payroll statement, contracts, absence registration). This data is necessary for the formalization of the labour agreement and have legal objectives, so that we can correctly carry out your personnel and salary administration.

Who has access to which data?

The employees responsible for the personnel and salary administration of Keser Interim Solutions have access to the personal data. In case of illness, information about the absence and contact details are exchanged with ReFit, our absenteeism counsellor, in accordance with the sickness absence regulations. Salary data are provided to the tax authorities for the mandatory wage declarations. The StiPP pension fund receives your salary data for the benefit of the pension accrual.

What period is this information stored?

As soon as the legal retention period has expired, the personal data will be deleted.

What are your rights?

You have the right to inspect your processed personal data, change and complete the data and delete your data (if there is no valid reason why Keser Interim Solutions stores the data). If you wish to appeal to this right or have any questions, please contact us.

What to do with complaints?

If you do not agree with the processing of certain personal data, do not hesitate to contact us about this. Together we will then check whether the information can be deleted or changed. If you still want to object or submit a complaint, then this is possible at the Dutch Data Protection Authority.

Wages and time registration

Keser observes the ABU collective labour agreement for temporary agency workers and by doing so we are compelled to comply with the hirer's remuneration. This means that, with respect to certain matters, you have the same rights regarding main terms of employment and fringe benefits as apply at the contractor's company. Article 3 of the secondment agreement contains the relevant employment conditions in accordance with the company regulations of the client.

Payroll tax reduction

Payroll tax reduction is reduction in income tax and social insurances. Payroll tax reduction reduces the amount of tax and premiums you pay on your income. You are entitled to a reduction when you work. Upon calculation of the payroll tax you need to indicate whether or not Keser is to reckon with the tax reduction. If you work for more than one employer, you should have the payroll tax reduction applied wherever your salary is highest. Otherwise your reduction will be too much and you will have to pay back later!

Payslip

Every 4-weekly period your payslip will be available in your Insite account and/or the Pocket App.

At the bottom of your payslip under the reservations header you can see how much holiday entitlement you have built up. The holiday hour balance contains (legal) holiday hours (vakantie uren) + extra holiday hours (vakantie uren bovenwettelijk). For your total balance you can add up these two amounts. Possibly your client also has an reduction of working hours (ADV) which you can add to the balance.

The holiday hours balance is also available in the Pocket App at the reservations menu. In the time registration you need to divide the vacation hours in the hours types 'holiday entitlement' (opname vakantie) and 'take-up of BW holiday' (opname vakantie BW) when one of the balances is not enough.

Salary payment

Every Tuesday the hours will be processed. The generation of your payslip and payment of your salary will be processed once every period of 4 weeks. We follow a fixed cycle for the payments (which does not necessarily start when you have actually worked 4 weeks). The moment you are put on the payroll halfway through a payment cycle, you will receive your first payment over a period of less than 4 weeks, so that you will synchronize with the next 4-weekly cycle. The dates of these cycles are indicated on the calendar in the appendix to this working guide. The actual receiving date of your salary in your bank account is depending on the bank and could be a day later.

Digital time registration

Keser offers you the possibility of registering your hours digitally through Insite. The link of the portal is <https://92605.afasinsite.nl>. Activate your account by entering your mail address as your username. You will then be able to set your own password and activate your account.

In the time registration you can submit the number of hours worked, all other hour types and possible expense allowances. After which you push the 'submit declaration' (declaratie indienen) button and your worked hours will be forwarded to your manager, who will approve the



declaration. If your manager does not approve, you will receive a message and your hours will have to be changed. Check the instruction for the time registration on page 1.

When we receive your approved timecard on Monday before 18 p.m., we can process these hours on Tuesday.

Registration expense allowances

According to the company regulations at your client, expense allowances are paid based on the hirer's remuneration. This can be for example travel expenses (reiskosten) for the days at the office with the client, public transport expenses (OV-vergoeding) based on declarations and/or a working from home allowance (thuiswerkvergoeding). The secondment agreement states which regulations are applicable at your client. If applicable, the allowances are set up in our salary administration and you can claim these different allowances in an time declaration according to the instruction on page 1.

Please note:

- Allowances are only automatically paid when they are registered on the timecard.
- It is only allowed to use only 1 allowance per day (travel expenses/public transport OR working from home allowance).

Annual income statement

As of January your annual income statement of work performed in the previous year is available. This statement is automatically uploaded into your personal account of Insite, of which you will receive a message by email.

Pension

The temporary employment sector has a mandatory pension fund. You automatically become a mandatory participant when you are 21 or older and have worked for 8 weeks. As an employer, Keser values pension accrual, which means that Keser will immediately register you for participation in the Pluspension scheme as of your start date. One third of the average contribution will be deducted from the salary and two third of the contribution will be paid by Keser. More information on the pension plan can be found on the website of StiPP (Stichting Pensioenfonds voor Personeelsdiensten)

www.stippensioen.nl

Sickness absence

Reporting sickness absence

When you are ill please make sure to first inform your employer about this and after that report sickness absence to Keser via telephone number +31 (0)88-6488 912. We are open from 8.30 a.m. and will be able to receive your message. It is impossible to report sickness absence afterwards. Your report will be passed on to the



Health and Safety Executive, Refit, who will take over the surveillance of your sickness from us. Your first sick day is observed as a qualifying day for sickness benefit. This day is unpaid. After this day you are entitled to sickness benefit, which is 90% of your wages. It is imperative that you can be reached during your sickness. Make sure to personally report sickness absence and when you stay somewhere else or when your address changes, please notify this to Keser soonest possible. Inspections by Refit can take place from the first day onwards.

On the time declaration you can register your sickness by adding the hour type 'Illness hours' (ziekte uren). Fill in the number of hours that you would usually be working. Check the instruction for the time registration on page 1.

Reporting recovery

When you have recovered from sickness and are getting back to work, please notify Keser about this. Keser will make sure to inform the Health and Safety Executive. You yourself are responsible for reporting recovery, if you do not take care of this, you run the risk of being fined.

Sickness absence policy

In the sickness absence regulations you can find all rules with respect to sickness. You have received a copy of them upon signing your contract and you can find them on our website: www.keser.nl/en/links

Holidays and leave

Holiday allowance

During the period you are working for us, you build up a holiday allowance. This is 8.33% of your salary earned four hours worked. On your payslip you can find how much you have built up during each period. In May your holiday allowance is remitted. If you stop working in the meantime, all your reservations incl. your holiday allowance will be remitted.

Vacation

In your reservations you build up 25 holidays per year based on a fulltime employment. Therefore, each hour you work you build up holiday entitlement. Your current holiday balance is displayed on your payslip. On a fulltime basis this amounts to 16 2/3 hours per month. On the time declaration you can register your vacation by adding the hour **type** . Fill in the number of hours that you would usually be working. Check the instruction for the time registration on page 1.

National holidays

Officially recognized holidays are considered paid holidays by Keser according to the ABU collective labour agreement, if and when you would normally work on these days. If you do not work on a regular basis, a sum based on the average working hours on the weekday concerned will be remitted. During days a client company closes for other reasons than officially recognized holidays, you are to take up vacation if you wish to be paid for these days. This mainly also applies for permanent employees of the organisation you are working for. On the time declaration you can register the national holiday by adding the hour type 'public holidays' (feestdaguren). Fill in the number of hours that you would usually be working. Check the instruction for the time registration on page 1.

Officially recognized holidays are:

- New Year's Day
- Easter Monday
- Ascension Day
- Whit Monday
- King's Day
- Christmas Day and Boxing Day
- Liberation day in quinquennial anniversary years

Non-officially recognized holidays are:

- Good Friday
- Friday after Ascension Day
- Liberation day in non-quinquennial anniversary years

Short absence and special leave

In the ABU collective labour agreement you can find a full survey stating which forms of short absence exist. See Article 28. If your absence meets any of these conditions, you can indicate this on the time declaration by adding the hour type 'special leave - short leave' (bijzonder verlof – kort verzuim). Check the instruction for the time registration on page 1.

Pregnancy and maternity leave

When pregnant employees are entitled to a pregnancy leave of at least 16 weeks. During that period UWV remits a maternity allowance. This maternity allowance is calculated on your average income in the period of 1 month shortly before your pregnancy leave (daily wage). The allowance is 100% of the daily wage. There is, however, a maximum daily wage for this allowance. Consult uwv.nl for the sums. Pregnancy leave can be chosen flexibly: employees are allowed to choose any moment between six and four weeks before the baby's due date. Keser requests this maternity allowance on behalf of the employee. After your notification Keser will complete a form called 'Request WAZO-allowance' for you not later than five weeks before commencement of your leave.

Fringe benefits

Education and training

Keser is committed to providing personal development opportunities. You will therefore be offered a license for New Heroes during your contract at Keser. This is an online learning environment focused on many different soft skills. This allows you to work on personal development in an accessible and flexible way. The offer includes training courses with varying lead times and also many certificates can be obtained.



Contract with the client

In some circumstances you are allowed to enter into a direct employment relationship with the client. Contractual agreements have been made about this between Keser and the client. Therefore, please contact Keser first, so that we can coordinate this with the client.

Unemployment benefit

If you are threatening to become or are becoming involuntarily unemployed, you are entitled to unemployment benefit if and when you meet the legal requirements for this. Please turn to the Centrum voor Werk en Inkomen (www.werk.nl) soonest possible.

Complaints

In case of complaints regarding service, administrative handling or your contractor's method of working, please contact one of our employees or send a confidential email to management@keser.nl

This working guide is subject to changes. Therefore, please check the latest version on our website www.keser.nl/en/links.