

jellow

Jellow Playground

It begins here

Hello Jellow



Congratulations on your new job!

You saw the job posting, wrote a letter, emailed us, had interviews, signed your contract, and here you are!

In front of you is the Jellow Playground: the handbook that gives you a better idea about Jellow and all the information needed to get you started. Aside from this Playground, your new colleagues will also show you the ropes.

Don't worry about the amount of information you'll get: we don't expect you to be able to absorb everything right away. Take the time to get the hang of your new job. Maybe you'll be thrown in at the deep end, but never be afraid to ask your colleagues for help. Don't forget that Jellow is a dynamic company. Every time you feel you've mastered things, we will introduce a new branch of our service, turn the flow around, or come up with something new. That's why we say: go with the flow.

Good thing you're here!

By now, you probably feel like getting started as soon as possible. In the Jellow Playground you will find more information on how Jellow works. The Jellow timeline, terms and conditions of employment, allowances and remunerations and the leave arrangements can be found in this handbook.

But before you plunge into the depth, first a few tips:

Stay fresh

We look forward to your ideas, original perspective, and the peculiarities that you will add to our team. Remember: we chose you because we love you for who you are. So don't adapt too much and let us hear from you.

Forget your position

Account Manager, Operational Employee or Marketer: you are more than just your job. We didn't hire you to color neatly inside the lines of your job description.

Walk the walk

As we say in Dutch: "That cat will climb down from the tree by itself," in the meantime: just go to work. We do everything we can to make you feel comfortable, except for holding your hand during those exciting first weeks. Trust your instincts and show what you have to offer.

Clear? Good, then we can move on. Let's go!

The evolution of Jellow



2013

Jellow founded
January 2013

Jellow was started in 2013 by Noel, Lars, and Sanne.

Naarden-Vesting office opened
April 2013

2014

1.000 freelancers
October 2014

5 employees
November 2014

2015

60 companies
March 2015

Pilot for mapping company networks
April 2015

Jellow starts mapping and connecting companies' existing freelance networks.

Groningen office opened
March 2015

Start-up proposition
October 2015

Start-ups can join the Jellow network for free.

Freelance platform of the year
October 2015

Top 100 most innovative companies
November 2015

8 employees
December 2015





2016

6 assignments placed in 1 week for the first time
February 2016

€ 500.000 acquired in funding
May 2016

Jellow receives half a million in funding to invest in acquiring knowledge and new employees.

First edition bitterballen beerpong
November 2016

2017

Strategic partnership with Mediahuis
October 2017

Jellow enters a strategic partnership with Mediahuis and receives an additional capital injection.

2018

JellowZorg established
April 2018

Jellow Belgium established
May 2018

10.000 freelancers
May 2018

ZiPconomy partner
July 2018

Jellow partners with the knowledge platform ZiPconomy to respond faster to changes in the freelance market.

21 employees
August 2018





2019

20.000 freelancers
February 2019

New business model
January 2013

Companies can choose between 3 different formulas: Jellow Zelf, Jellow Samen, and Jellow op Maat.

New brand identity
March 2019

2020

First working from home vlog
April 2020

Jellowers share short videos from their home offices to stay connected through the pandemic.

Second capital injection by Mediahuis
February 2020

First Never too Jellow to learn
October 2020

40.000 freelancers
October 2020

3.000 companies
October 2020



2021

45.000 freelancers
March 2021

Jellow Ireland announced
March 2021

Return to the office
August 2021



Our wonderful service

Because we're proud of what we do

With Jellow, our clients have direct access to a high-quality on-demand freelance network. The platform is user-friendly, so clients can find the right freelancer in no time. Jellow frees the freelance job market and promises to connect clients to freelancers directly in a decent, fast and easy way.

Why

We want to turn the world of freelance mediation on its head. We do this by making the existing intermediaries redundant. We want to enable clients and freelancers to find each other directly and to do business with each other in an honest and transparent way: "From outsourcing to selfsourcing".

How

We provide clients with the opportunity to get in direct contact with the right freelancer in a decent and easy way. We use the speed, transparency and affordability of an online platform specifically aimed at freelancers, combined with quality and a high service level.

What

- Freelance Selfsourcing Platform
- Access to the appropriate expertise
- Direct contact with freelancers
- Help where needed



Our mission and goals



So we can keep on growing

We're convinced that happy colleagues lead to happy customers. In order to be happy in your job you have to enjoy your work and be the best version of yourself. That can only be the case if the work interests you, challenges you, and gives you autonomy. Only then will you want *and* be able to take extra steps to learn new things and to continue to develop yourself. That ensures that you'll keep having fun in your work. Our core values define us: who we are and what we want to exude.

Why we do what we do

Our ultimate goal is that, by 2025, every company will be able to find the right freelancer within 1 minute. We're not there yet. But we do believe that with Jellow and all our wonderful colleagues we'll definitely reach this goal!

Our core values

Resolute

Together, we work in a results-oriented and effective way. Every day we try to push our limits. We do this by proactively looking for new opportunities and resolutely taking advantage of them. At Jellow, you have the opportunity to directly turn your ideas into experiments. Are you curious about our way of working with experiments? Those will be explained in more detail further on in the Playground.

Collaborative

Personal contact is what makes our work so much fun. One team, one goal. We go for it together! Filled to the brim with energy, we also try to make our customers as happy as possible. That's what we believe in! We want to give every company the opportunity to get in touch with the best freelancers quickly, easily and affordably.

Decent

We act in a transparent and, above all, decent manner. By listening carefully, we are able to address the customer honestly and sincerely. Service-oriented action is important to us. Does a customer get angry? We do not!

This is how we roll

Rules of the house and some practical things

Flexible workplaces

At Jellow we say we don't have fixed workplaces, but secretly we do. We like to leave our stuff on our desks sometimes, but try to stick to the clean desk policy. It's always possible to work at a different location if you prefer to work somewhere else from time to time. The most important thing is that you can always be reached. We are quite flexible, but we do like to know where you're working, so always let us know.

Working hours

A working day at Jellow officially starts at 9:00 a.m. and ends at 5:30 p.m. If you're late, that's okay: we don't use a time-clock, but we do expect commitment and flexibility.

Working flexibly

Because our working hours are flexible, we don't expect you to work overtime. Hence we don't usually pay overtime. However, if you consistently work more hours than is in your contract, please discuss it with your manager. Because naturally, that's not how it should be!

Bringing in new colleagues

At Jellow, we are always looking for new colleagues. All together, we make the best team. That's why we want to ask you to always keep an eye out for new potential Jellowers. So regularly check our vacancy page for new vacancies. We have a really nice surprise for colleagues who bring in a new Jellower.

Closing up

If you are the last one in the office, don't forget to turn off the lights and make sure you lock the doors.

Tidying up the kitchen

We ask everyone to use the dishwasher and keep the kitchen clean. If you never do it, someone else always has to. Working together also applies to tidying up!



What your week looks like

So you know what to do

In the morning, we always say hello to each other. This means that if you work upstairs you walk downstairs, and if you work downstairs you walk upstairs. We have a chat about your weekend, the number of times you've been eating out for dinner, or the party you went to; it's all part of it. We think socializing and having a connection with the team is really important!

Morning workout

The nearest train station is Naarden-Bussum. From there you can take the bus or ride a bike to our office in Naarden. Because the buses often don't connect well, many of us ride a bicycle they bought from the bicycle shop around the corner, or they walk to the office. Some physical activity is good for you!

Updates

We regularly have company updates. These are meetings where we share our most important updates with each other. There are a lot of meetings, because we think it's important to keep each other informed about what we are going to do in the coming week.

CrossFit

We regularly go to CrossFit Naarden for a group lesson given by Maxime. Kickboxing, running, fitness training: you name it. Don't feel like working out? No problem, even the worst excuses are accepted. 😊

Lunch!

Every day, we have lunch together. Those who feel like it will set the table, get some bread from the bakery, and prepare an egg for everyone. Lunch is provided by us. There is a schedule for cleaning and tidying up, so keeping the office clean is easy peasy lemon squeezy.

Friday afternoon drink

We have a Friday afternoon drink if everyone feels like it. Feel free to grab a beer from the fridge. Sometimes everyone is already riding their bikes home at 5:30 p.m., but sometimes we usher in the weekend a little later together – your call.



What you get from us

Because if you're happy, we're happy



We want to make sure that you get all the supplies you need to be able to work properly. If you're happy, we're happy. Always let us know if you have any problems, questions, or if you need anything else. Then we can see what we can do for you.

Your laptop

For new colleagues, we make sure there's a laptop in the office that you can work on. Are you an intern? Then please bring your own laptop! Do you spend a lot of time on the road for your job or do you work in the development team? Then we have a super cool Macbook for you. If you need more things to do your job well, let your manager know.

Workplace

Don't forget: You'll probably spend more time behind your laptop than on the couch at home, so make sure your workplace is properly adjusted. Do you need anything to work more comfortably or perform better? Let us know!

Personal development

We think it's not only important that Jellow continues to grow, but that you as a person do as well! What are your interests, how do you want to develop yourself further, and what does your future look like? Within Jellow you get the space to learn and grow. At least once per quarter you will have a conversation with your manager about your goals and developments. Curious about these meetings? Check the following page.

Never too Jellow to learn

Personal development sounds great, but how? Because we believe continued learning is important, we regularly organize knowledge sessions and trainings for all Jellow employees. They are organized by a fellow Jellower or by someone from outside the company. These sessions can be anything from agile training, to a time management workshop, or a knowledge session about the basics of development. Do you have a good idea for the next training? Let us know!

Fun

Work hard, play hard. Of course our work is important to us, and we all work hard to achieve our goals! But in return for this hard work, we try to have a lot of fun! Friday drinks, activities with the whole team, Christmas dinners, and sports, occasionally.

Pension contribution

Your golden years may be a while away, but building up a pension is obviously very important! That's why Jellow likes to contribute to your pension. Next to your own contribution (the amount of which you can determine yourself), the company chips in as well.



Performance management

Continuously improving is one of our top priorities. That's why we at Jellow think continuous learning and development is very important! To help you as much as possible with your personal development, we have structured our performance management around three different interviews:



The goal setting interview

This interview is focused on your goals for the coming quarter and to evaluate the goals of the past quarter. How did the past quarter go? What are your goals for the coming quarter? And what do you need to succeed?

The performance review

In this interview we will talk about your performance: what is going well and what could be improved upon? Input for this review will be provided through the use of 360-degree feedback. Your colleagues sometimes see things you do not, which can lead to helpful new insights!

The personal development interview

Central to this interview is your own development. What do you want to learn and which skills do you want to develop? Personal development is important for everyone. Within a rapidly changing organization such as Jellow, you are constantly being given new tasks and responsibilities. Teams and contexts are constantly changing. In order to remain successful, it is necessary to work on your own development in a structured way. This starts with insight into your talents and development needs and also requires a focus on their development.

Experiments and initiatives

To make sure the company grows, every day of the year

“Consider everything an experiment.”

– Corita Kent

This is a famous quote from a historical figure, you would almost think she must have worked at our company. 😊 Every idea that increases the growth of Jellow is considered an experiment or initiative. For example: a few blogs with bold statements on LinkedIn may increase our brand awareness, or a new feature on the website may increase the client engagement.

Experiment manager

At Jellow we have an experiment manager who keeps track of all running experiments. If you want to start an experiment, let him know so he can tell you when is the best time. He'll also ask you to fill in an experiment format.

Step 1: Start an experiment/initiative

When you have an idea, discuss it first with your manager and/or team leader and always discuss it with the experiment manager (Reinout). They'll greenlight your idea and from there you can start filling out the experiment form. Double check with the experiment manager whether you've filled out everything correctly.

Step 2: Activities

Now it's time to execute the experiment. We believe in your ability to set up the experiment by yourself, but of course most of the time you'll need help from others, so don't be afraid to connect with your fellow

Jellowers. So, let's write that blog, produce that radio commercial, or create that new feature on the website!

Step 3: Collect data

As much as you can. Pageviews, engagement clicks, conversion rates, etc. You can collect the data in a spreadsheet. Ask your manager if you can use an existing spreadsheet, for example: the marketing backlog.

Step 4: Analyze

Analyze your data and define a conclusion about your hypothesis: confirmed, disproved, inconclusive. For example: Because of the blog campaign, we have measured 2,587 views (confirmed); or: Because of the new feature on the website, the job postings have increased with 8% (disproved, the KPI was 10%).

Step 5: Close experiment and start 2.0 version

Always close your experiment/initiative when you have filled in the conclusion. Remember: “There is no such thing as a failed experiment, only experiments with unexpected outcomes” (Richard Buckminster Fuller, architect). Start a 2.0 version when you believe that a newer version of the same experiment/initiative will help the company grow.

Terms of employment

Back to business

Below you will find some practical and important information concerning your contract.

What you get from us:

- Your employment contract in duplicate.
- Statement of payroll tax reduction.

What we need from you:

- Your signed employment contract in duplicate.
- Completed statement of payroll tax reduction.
- Copy of your identification.
- Your account number – so we can pay your first salary as soon as possible.

Probationary period

You're a Jellow – now what? Depending on your employment contract, there is a short probationary period, because we think it's important that there's a connection from both sides.

Terms of notice

There may come a time when you're finished with your work at Jellow and you're ready for something new. Don't be afraid to share the news with us. We'll enjoy you and your qualities for as long as you're here. Think of Jellow as a place to learn and grow. Applying for a new job is easier when it's not a secret. Your colleagues know a lot of people and are able to think along with you. Of course we're sorry to see you go, but we like to see you leave the same way you came here: full of enthusiasm. If you want to end your contract, make sure you do so at the end of the month, unless there is a written agreement to end it on a different day.

There are different terms of notice, depending on your employment contract. If you've been working for Jellow for less than 5 years, there is a 1 month notice period. If you have been working for Jellow between 5 and 10 years, there's a 2 month notice period. If you have been working for Jellow for over 10 years, there's a 3 month notice period.

Theft and fraud

It is, of course, not allowed to misappropriate Jellow's belongings. In the case of suspicion of theft or fraud, the police will be notified. Again, depending on the offense, the sanction may range from a written reprimand to immediate termination of your contract.



What is allowed and what is not allowed

At Jellow, a lot is allowed and there is always time for fun. BBQs, drinks, beer pong, you name it. But we have to draw the line somewhere: some things are not allowed at the office. We're sure you understand that at Jellow, drugs and alcohol are prohibited during working hours. So it's definitely not a good idea to show up at work under the influence, and you'll be suspended for that working day. If you're suspended a second time, you may be fired on the spot. Having a drink after working hours or during Friday afternoon drinks can be very enjoyable, but act responsibly!

Undesirable behavior

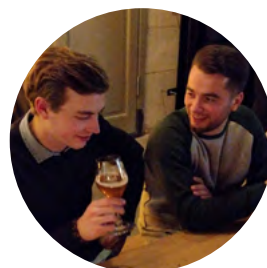
If you experience undesirable comments, actions, or expressions, that make you feel uncomfortable: report them to your manager or management! We think it's important that you enjoy going to work and feel comfortable at the office. To make clear what's not accepted, here's a list:

- Aggressive and/or violent expressions, both verbal and physical
- Expressing threats, both explicit and implicit
- Cursing or screaming
- Spitting, hitting, kicking and similar physical violence
- Comments with sexual overtones
- Catcalling and similar expressions
- Sexual harassment

If someone is guilty of undesirable behavior, a written reprimand may be issued, and the guilty party may even be fired on the spot. That will, of course, depend on the severity of the improper behavior.

Communication is key!

Good internal and external communication is important. We do expect all correspondence within the company to be of a business nature. Jellow retains the right of access to all forms of correspondence (letters, faxes, emails) and access to your internet usage. Management therefore also has access to all email inboxes, should it be necessary.



Remuneration



We're not made of money, but we'll give you what you deserve

Your salary

In your contract you'll find the salary that you have agreed on with your manager. Once a month, we will send a paycheck to your Exact online account. You will find an example of your paycheck and an explanation at the end of the Playground. Your salary is always paid around the 24th of the month.

Internship pay

If you're an intern at Jellow, you'll receive 400 euros per month based on a workweek of 5 days.

Holiday allowance

At Jellow, everyone with a temporary or permanent contract receives a holiday allowance of 8%. Every month, this holiday allowance is passed on to your salary. The sum is always paid out in May.

Bonus scheme

Have you agreed to a bonus scheme? Then that option will be included in your contract. You'll receive a separate appendix that shows when you're entitled to receive a bonus, the amount of the bonus, and when the bonus is paid. Please note: this appendix can be changed during the term of your contract. If that's the case, you'll be informed at an early stage. This change will require written confirmation and a signature from both you and an authorized signatory.

Deductions from salary

When calculating your salary, deductions may be made. Your contract will state which deductions apply to you. Is something unclear? Ask your manager for an explanation.

Travel allowance

We compensate a maximum of 150 euros per month for commuting from a distance of at least 10 km. Traveling by train? Then we will arrange for an NS (Dutch Railways) business card. Keep it separate from your private trips. If you visit customers using your own car, the compensation is 19 cents per kilometer. If you have any questions about this you can contact HR.

Expense claims

We have a template for claiming expenses. Ask Finance for the sheet and you'll gain access to it. Aside from filling out the form, you will also have to email the sheet and receipts to: finance@jellow.nl. For kilometer expense claims, just filling out the sheet suffices. Any questions? Contact HR.



The expenses you can claim

- Tickets for public transport
- Car trips at € 0.19 per kilometer. This applies to both business trips and commuting > 10 km, up to a maximum of € 150 per month. This doesn't apply if you have a lease car or public transport card.
- Coffee or possibly lunch with customers
- Advances on groceries, office supplies, etc.
- Overnight stays (when driving back home is not convenient or more expensive)
- Telephone charges up to the maximum stated in your contract (only applicable if you do not have a Jellow telephone)

The expenses you can't claim

- Your own lunch outside of the office
- Car costs (which are not a part of a lease contract)
- Private internet
- Trade journals and/or newspapers and other subscriptions (unless explicitly approved)

For better or for worse

Ups and downs: we're right there with you

Holidays

Based on a 40 hour workweek, you're entitled to 25 holidays per year. If you have a contract with fewer hours, your holidays will be calculated pro rata. You can always schedule days off yourself, but make sure that your manager agrees before you do so. Always take a critical look at your calendar and make sure your colleagues know when you're out.

We think it's very important that you take a break now and then and chill out. By that we mean really resting and not thinking about work. That's why we advise you to take two consecutive weeks of holiday every year. We also aim to ensure that you do not take more than 5 holidays with you to the next calendar year. Would you like to know how many days off you're still entitled to? Check your Exact online account.

As you've already been able to read, we think it's really important that you take time off, and therefore you're not supposed to accumulate leave. That's also why we don't pay out any leave days.



Leave

Leave is granted on an hourly or daily basis. There are some occasions when you're granted special leave. Always discuss this with your manager and HR.

Special leave applies to the following cases:

- Your partner giving birth (1 week off on a pro rata basis; for example, if you work 32 hours, you get 32 hours off)
- Your 25th, 40th or 50th wedding anniversary (1 day)
- 50th wedding anniversary of your parents or parents-in-law (1 day)
- The passing of your partner, child, or parent(s) (from the date of death to 1 day after the funeral)
- The passing of your parent-in-law, grandparent, brother-in-law, sister-in-law, daughter-in-law, son-in-law, grandchild, brother or sister (1 day)
- Exams or course days that Jellow offers you
- Entering a deposition of marriage (1 day)
- You or your immediate family members are getting married and you are present at the ceremony (own marriage 2 days, immediate family members 1 day)
- Moving day (1 day)

What we consider an immediate family member: a child, parent(-in-law), brother(-in-law), or sister(-in-law).

Public holidays

You can cross off the following days in your calendar. You're free on:

- New Year's Day (1 January)
- Ascension Day
- Easter Monday
- Whit Monday
- King's Day (27 April)
- Liberation Day (once every 5 years)
- Christmas Day and Boxing Day (25 and 26 December)

On Good Friday, on Sinterklaas (5 December), on Christmas Eve, and on New Year's Eve you are off at 4:00 p.m. if work permits. Even outside of anniversary years you can go home at 4:00 p.m. on Liberation Day, if work permits.

Reporting sick

Are you ill? Tough luck - get over it! No, we always put your health first. If you go home sick or when you are ill, always report this to your manager and HR, even if you are on holiday. The slightly boring protocol on this can be found in appendix A.

Medical visits

Everyone has to see a doctor, dentist, or physiotherapist now and then. We sometimes have to as well! You are supposed to make these visits in your spare time. When this is not possible we ask you to at least make an appointment for the beginning or the end of the working day.

How are you doing?

Something may be going on in your private life or at work. Notify your manager! Let's go for a walk together and tell us what is going on; this way we can take you into account. It is important to us to know how you are doing! That's why we take a walk around the fortress at least once a quarter. If there are no problems, we'll just have a fun conversation.

Go for a walk

Do you have a writer's block, are you getting stuck on a problem or are you just not feeling up to it? Go for a walk through the fortress. Sometimes that's just necessary in order to get new inspiration - we get it!



Places to be

Come pay us a visit

Jellow Naarden-Vesting

Nieuwe Haven 25
1141 SG Naarden



Jellow Groningen

Lübeckweg 2
9723 HE Groningen



Jellow Belgium

Kardinaal Mercierplein 2
2380 Mechelen



Tools to make life easier

Information gap closing in 3... 2... 1...



Pipedrive is the tool in which we store all communication, statuses, contracts and important things about clients/customers.



We use **Slack** to communicate quickly with colleagues. In addition, there are groups dedicated to certain topics.



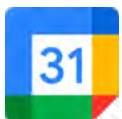
We use **Google Drive** to store important files. These can be procedures, the manual, etc.



For email contact we all have Gmail addresses with **@jellow.nl**. Using this, you can also reach the infobox – info@jellow.nl – but please note! You must never remove anything from it.



Google Sheets are used by everyone to deploy data. This way you don't get mixed up and you can see each other's changes as well.



Google Calendar. This is the joint diary we use. Here you can indicate your attendance and schedule appointments with colleagues, customers etc.



We use **Jira** to report our bugs and manage our tasks.

Salary slip explanation

End of the month, you know it

Some clarification with regard to your salary slip is always useful. Below the terms on there are explained, so there can be no confusion.

- **Period:** The period over which the salary is calculated.
- **Table Payroll tax reduction:** "Wit" (white) is the wage tax table for the wage from the current employment and "Yes / no" concerns whether you receive payroll tax reduction.
- **Percentage of special rate:** This is the tax rate for special wage components (e.g. bonus or holiday pay).
- **Annual wage special rate:** This is your monthly wage charged on to a year (generally, that is 12 * monthly salary + 8% holiday pay).
- **Social insurance:** This indicates the social insurance legislation for which contributions are calculated and paid by the employer.
- **Hours per week:** The number of hours per week to be worked according to the employment contract.
- **Basic salary:** The basic salary agreed upon in the employment contract on the basis of 40 hours.
- **Taxable wage:** The wage on which wage tax and social insurance contributions are calculated.
- **Net wage:** The wage after deduction of the withholding of the wage tax.
- **Holiday pay:** This shows the holiday pay accrued in the period (8%) as well as the holiday pay accrued up to and including this period.
- **Days:** The days worked in this period, as well as the number of days worked up to and including this period.
- **Hours:** The number of hours worked in this period, as well as the number of hours worked up to and including this period.
- **Work discount:** The work discount set off against this wage calculation, also a part over which no wage tax has to be paid.

Do you have any further question? Consult with your manager.

Appendix A

Protocol on absenteeism due to illness Jellow Holding and Jellow Nederland B.V.

Below you will find the regulations regarding (long-term) illness: when it is best to stay at home, when to consult a doctor and how to report your being sick.

1. Reporting sick

In case of illness or incapacity for work, the employee must report sick to the HR employee, or to another designated person within the employer's company. The sickness report must be made as timely as possible, but no later than fifteen minutes before the (final) time at which the work is normally started. In principle, the sickness report must be made by the employee personally. Only if the employee is not reasonably able to do so can he be called in sick by someone else. In the event of sick leave during working hours, the employee must report this personally to the HR employee, or to another designated person within the employer's company, before terminating his work and leaving the workplace.

When reporting sick, the employee must state the nature and cause of the absenteeism, the estimated duration of the absenteeism, the nursing address where he is located (see point 2. below), the telephone number on which he can be reached and the address and telephone number of his family doctor and, if applicable, the attending specialist.

In the event of admission to a hospital or nursing facility, the estimated duration of admission must also be stated. If such admission is known in advance, the employee must inform the employer in good time prior to the admission. The aforementioned notifications may be omitted if and insofar as the information concerned has already been made known to the employer before and no changes have been made to this information since the last notification.

2. Nursing address

When reporting sick, the employee must give the nursing address, if this is a different address than the home address most recently given to the employer. When staying abroad, the employee must provide the foreign address. If the employee moves house or changes nursing address during the illness or incapacity for work (e.g. admission to a hospital or nursing facility), he must immediately inform his direct superior by telephone. The employee must confirm this notification in writing to the employer within 24 hours.

3. Stay abroad

If the employee becomes incapacitated for work during a stay abroad, he must report sick in the manner described under 1. Only if it is impossible to report sick in person can the sick leave be reported by means of a telegram, fax, SMS or email. If the employee is unable to attend the consultation hour of the occupational health and safety service, the employee will be obliged to submit a medical certificate from an attending physician from abroad as soon as possible (and in any case immediately after returning to the Netherlands), showing that the employee was not fit to travel.

If the stay abroad must be extended due to illness or incapacity for work, such a certificate of unfitness for traveling must always be sent every fortnight and in any case at the first request of the occupational health and safety service, subject to dispensation from the occupational health and safety service. Immediately after returning to the Netherlands, the employee is obliged to report to the employer or, if he is unable to resume work, to the doctor of the occupational health and safety service. At the employer's request, the employee will submit to an examination by the doctor of the occupational health and safety service in order to determine whether the employee was actually incapacitated for work during his stay abroad.

4. Consulting a doctor

The employee must stimulate his recovery by contacting his (family) doctor within a reasonable period of time. The employee must in any case contact his (family) doctor before 10 working days have elapsed since the first day of illness or incapacity for work. The employee is obliged to follow the orders of the doctor he has consulted.

5. Staying at home

The employee must remain at home in the mornings from 8.30 a.m. to noon, and in the afternoons from 1.30 p.m. to 5 p.m. until the time the health and safety service inspector has visited the employee or until the employee has visited the consulting hour of the health and safety service inspector's doctor. Until this moment, the employee is only permitted to leave the nursing address for a visit to a doctor or for medical treatment prescribed by the attending physician.

If the employee was not at home when the health and safety service inspector visited him as a result of a visit to a doctor or for medical treatment prescribed by the attending physician, the employee is obliged to act in accordance with the written instructions that the health and safety service inspector will leave behind in that case.

The employee must ensure that the health and safety service inspector can gain access to his nursing or home address. If necessary, the employee must inform the employer of the measures he has taken to provide the inspector access to his nursing or home address, so that the employer can inform the inspector of the occupational health and safety service about this.

The employer and the occupational health and safety service may grant an exemption from these regulations.

After the first visit by the inspector of the occupational health and safety service or after the first visit to the inspecting doctor of the occupational health and safety service, the employee must comply with the instructions given to him by or on behalf of the occupational health and safety service for the purpose of the inspection. These instructions may be deviated from for a visit to the attending physician or for the resumption of work.

Both the employee and the health and safety service inspector must identify themselves when first requested.

6. Going to the consulting hours

The employee must comply with any call from the occupational health and safety service or the employer to appear at the consultation hours of the occupational health and safety service's medical officer or to visit a specialist designated by the occupational health and safety service.

If the employee has a valid reason for being unable to work (e.g. being bedridden), he must immediately report this to the occupational health and safety service and stay at home until the occupational health and safety service's medical officer or inspector has visited him at home. This obligation does not apply in the event of resumption of work or in the event of a visit to the attending physician. In this case the employee must immediately notify the occupational health and safety service.

7. Do not obstruct or delay recovery

The employee must refrain from any behavior that obstructs or delays his recovery. This includes: practicing sports, doing chores in and around the house, participating in festivities and performing work in general. If the employee thinks that certain work or activities do not delay his recovery, he must obtain the prior consent of the occupational health and safety service's medical officer.

Insofar as he can reasonably be instructed to do so, the employee is obliged, after consultation with the doctor of the occupational health and safety service, to perform all activities that may stimulate the healing process and speed up the resumption of work.

8. Maintaining contact with employer

During the incapacity for work, the employee must keep the employer and the occupational health and safety service informed of the status of illness or incapacity for work.

9. Resuming work after recovery

The employee shall at all times immediately inform the employer, through the HR employee or another person designated for that purpose within the employer's company, of the time of the probable resumption of work. The employee must resume work as soon as he is able to do so.

If the employee is declared fit for work by the occupational health and safety service of the employer, but is of the opinion that he is unable to resume all or part of his work, he is obliged to inform the employer immediately of this fact and must make his objections known and explain them to the doctor of the occupational health and safety service during the next consultation hour.

10. Information

The employee is obliged to immediately communicate to the employer, through HR, or another designated person within the employer's company, upon request or on his own initiative, all facts and circumstances of which he may reasonably be aware that they may affect the continued payment of salary during illness or incapacity for work. As far as medical information is concerned, the employee only has to disclose it to the doctor of the occupational health and safety service, who will respect medical confidentiality and the privacy of the employee.

If the employee is given a form to obtain a so-called "self-declaration", the employee must immediately complete this form or have it filled in by his partner or caregiver and immediately send it to the occupational health and safety service of the employer in a postage-free envelope.

11. Second opinion

At the first request of the employer, the employee must submit to an examination by an expert as referred to in Article 7:629a paragraph 1 of the Dutch Civil Code, in order to obtain a second opinion on the employee's (in)capacity for work.

12. Violation

In the event of a breach of these control requirements, the employer is entitled, on the basis of the provisions of Article 7:629 paragraph 6 of the Dutch Civil Code, to suspend payment of the employee's wages until the employer has been able to establish that the employee is entitled to continued payment of wages. If the employee does not agree with this suspension of salary payment, he can file a salary claim with the subdistrict court. To that end, the employee must have a second opinion from the UWV, the Employee Insurance Agency, that he is prevented from carrying out the agreed or other appropriate work (see: Article 7:629a of the Dutch Civil Code).

In addition, in the event of violation of one or more of these control requirements, the employer may take further measures against the employee, not excluding dismissal measures.



You've made it to the end

Welcome to the team!