



Working at Maintec

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AUTOMOTIVE

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Preface

Dear employee,

Welcome to Maintec. In this “Working at Maintec” booklet you will find all the information you need to make your new job a great success.

For example, you can read about what you can expect from Maintec, what we expect from you and also what the NBBU Collective Labour Agreement is, what the phase-count system means for you, and what you have to do if you are sick.

If you have any questions after reading this “working at Maintec” booklet, our Sales Support Team will be happy to help you. You can send an email to salesupport@maintec.nl or call +31(0)88 - 52 52 950.

Best of luck to you with your new job!



Technical
talent is
chiseled at
Maintec

1. Who is Maintec

Maintec recruits, selects and seconds technical staff. In order to meet the demands of our clients, we use our service concepts.



We recruit **Local staff** from the local labour market in our 'Local Staff' concept. Our project managers know the technical labour market like no other; they know what companies need and find the right professionals to do the job.

In the **Learn & Work** concept, we train people in the skills that are important on the labour market. Whether it concerns a complete Intermediate Vocational Education (MBO) on a School-based Learning Pathway (BBL), a basic course for certain subjects or a short refresher course for a specific welding technique, Maintec makes sure that its people can do what its clients demand.



Some skills are very difficult to find in the Dutch labour market. That is why we recruit international staff through agents in 9 European countries. We call this concept '**International Staff**'.

1.1 What can you expect from Maintec?

1.1.1 Mediation

At Maintec we strive to help you find the most suitable job and provide you with the best possible service to guide you throughout your career at Maintec. You can expect that we will guide you from job to job, that we will support you in the field of courses and training and make sure that you are rewarded as much as possible for your work. The office in which you are registered, is always there for you and will be happy to assist you.

1.1.2 Remuneration

You will be remunerated for the work you do for a Maintec client, in the form of wage and allowances such as travel expenses. You can expect us to pay you according to the remuneration given by the client to its own employees in the same position. We also refer to this as the hirer's remuneration as it must be carried out in accordance with the NBBU Collective Labour Agreement. You can read more about this in the chapter on Salary.

1.2 What do we expect from you?

1.2.1 Completion of your bank details

Using the activation email you received to activate your Tigris account, you can now log in to your Tigris platform for the first time through the app or portal. The first step you need to take is to add your bank account number and upload a copy of your bank card. This information and your signed employment contract allow us to release your account and ultimately make your salary payment.

1.2.2 Identification requirement

As soon as you become a Maintec employee at one of our clients, we expect a number of things from you. It is important that you adhere to the obligation to be able to identify yourself at all times. This is why you must always carry your proof of identity with you. If you have a residence permit, you must always carry it with you.

1.2.3 Activities

As a Maintec employee, you carry out work under the direction and supervision of one of our clients. You must follow the directions and instructions of the direct manager at all times. In addition, you are expected to cooperate with your Maintec colleagues as well as with the employees of the client.

You must comply with the safety rules and code of conduct that apply within the client's company premises and must comply with them at all times. This is in the interest of your own health, safety and wellbeing and also in the interest of your colleagues.

If you do not comply with the applicable rules of safety and Code of Conduct, and if the client considers that your behaviour is an urgent reason for dismissal, this also immediately applies for Maintec. Maintec has the right to suspend you until further investigation is carried out and, at the same time, to (temporarily) discontinue your salary payment.

2. NBBU Collective Labour Agreement and phase-count system

2.1 NBBU Collective Labour Agreement

If you are employed by us, the NBBU CAO applies to your employment contract. CAO stands for Collective Labour Agreement. This includes agreements made between trade unions and employers' organisations. Think of agreements on wages, days off, sickness and training, but also your rights and obligations are included in this Collective Labour Agreement.

2.2 Phase-count system

The NBBU Collective Labour Agreement has a system of phases, which consists of four different phases. Each phase indicates which rights you have. The longer you work with Maintec, the more rights you accrue:

- Phase 1 lasts 26 worked weeks and during this period no pension is accrued;
- Phase 2 lasts 52 worked weeks and in this period you accrue a basic pension;
- Phase 3 lasts 4 years during which you may obtain a maximum of 6 temporary employment contracts. At this phase, you generally accrue the plus pension;
- Phase 4 means that you receive an employment contract with Maintec for an indefinite period of time.



3. Salary

3.1 Determination of your salary

The amount of your salary depends on the remuneration scheme that client, where you are employed, uses. This means that you will receive the same remuneration in accordance with Article 22 of the NBBU Collective Labour Agreement as a colleague working in a similar or equivalent position in the service of the client.

3.2 Salary payment

Your salary will be paid to you per week or per 4 weeks, at your own request, and it will be in your account before the end of the corresponding week at the latest. Maintec strives to make the salary payment on Wednesday morning. In order to be able to pay your salary, there are a number of things that you must comply with beforehand:

- Maintec must have an employment contract signed by you, preferably signed through our Tigris app.
- Maintec must be in the possession of your valid proof of identity and, as soon as you have a new one, you need to deliver it directly to us through your Tigris environment.
- Every week, before **Monday 10.00 hrs**, you must submit your hours worked through the Tigris app, so that we can pay your salary. If we have not received your hours ingood time, we will *not be able to pay your salary*.

WERKUREN									
Week 43 (Oct 21 - Oct 27, 2019)									
UURSOORT	PROJECT	LOON-%	MA	DI	WO	DO	VR	ZA	ZO
Normale Uren		100%	8	8	8	8	6		
Overuren		125%					2		
TOTAL AANTAL UREN:			8	8	8	8	8		40

3.3 Tigris

At Maintec, we use Tigris to register your contracts, hours, pay slips, annual returns and vacations. Once you register with us, we will create your own environment in which you will find all the aforementioned information.

It is important that you complete your own information where necessary and keep it up-to-date so that we always have the right information at our disposal. Keeping track of your own file and registering hours is done in the Tigris app or portal, you will receive an invitation to register at our Tigris app or portal via email. You can download the app on your telephone through:

Android - Google Play Store



<https://play.google.com/store/apps/details?id=com.tigris.mobile&gl=NL>

IOS - Apple App Store



<https://apps.apple.com/nl/app/tigris-flexplatform/id1395993174>

3.4 Pension

If you are 21 years of age or older, or if this occurs during your employment, you will be registered in the basic pension of the StiPP pension scheme (Stichting Pensioenfonds voor Personeelsdiensten) after 26 weeks of work. After 52 weeks of work in the basic scheme, you will automatically switch to the plus pension.

If you have previously worked in temporary employment and have already taken part in the basic pension at StiPP in the last 52 weeks, you can immediately continue to accrue.

If you already participated in the plus scheme and this was less than 26 weeks ago, you can immediately continue to accrue in the plus scheme. In order to be able to register you correctly with StiPP at the start of your employment with Maintec, we need a certificate of proof from StiPP or an overview of your pension, which allows us to know the period during which you were already accruing a pension through StiPP. For all information about your pension, please go to www.stippensioen.nl.

4. Holidays and holiday allowance

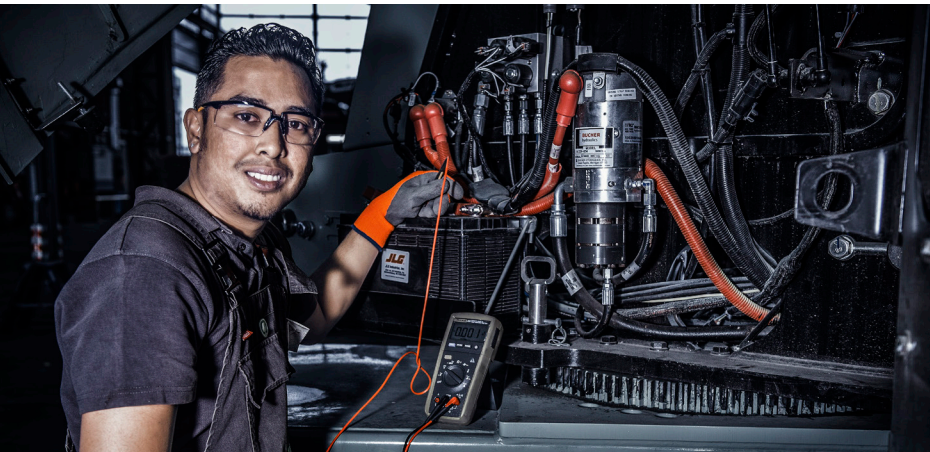
4.1 Holidays

Under the NBBU Collective Labour Agreement, you are entitled to 25 holiday days on an annual basis, which you accumulate based the hours you have worked. For each hour that you work, you are given a part of the hour or leave, which you can see on your pay slip, as well as in your Tigris environment. You can always take a day off or holiday in consultation with the client and, if you agree, you can fill it out yourself in your timesheet in the Tigris app or portal. Maintec approves your leave as soon as it has been entered in your timesheet for the corresponding week. If you are free but have not accumulated enough leave hours, you can take unpaid leave.

ONKOSTEN	RESERVERING		OPMERKINGEN								
RESERVERING	BESCHIKBAAR	BESCHIKBARE UREN	MA	DI	WO	DO	VR	ZA	ZO	DEZE WEEK	ALLE
Vakantie dagen wettelijk	€ 25.06	1.83								<input type="checkbox"/>	<input type="checkbox"/>
Vakantie dagen bovenwettelijk	€ 6.25	0.48								<input type="checkbox"/>	<input type="checkbox"/>
ADV	€ 0.00	0.00								<input type="checkbox"/>	<input type="checkbox"/>
Tijd-voor-Tijd uren	€ 0.00	0.00								<input type="checkbox"/>	<input type="checkbox"/>
Vakantiegeld	€ 25.55									<input type="checkbox"/>	<input type="checkbox"/>

4.2 Holiday allowance

The holiday allowance amounts to 8.33% of your total gross salary. At Maintec, we have chosen to offer you flexibility for the time of payment of your holiday allowance. You can choose when you want your holiday allowance to be paid, if you don't make a choice, the holiday allowance will be paid at the end of May.



5. Absenteeism

5.1 Calling in sick

Are you unable to work due to sickness or occupational disability? you should inform your immediate supervisor at the client's office as soon as possible and also contact Maintec as soon as possible.

You should report sick to the client at least one hour before work hours and to Maintec no later than 9:30 hrs. If you become sick, later in the day, you should also call your contact person within Maintec immediately. If you do not report sick in good time to Maintec, this may affect your entitlement to sick pay.

We will never ask you about the nature of your absence when you report sick, but the following things are important to report:

- Whether your absence is work-related
- The estimated duration of the absence
- Your residential or nursing address
- The telephone number where you can be reached

5.2 Resuming work

During your absence, you must maintain good communication with your contact person at Maintec and, if necessary, with your client. We expect you to work actively on your recovery and to return to work as soon as possible. As soon as you expect to start working again, inform your manager and your Maintec contact person so that your sick leave can be closed in the systems.

5.3 Payment in case of sickness

If you are an employee with a phase 1 and 2 agreement with a temporary employment clause, you will receive a waiting day compensation and you will have 2 qualifying days in case of sickness. From your 3rd day of sickness, you are entitled to sick pay benefit equal to 90% of your wage.

If you are an employee with a specific time agreement, you will not receive any waiting day compensation and you will have 1 waiting day in case of sickness. From your 2nd day of sickness you are entitled to sick pay equal to 90% of your wage. If you do not report sick immediately on the first day, your waiting day only begins on the day you report sick.

5.4 Our absenteeism partner Virta

At Maintec we work in collaboration with Virta, they are our partner in case of absenteeism and will contact you on your 1st day of absence by telephone and will guide you through the period of your absence. They will make arrangements with you regarding contact, communication and also your expected date of recovery. This expected date of recovery will also be shared with Maintec and we expect you to start working on this date again. It is therefore very important to communicate in good time with our absenteeism partner if you have not recovered by this expected date of recovery. If you are sick for a longer period of time, an appointment will be made with the occupational health service.



6. Other

6.1 Working conditions

The rules that apply in the field of working conditions are set out, inter alia, in the Occupational Health and Safety Act, the so-called "Health & Safety Act". This law describes the rules that guarantee the health and safety in the workplace as much as possible. Also, the client will also communicate the risks in the workplace with you through a working conditions checklist/TRA. You must at all times be well informed and comply with the rules that apply at your workplace.

6.2 Termination of employment

If you wish to terminate your employment with Maintec, you must do so through a standard dismissal letter. This letter can be obtained from your contact person in your local office. In any case, the following must be included in this letter:

- Name, address, post code and town
- Date of termination (you must take into account the notice period, which can be found in your employment contract or in the NBBU Collective Labour Agreement)

We also ask you to inform your client as soon as possible of your intended dismissal. Upon receipt of your letter, Maintec will send you an email confirming that your employment contract has been terminated.

6.3 Penalties

If one or more of the aforementioned obligations are not fulfilled, Maintec is entitled to apply labour law measures, including the suspension of your salary payment.

**Craftsmanship
for
Specialists**

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