

## Sickness absence rules

### 1. Introduction

Under the *Wet verbetering poortwachter* (WVP, Eligibility for Permanent Incapacity Benefit [Restrictions] Act), when an employee becomes incapacitated for work due to illness, Tentoo and the employee are jointly responsible for ensuring the employee resumes work as soon as possible.

These rules outline your rights and duties if you become ill.

### 2. Sickness report

If you are ill, you must report this yourself by telephoning Tentoo and your client before you should start work, no later than 9:30 AM. You should report this to Tentoo by telephone on +31 (0)020 420 20 70.

If you become ill during working hours and leave to go home, you must report this in person to your client before you leave. You should also report this directly to Tentoo by telephone.

### 3. Late sickness report

Tentoo does not process sickness reports retroactively. You are entitled to receive sick pay as from the day on which you reported your illness to Tentoo.

If you have now recovered and did not report your illness to us, you are no longer entitled to sick pay for the period that you were ill.

If you were scheduled to work at the weekend, but were unable to do so because of illness, you can of course still report your illness on Monday. On your first day of illness, you should report your illness to your client.

### 4. Staying in contact while ill

A case manager will contact you as soon as possible after your sickness report is received. This can take the form of a telephone call or a home visit.

#### 4.1 Contact with Acture

Tentoo bears the risk under the *Ziektewet* (Health Insurance Act). If you leave employment ill during a phase 1 or 2 contract, or after the end of a phase 3 contract, Acture is responsible for implementing the *Ziektewet* (Health Insurance Act) on Tentoo's instructions. This means you will be in contact with an Acture case manager.

You must also submit your notification of recovery to Acture.

### 5. Staying at a different address

If you are receiving treatment or are staying somewhere other than your own home during your illness, please report this to us. If the address where you are receiving treatment or your own address changes during your illness, you are also requested to telephone your case manager immediately to inform them of this.

### 6. Company doctor

If you receive a request from the company doctor to attend a consultation, you are obliged to respond.

If you are unable to do this or are already back at work, please inform us by telephone no later than 24 hours before the consultation.

If you do not attend the consultation without cancelling it and/or giving medical reasons, you will be charged the associated costs.

#### 6.1 Open consultation hours

You can request an open consultation hour at 'Werkwijzer Mobility'. The phone number of Werkwijzer Mobility is 024-352 25 40.

### 7. Rights and duties

#### 7.1 Commitments

If you are ill, we trust you will take the necessary steps to recover, so you can return to work as quickly as possible. You are expected to honour all of the commitments you have made in the context of your illness and absence management.

If you are ill for longer than six weeks, we will open a rehabilitation file. This includes all arrangements made and activities undertaken aimed at recovery and rehabilitation. Certain requirements apply, including those stipulated in the WVP.

## 7.2 Work

You are obliged to accept suitable work that is offered by or on behalf of Tentoo as part of your rehabilitation.

While you are incapacitated for work, you are not permitted to work for other parties or undertake activities that could hinder your recovery.

## 7.3 Recovery

As soon as you have recovered, you should report this to Tentoo by telephone on +31 (0)020 420 20 70. You do not need to wait for permission to return to work.

You may also partially resume your duties or perform alternative work. Keep in mind that you must adhere to these sickness absence rules in respect of the hours you are still on sick leave.

## 8. Holiday

You must obtain written permission from us if you want to go on holiday while you are ill. To do so, e-mail your request to us in writing at least two weeks in advance at [verzuim@tentoo.nl](mailto:verzuim@tentoo.nl). Your holiday must also not impede your recovery.

If you go on holiday without permission, you will receive no pay for that period.

## 9. Falling ill while on holiday

If you fall ill during your holiday, you must report this directly to Tentoo by telephone on +31 (0)20 420 20 70.

You are required to consult a local doctor and obtain a medical certificate in English. The company doctor can request this certificate.

The statement must contain the following information:

- the nature of the disease
- the course of the disease
- the set therapy
- a certificate of medical unfitness to travel (if applicable)

## 10. Payment while ill

During your contract you will continue to be paid by Tentoo. After the contract, you will be paid a sickness benefit by Acture if you are entitled to it.

Phase 1 / 2 with a temporary employment agency clause: you will be registered immediately with Acture and receive a sickness benefit from them. This sickness benefit amounts to 70% of the daily wage, and the first two days are qualifying days. Under the collective labour agreement of the Dutch Association of Intermediary Organizations and Temporary Employment Agencies (NBBU CLA), you are entitled to a supplement of 20% of the daily wage.

Phase 1 / 2 without a temporary employment agency clause: if you are ill, you will continue to be paid by Tentoo. Under the NBBU CLA, this payment amounts to 90% in the first year. The first day of illness is a qualifying day. If you have not yet recovered when the contract expires, you will be registered as sick from work with Acture.

Fixed-term contract Phase 3 / 4: If you are ill, you will continue to be paid by Tentoo. Under

the NBBU CLA, this payment amounts to 90% in the first year and 80% in the second year. The first day of illness is a qualifying day. If you have not yet recovered when the contract expires, you will be registered as sick from work with Acture.

Payroll contract: If you are ill, you will continue to be paid by Tentoo. The amount of this payment depends on the collective labour agreement that applies to your client.

## **11. Disputes and complaints**

If you do not understand or do not agree with a decision, you can report this in writing via [verzuim@tentoo.nl](mailto:verzuim@tentoo.nl). Any complaints may be filed in writing via [communicatie@briskergroup.nl](mailto:communicatie@briskergroup.nl).

## **12. Privacy**

Your medical and privacy-sensitive information is handled with care. The OHSS will not disclose any medical information to third parties without your written permission. The privacy regulations of the supervisory authorities can be requested in writing via [verzuim@tentoo.nl](mailto:verzuim@tentoo.nl).