

# Payingit

## Payingit Manual 2024



**Working at AMC NATURAL**

## **WELCOME TO PAYINGIT!**

### **First of all, congratulations on your new job!**

Welcome to Payingit. We hope you will enjoy your time with us. In this Manual we explain how everything works, so you have all the information you need to start working for us.

You will receive an employment contract from us. You are covered by the NBBU cla (Collective Labour Agreement for Temporary Employees). Since we are your employer you can come to us with questions about your payslips, your salary and holiday pay.

In this Manual we will provide you with as much information as possible about the applicable agreements, your rights and obligations and who to contact if you have any questions.

As you will start working directly at our client AMC NATURAL, we will also provide you with all the information related to AMC NATURAL.

Please read this document carefully and keep it in a safe place. If you still have any questions after reading it, do not hesitate to call or email us with your questions. We will get back to you as soon as possible with a clear answer, so you know where you stand.

Because Payingit helps you move forward!

We wish you the best of luck!

The **Payingit** team

## CONTENT

1. Contactdetails	4
2. Registration and signing your contract	4
3. Phase system and pension	5
4. On-call employees	6
5. Starting work at AMC NATURAL	6
6. Contract and placement confirmation	7
7. Worked hours registration and payment	8
8. Vacation days and vacation money	11
9. Sick leave and recovery reports	12
10. Leaves and permits	13
11. Personal – and contractual changes	15
12. Remuneration for public holidays	15
13. Annual declaration	16
14. End of the employment	16
ANNEX 1: EXPLANATION OF THE PAYS LIP	17-21
ANNEX 2: NUT-, PEANUT- AND SESAMEFREE SITE	22-23

## 1. CONTACT DETAILS PAYINGIT

Our Service & Support department (SenS) is available to help you daily. You can contact us with questions about for example your payment, your e-UUR portal, vacation days or -money and sick leave and recuperation.

Our team is available from Monday to Thursday from 09:00h. - 17:30h. and Friday from 08:30h. - 17:00h. Your contacts at the department are:

**Marigel la Puma** (Dutch, English, Spanish)

**Telephone** : 020 – 225 25 67

**Email** : [sens@payingit.nl](mailto:sens@payingit.nl)

**Sandra González** (Dutch, English, Spanish)

**Telephone** : 020 – 225 25 13

**Email** : [sens@payingit.nl](mailto:sens@payingit.nl)

## 2. REGISTRATION AND SIGNING YOUR CONTRACT

### Antidiscrimination policy in recruitment and selection

Payingit 's business is aimed at giving job seekers a fair chance of finding a job, regardless of their age, gender, marital status, sexual orientation, religious or political beliefs, race, ethnic origin or nationality. When recruiting and selecting, job seekers are treated equally because they are only assessed on job-related criteria. You can find more information about our antidiscrimination policy on our website. Click [here](#) to read more about our policy.

### e-UUR Portal

As soon as you apply and we hire you, we will register you in our portal. In addition to your personal details, we also need the following documents:

- **Valid ID card.** We need a clear copy of your passport or ID card (front and back) where the edges are clearly visible, and the date is legible.
- **BSN number.** This can be a copy of your health insurance card, or a copy of your registration at the municipality.
- **Working permit (TWV):** applicable for employees from outside the EU/EEA.

The employment contract and placement confirmation will be drafted by us and made available to you on your personal page on our e-UUR portal. You can digitally sign the employment contract and the placement confirmation digitally. You will receive an email about this from e-UUR. We request you sign these documents within 3 working days in order for us to be able to pay your salary on time. If you need any assistance with this, please contact our Service and Support department.

Your contract and documents will be saved in your file by Payingit and uploaded in e-UUR on your personal page. Changes in your personal situation or contact details should be communicated to Payingit as soon as possible to update your file. If documents expire, we will inform you and ask you to provide us with a valid document. We are unable to pay your salary without valid documents.

## 3. PHASE SYSTEM AND PENSION

Payingit works with the phase system from the NBBU collective labour agreement. This system indicates how long an employee has been employed. The longer an employee is in service, the more rights they accrue. The phases are divided into the following steps:

### Phase 1-2 (employment contract without temporary employment clause):

Phase 1-2 applies to **52 weeks worked**. Only worked weeks and paid vacation weeks are counted. When counting, it does not matter how many hours you work per week. In this phase you may be employed as an on-call employee. In this phase, no hours need to be included in your contract, which means if you don't work, you do not get paid..

### Phase 3 (fixed-term employment contract):

In phase 3, you switch to a fixed term employment contract. Your contract will have a start and end date. Hours are included in this contract. This phase lasts a maximum of **3 years**. In these 3 years, a maximum of **6 contracts** may be offered. In phase 3 you may get paid even when there is no work.

If after completing phase 3 the employer decides to renew the employee's contract, it would already have to be an indefinite contract. Before finishing phase 3, Payingit will inform you in advance if the contract will be renewed or not. If you work at AMC NATURAL and AMC NATURAL wants to renew the contract, it would be AMC NATURAL who would offer you an indefinite contract and therefore be your employer.

### StiPP pension

If you are 18 years or older, you start with the 'Basis' pension scheme from StiPP at the start of your employment. StiPP is the pension fund for all temporary employment agencies. You build up a pension from the age of 18 until the first day of the month in which you reach the age of 67. The 'Basis' pension premium is paid by the employer. Once you switch to the 'Plus' scheme, you also pay part of the pension premium.

Weeks worked:	Age:	Pension scheme:	Premium paid by:
0-52	18 -67 years	Basis	Employer
>52 weeks	18 -67 years	Plus	Employee and Employer

For more information about your pension, click [here](#) to go visit the **StiPP** website

### NBBU cla

When working for Payingit, the NBBU cla is applicable. All agreements from the NBBU cla can be found on the **NBBU** website. Click [here](#) to go view the cla. You can download the cla in Dutch, English, German and Polish.

### Successive employership

If you have previously been employed by the same employer and you are re-employed **within 6 months**, the number of consecutive employment contracts and worked weeks must be considered. This means that we look at which phase you were in when you left employment to determine which phase you are now starting in.

If you have not worked for the same employer for **more than 6 months**, you will start at the front again in phase 1-2.

**NOTE:** This does not apply to your StiPP pension accrual. You retain your right to pension accrual if you return to the same client or employer within **12 months**.

## 4. ON-CALL EMPLOYEES

Temporary workers who do not have a fixed-hour contract are also referred to as "on-call employees".

## Offering hours to on-call employees

All employers are obliged to offer the on-call employees working in phase 1-2 and who have been employed for 12 months, fixed contract hours. The offer must be made within one month after the employee has been employed for 12 months.

How does this work?

We calculate how many hours an on-call employee has worked on average over the past 12 months. We then send the employee an offer of an average number of hours per week. The employee must accept or reject this offer of fixed hours in writing within one month. If the employee accepts the offer, he is obliged to work these contracted hours. If the employee is not available or insufficiently available and the agreed contracted hours are not achieved as a result, the employee must take leave up to the agreed contract hours. If the employee does not respond within the one-month period, the offer is cancelled and the employee continues working as an on-call employee. If the on-call employee rejects the offer, because the employee prefers to continue working on an on-call basis to achieve greater flexibility, they will remain employed as an on-call employee.

After 12 months we will make a new offer of fixed hours.

## 5. STARTING WORK AT AMC NATURAL

### Safety is important

For us it is very important that you start working with pleasure and, above all, that you do it safely. Before starting work at AMC NATURAL, you will receive instructions and training at AMC NATURAL on safety standards and working conditions within the company. All of this information is shared with you through several documents:

- the Risk Prevention document (called Initial Training);
- the Quality Systems document (called Induction);
- the People document (called the Worker Manual).

Once you finish the training, you sign a document in which you declare that you have read this information. This document will be kept by AMC NATURAL in your file.

Respect among coworkers creates a safe and pleasant work environment. If there are issues that need to be improved, you can immediately inform your manager or the People department. If you don't feel heard, please contact us.

### Alcohol and drug use

Alcohol and drug use outside work can affect the performance of your work. (After-effects of) alcohol and drugs affect work and can therefore also endanger the safety and health of yourself and your colleagues. So take your working hours into account. The use of alcohol or narcotics is not permitted during working hours.

### Eating and drinking at AMC NATURAL

Eating and drinking is only possible in the designated areas (the canteen) and not outside.

### Nut, peanut and sesame free site

AMC NATURAL is, by company policy and customer requirements, a nut, peanut and sesame free site. Therefore, it is **strictly forbidden** to bring nuts, peanuts and / or sesame seeds or products containing any of these ingredients to the company (site). See **ANNEX 2** at the end of this Manual for an overview of these products.

### Look after your things

As soon as you start at AMC NATURAL you will receive a few items on loan, for example a uniform, a jacket, safety shoes or other materials. All materials that AMC NATURAL or Payingit share with you remain the property of AMC NATURAL or Payingit. We ask you to handle the materials and items you have on loan with care. Please note that if the materials are damaged or altered, the repair and / or cleaning costs will be deducted from your salary. This is of course a shame, so take care of your things. At the end of the assignment, you must return these items to AMC NATURAL.

### Identification in the workplace

Everyone must be able to identify themselves, including in the workplace. Within the framework of the Compulsory Identification Act (WID), every employee is obliged to carry a valid proof of identity in the workplace. This may be a valid driving licence, identity card, passport, or residence permit. Make sure you always have this on you.

### Confidentiality

You will keep all business and employment related information regarding AMC NATURAL and Payingit confidential. It is not permitted to provide third parties with information about the job, the company and the internal and/or external contacts of AMC NATURAL or Payingit during the term and after the termination of the employment contract without the prior consent of AMC NATURAL and/or Payingit.

### Health insurance

Anyone living or working in the Netherlands must take out health insurance. It is mandatory to have basic insurance, to cover basic expenses such as the family doctor, hospital and pharmacy. AMC NATURAL will inform you about the possibilities that exist to insure you and how you should proceed. **NOTE:** If you do not have health insurance or do not pay your health insurance premium, the CAK will contact you and Payingit. The CAK (Central Administration Office) is the organization that implements financial arrangements in healthcare and informs citizens. Your insurance premium will be withheld from your salary and Payingit will pay it directly to the CAK. We are obliged to do it. Please make sure you take out and pay for insurance to prevent withholdings from your salary.

## 6. CONTRACT AND PLACEMENT CONFIRMATION

The employment contracts in phase 1-2 are usually drawn up for a period of 1 month. The employment contract ends by operation of law on the last day of the month. If the contract is not terminated, it will be tacitly renewed for a full month. You cannot terminate the employment contract prematurely. If you start with us in an already current month, your first contract will end on the last day of the current month.

The employment contracts in phase 3 are drawn up for a determined period. The start and end date are recorded in these employment contracts. The employment contract ends by operation of law on the specified end date or on the day you reach phase 4 or your retirement date.

All contracts with a term of **3 months** or longer (whether in phase 1-2 or phase 3) have a notice period of 1 month for the employee. If an employee does not comply with the notice period, the employer can claim the damage suffered by the company from the employee. If you wish to terminate the employment contract, make sure that you take the monthly notice period into account so that this has no consequences for the payment of your salary / final statement.

### Placement confirmation

Before you start working at AMC NATURAL, you will receive a placement confirmation from us. The placement confirmation contains the provisions that apply to each client. These are provisions, among others, on your gross hourly salary, the name of the job, the number of contracted hours, which

collective labor agreement is applicable or what remuneration you receive (salary components of the cla). We will prepare the placement confirmation along with your contract on your e-UUR portal so that you can sign it before the start of work.

The hours (if any) stated in your placement confirmation are average hours per week, calculated over a period of 13 weeks. This means that you must work at least the average number of hours per week stated here during this period. If you cannot work because you are not available, you must take leave for these hours not worked. On the other hand, the employer must ensure that he schedules you, where possible, for at least the number of contract hours per period (13 weeks). At the end of the period we calculate whether the contract hours have been achieved.

## 7. WORKED HOURS REGISTRATION AND PAYMENT

### Record of hours worked

AMC NATURAL works with an automated clocking system. This system records your worked hours directly according to the arrival and departure time. Make sure you arrive on time and clock in and out correctly. If you arrive late, this will have a direct effect on the company, your colleagues and the payment of your salary. The deal is: arriving 6 minutes late or leaving too early will cost you half an hour. This would be a shame, so be on time.

### Issues when signing in or out?

If due to a system failure you cannot clock in at the beginning or end of your shift, be sure to inform the People department at AMC NATURAL so that your check-in and check-out times are correctly recorded. If you don't report, those hours probably won't be paid, because they haven't been recorded. Reporting to Payingit is not necessary, because Payingit cannot record these hours.

### Work schedules

AMC NATURAL is a production company that works 7 days a week, 24 hours a day. Employees are expected to be available to perform work from Monday to Sunday from 00:00h. to 24:00h., including public holidays. The Working Hours Law will be complied with, taking into account work and rest times. If you work at AMC NATURAL you must be available to be scheduled for day, night, weekend and public holiday shifts. AMC NATURAL will talk with you about your schedule and your workday. Although working hours may vary from week to week, they are largely predictable as a result of working in accordance with the previously known planning. The final planning will be announced at least 1 week but no later than 4 days in advance. Make sure you are on time and prepared before you start your work.

### Payment of the worked hours

At AMC NATURAL you work in different shifts. Below, you can see the percentage at which the hours worked in the different shifts are paid:

Day of the week:	Shift:	Start- and endtime:	Percentage paid:
Monday to Friday	Day	06:00-14:00	100%
Monday to Friday	Day	14:00-22:00	100%
Monday to Friday	Night	22:00-06:00	127,5%
Saturday	Day	06:00-14:00	125%
Saturday	Day	14:00-22:00	125%
Saturday	Night	22:00-06:00	140%
Sunday	Night	22:00-06:00	140%

### Compensation for working the 4<sup>th</sup> shift

If you work the 4<sup>th</sup> shift, the hours on Friday night, Saturday and Sunday are paid as follows:

Day of the week:	Shift:	Start- and endtime:	Percentage paid:
Friday	Night	22:00-00:00	127,50%
Friday	Night	00:00-06:00	150%
Saturday	Day	06:00-13:00	150%
Saturday	Day	13:00-22:00	200%
Saturday	Night	22:00-06:00	200%
Sunday	Day/Night	06:00-06:00	200%

On your payslip, the hours worked on night shifts or weekends are recorded in the following way: the number of hours worked is recorded ('Wage normal hours') and the percentage that belongs to that hour is recorded separately ('Shift work allowance'). That is, if 8 hours have to be paid at 127.5%, the payslip records them as 8 hours worked plus 8 times a shift work allowance of 27.5%. The total amount of these two concepts results in a total of 8 hours at 127.5%.

### Example of calculating salary supplements:

Suppose an employee has worked 16 hours at 127.5%, 8 hours at 125%, 8 hours at 140% and has 8 hours overtime at 125%. His hourly wage is €13,31. The payslip will be reflected as follows:

Concept:	Number:	Calculation:	Amount:
Wage normal hours	32	32 x € 13,31	€ 425,92
Shift work allowance <b>27,5%</b>	16	16 x € 13,31 x 0,275	€ 58,56
Shift work allowance <b>25%</b>	8	8 x € 13,31 x 0,25	€ 26,62
Shift work allowance <b>40%</b>	8	8 x € 13,31 x 0,40	€ 42,59
Overtime	8	8 x € 13,31 x 1,25	€ 133,10

Overtime hours are not included in the total 'Wage normal hours'. These hours are reflected separately in the payslip under their own concept ('Overtime') and are paid at 125%.

### Overtime

If you work more than 40 hours in total from **Monday to Friday** (including vacation and holiday hours), hours in excess of 40 hours (Monday to Friday) will be considered overtime. Overtime is paid at 125%. You do not accumulate reserves on overtime hours. These hours are always loaded with the high tax rate.

### Salary payment

On the first business day of each month, AMC NATURAL passes the worked hours in the previous month to Payingit. Based on this, we process the hours worked. Salary is paid on the second business day of each month or no later than the 5th of each month. For payment dates, consult the following 'Payment Calendar':

Payment Calendar 2024 AMC NATURAL		
Month	Processing hours	Payment date
January	01-02-2024	02-02-2024
February	01-03-2024	04-03-2024
March	02-04-2024	03-04-2024
April	01-05-2024	02-05-2024
May	03-06-2024	04-06-2024
June	01-07-2024	02-07-2024
July	01-08-2024	02-08-2024
August	02-09-2024	03-09-2024
September	01-10-2024	02-10-2024
October	01-11-2024	04-11-2024
November	02-12-2024	03-12-2024
December	02-01-2025	03-01-2025

Payslips are uploaded to your e-UUR portal on the same day of payment after 17:00h. That is, it may be that the payment arrives in your account before you have received the payslip. Our payslips can be sent in Spanish, English or Dutch. If you want to change the language of your payslip, you can send an email to Payingit with the request. In **ANNEX 1** at the end of this Manual we explain each payslip concept in detail.

### Questions about your payslip after the payment

If after receiving your salary and checking your payslip you have any doubts about the accuracy of the hours processed, we ask that you follow the following steps so that we can help you in the best way possible:

1. Request your clocktime overview from the People department (Michell, Celia or Jose) at AMC NATURAL and check if your days worked (entry and exit times) have been correctly recorded.
2. Compare the clocktime overview with the breakdown of paid hours, which is attached to the payslip.
3. If there is a difference: send the clocktime overview and a copy of the payslip to Payingit and write down the difference, that according to you exists, in your email, so that it can be reviewed. We will take care of consulting this with AMC NATURAL and correcting your payslip in case there has been an error.

Have you not been paid for the vacation days you took? Check this with your responsible at AMC NATURAL. He/she is the one who must submit your vacation time to the AMC NATURAL People department so that it can be paid for.

If you have any questions about the bonuses you should consult with your responsible at AMC NATURAL. He/she is the one who determines the percentage of bonuses to receive. If any changes or additional payments have to be made, it is your responsible who will inform the department.

**NOTE:** We kindly but urgently request that you review your payslip and, if you think something is incorrect, report it **within one week of receiving the payslip**. Only then can we guarantee that possible corrections can be processed.

### Clocktime overview explanation

The names of the columns and the total number of hours at the end of the overview can sometimes create confusion when reviewing it. We explain how to read this:

#### Example overview:

Fecha	normales	extras	nocturnidad	festivos
01/12/2023 Viernes	12,00	0,00	8,00	0,00
02/12/2023 Sabado	0,00	4,00	0,00	8,00
07/12/2023 Jueves	12,00	0,00	8,00	0,00
08/12/2023 Viernes	12,00	0,00	8,00	0,00
09/12/2023 Sabado	0,00	4,00	0,00	8,00
13/12/2023 Miercoles	12,00	0,00	0,00	0,00
14/12/2023 Jueves	12,00	0,00	0,00	0,00
15/12/2023 Viernes	12,00	0,00	0,00	0,00
18/12/2023 Lunes	12,00	0,00	0,00	0,00
19/12/2023 Martes	8,00	0,00	0,00	0,00
20/12/2023 Miercoles	8,00	0,00	0,00	0,00
21/12/2023 Jueves	12,00	0,00	0,00	0,00
22/12/2023 Viernes	8,00	0,00	0,00	0,00
23/12/2023 Sabado	0,00	8,00	0,00	0,00
	<b>120,00</b>	<b>16,00</b>	<b>24,00</b>	<b>16,00</b>
<b>Totales:</b>	<b>120,00</b>	<b>16,00</b>	<b>24,00</b>	<b>16,00</b>

- Column '**Normales**': hours worked from Monday to Friday from 06:00h.-22:00h.
- Column '**Extras**': hours worked on Saturday from 06:00h.-22:00h.(that is, these are not overtime hours).
- Column '**Nocturnidad**': hours worked from Monday to Friday from 22:00h.-06:00h.
- Column '**Festivos**': hours worked on Saturday nights from 22:00h.- 06:00h. or hours worked on Sundays (that is, they are not public holiday hours).

**Totals:** at the bottom you will see the total for each column. The total you see reflected under the '**Nocturnidad**' column does not count towards the total hours worked. It is (part of) the number of hours worked indicated in the '**Normales**' column. If we look at the list above, we see that 152 hours were worked (and not 176 as one might think).

## 8. VACATION DAYS AND VACATION MONEY

### Vacation days

According to the NBBU cla you are entitled to 25 days of vacation per year, if you work 40 hours per week. Vacation hours are accumulated over normal hours and sick leave hours. Regarding overtime and salary supplements, you do not accumulate vacation hours.

For each day of vacation you take, 8 hours are calculated. You cannot take more vacation than you have accumulated. If you take more hours, this is unpaid leave.

### Taking vacation days

If you want to take vacation days you must ask your responsible at AMC NATURAL. You do not ask for vacation from Payingit, because it is your responsible who decides whether they are granted or not. Once granted, the information will be passed to Payingit for payment. You can take a maximum of 48 hours per week (including hours worked, holidays, sick leave). Vacation hours from the previous year

can be taken until **December 31** of the current year. Vacation hours from the previous year that are not taken get cancelled. Vacation hours are only paid if one enjoys them as days off, it is not possible to pay vacation hours just like that.

### Vacation money

According to the NBBU cla, each employee accumulates 8,33% of vacation money on the gross salary. Vacation money is accumulated on wage normal hours, accumulated vacation hours, public holiday hours (not worked) and sick leave hours (including minimum wage supplement). Regarding shift work allowances and overtime, you do not accumulate vacation money.

Vacation money is paid annually with the May salary. If you want your vacation money to be paid at any other time, that is also possible. Send us a request by email. Vacation money is always charged with the high tax rate, approximately 40-50%.

## 9. SICK LEAVE AND RECOVERY REPORTS

### Calling in sick

Both sick leave and recovery reports must be transmitted to both AMC NATURAL and Payingit. Please inform us immediately of your leave, as we cannot process retroactive sickness reports. The sick leave report will be processed from the day the information has been received by us.

We need the following information from you:

- Date of first day of sickness
- Address and telephone number (very important)
- Expected duration of sick leave

### Notification of recovery

Notification of recovery must be sent to us immediately, even if you do not have to work on the day you are feeling better. We will register you as recovered from that day. We will ensure that your report is correctly processed in our records so that you receive to what you are entitled. Failure to notify us of sickness or recovery on time can have consequences for any sickness pay you may be entitled to.

Please make sure that this information is available to us on time.

Contact details Absenteeism department

Telephone: 020 – 225 25 01

Email: [verzuim@payingit.nl](mailto:verzuim@payingit.nl)

### Discare and Payingit's Casemanager

We immediately transmit all sick leave reports to Discare, our Occupational Health and Safety Service. Our Casemanager maintains contact with our sick employees. After receiving your sick leave report, the procedure is as follows:

- Payingit will contact you by email. The e-mail address of the department is **[verzuim@payingit.nl](mailto:verzuim@payingit.nl)**.
- You will receive a questionnaire with a series of questions related to your sick leave report, which you must complete and return to us by email within 24 hours.
- If you do not comply with this, Payingit will send you a message requesting that you contact us as soon as possible to inform us about the status of your sick leave.
- If this is not met, the payment of your sick leave hours may be suspended until you contact Payingit.

Make sure Payingit knows the correct contact details so that we can process your sick leave correctly. You must be available during your sick leave and inform us of any changes. Click [here](#) to go to

'Payingit's Absenteeism Protocol'.

### Payment for sick leave (under contract)

At the end of the month, it will be calculated whether you are entitled to payment for your sick leave. The first day counts as the 'waiting day'. You will not receive salary for this day. From the second day of sick leave, you may be entitled to payment for sick leave. The calculation is done as follows: the average number of hours worked in the previous 13 weeks is calculated. These average hours per day are paid to you at 90% of your gross salary. If you have been working for less than 13 weeks, the average of the hours worked in the weeks you have worked is calculated. This average of hours per day will also be paid at 90%.

### Sick when finishing employment

Payingit assumes the risk for the Sickness Benefits Act. This means that we will pay your sick leave pay, even if you end employment while on sick leave. You will move from Payingit to our other company called 'Payingit ZW ERD'. Our Casemanager and Payingit's company doctor stay in touch with you. The UWV determines the amount of your sickness benefit. If you were in phase 1-2 at the end of employment, you will be paid 90% of the amount determined by the UWV. If you were in phase 3, you will receive 70% of this amount. You will receive the payment from Payingit every first Tuesday of each month. If you have any questions about the amount of your sickness benefit and how it is calculated, please contact Payingit's Absenteeism department.

## 10. LEAVES AND PERMITS – THE EMPLOYEE'S RIGHTS

Every employee may be entitled to various types of leaves/permits. If you want to take any type of leave, you must contact your responsible at AMC NATURAL in time to request it. AMC NATURAL will determine whether your application is accepted or rejected.

### Short term leave

If you need to go to the doctor or dentist and cannot make an appointment outside of working hours, you can apply for short-term leave. Short term leave pay: if you take these hours, these will be paid at 100%.

### Special leave

Special leave means: leave for marriage, death, exam, etc. Special leave pay: If you take these hours, these will be paid at 100%. According to article 28 of the NBBU ccl an employee has the right to the following days of special leave:

<b>the agency worker giving official notice of his intended marriage</b>	1 day
<b>marriage or registered partnership of the agency worker</b>	2 day
<b>the marriage or registered partnership of a (grand)child, brother, sister or parent</b>	1 day
<b>the death of the partner or a child</b>	from the day of death up to and including the day of the funeral service
<b>the death of a brother or sister, parent, grandparent, grandchild</b>	one day + attendance of funeral, unless the agency worker organises the funeral, from the day of death up to and including the day of the funeral service
<b>12.5th, 25th and 40th wedding anniversary</b>	1 day

<b>25 and 40 years of service</b>	1 day
<b>25th, 40th, 50th, 60th or 70th wedding anniversary of parents and grandparents</b>	1 day
<b>sitting a (professional) exam to obtain a recognised qualification</b>	1 day

In this paragraph, the following terms are defined as stated below:

<b>Child</b>	the child of the agency worker or his partner, including the adopted child, stepchild, foster child or the child recognised by the agency worker
<b>Brother or sister</b>	the adopted brother, half-brother, foster brother or brother-in-law, adopted sister, half-sister, foster sister or sister-in-law
<b>Parent(s)</b>	the parent(s) of the agency worker, including adopted parents, step-parents, foster-parents or parents-in-law
<b>Grandparent(s)</b>	the grandparent(s) of the agency worker or his partner, including adopted grandparents, step grandparents or foster grandparents.
<b>Partner</b>	the spouse, registered partner or person with whom the agency worker cohabits without being married

### Short care leave

You can take short-term care leave for people around you who are sick or need your help. These are family members, other people in your home (for example, an aunt who lives with you) or acquaintances (someone with whom you have a social relationship. The relationship must be such that it is logical that you have to take care of that person. The condition is that you are the only one who can provide care to the sick person. You are entitled to 2 weeks per year of this type of leave. Payment for short-term care leave: if you take these hours, these will be paid at 70%.

### Pregnancy/maternity leave (mother)

If you are pregnant you must inform both AMC NATURAL and Payingit so that it can be taken into account. Please inform us as soon as possible so that we can process the maternity leave at the UWV. You must send us a pregnancy declaration confirming your pregnancy and date of birth. You can ask your family doctor or midwife for this declaration. Your rights and obligations:

- In the period before giving birth you have the right to maternity leave. Maternity leave begins 4 to 6 weeks before the date of birth.
- After giving birth you are entitled to maternity benefit that lasts at least 10 weeks.
- In total you are entitled to 16 weeks of maternity leave, including the period before childbirth.
- Maternity leave is leave paid by the UWV. The UWV will calculate your daily wage and pay the leave directly to you.
- We take care of the maternity leave request. Inform us at least 3 weeks before the start of maternity leave so that we can process it in time.

### (Additional) leave for birth (partner)

Birth leave is for the mother's partner. After the employee's partner gives birth, the employee is entitled to birth leave within a period of four weeks to be calculated after the day of delivery. The duration of the birth leave is 1 week. These hours are paid at 100% by Payingit. Additionally, as of July 1, 2020, the employee is entitled to an additional 5 weeks of additional birth leave paid by the UWV. The conditions to obtain this additional license are:

- The first week of leave from the employer must have been taken previously;
- The additional leave must be taken within 6 months after birth;
- You have requested the license in advance from AMC NATURAL and Payingit.

This additional leave is paid at 70% of your daily salary, which will be calculated by the UWV. Payingit will be in charge of requesting the license from the UWV. The UWV is responsible for paying the license directly to you.

### Parental leave (both parents)

Starting August 2, 2022, parents are entitled to 9 weeks of parental leave paid by the UWV. The benefit is 70% of the daily salary. The condition is that these 9 weeks are taken in the first year of the child's life. The employee must consult the details of the leave with AMC NATURAL. Payingit processes the application to the UWV to obtain benefits for the employee who takes parental leave. The payment for this leave will be **received after the 9 weeks of the leave**. Please keep this in mind as during the leave, all 9 weeks, you will not receive any income.

## 11. PERSONAL CHANGES AND CONTRACTUAL CHANGES

If you change your address, email or telephone number, for example, you must inform us by sending an email to the Service and Support department, so that the data can be changed in our systems and we always have updated information. Send your new data to [sens@payingit.nl](mailto:sens@payingit.nl) for the change to be made. In addition, you must also inform the People department at AMC NATURAL.

### Change bank account number

If you want us to change your bank account number in our administration, you must send us an email in which you include a photocopy of your bank card where we clearly see the account number and your name. Without this proof we cannot make the change.

### Contractual changes

If you have any questions related to your job position, your salary or, for example, bonuses, you should consult with your responsible at AMC NATURAL. We, Payingit, do not handle these issues. AMC NATURAL decides whether any changes need to be processed and will inform us so any changes can be processed.

## 12. REMUNERATION FOR PUBLIC HOLIDAYS

The public holidays recognized according to article 27 of the ccl NBBU, to the extent that these do not fall on Saturday and/or Sunday, are:

- New Year's Day (January 1)
- Second day of Pentecost
- Second day of Easter
- Ascension Day
- King's Day (April 27)
- Liberation Day (May 5, only a public holiday every 5 years since 1995)
- First and Second Day of Christmas (December 25 and 26)

You may be entitled to public holiday pay, unless otherwise agreed with the client. The amount to be paid is calculated as follows: for a public holiday, the number of days worked in the previous 13 weeks

is reviewed. If you have been working **at least 7 times** on the same day of the applicable week, you will be paid for those hours at 100% of the gross hourly wage. If you have been working for less than 13 weeks, it will be examined whether you have worked **more than half** of the days on the same day of the corresponding week. If this is the case, you will be paid for those hours at 100% of your gross hourly wage. If the above does not apply, you are not entitled to compensation for public holidays. If there is a need to work on public holidays at AMC NATURAL, your responsible at AMC NATURAL will agree with you on the remuneration for the hours you work.

### 13. ANNUAL DECLARATION

You will receive your annual declaration for the previous year (**Jaaropgaaf**) in mid-February. You will need this annual statement to file your tax return, for example. What data do you need for your tax return?

- **Loon loonbelasting/Volksverzekeringen** (Payroll taxes / Social Security): is the total amount of gross salary received (without compensation for transportation costs).
- **Ingehouden loonbelasting** (Payroll taxes withheld): the amount you have paid in taxes.

Information about filing your tax return can be found on the website of the Tax and Customs Administration. Click [here](#) for more information.

### 14. END OF EMPLOYMENT

If you wish to terminate the employment contract, be sure to take into account the 1-month notice period so that it does not affect the payment of your salary/final settlement. If you want to end your employment, you must notify both your responsible at AMC NATURAL as Payingit in writing as soon as possible. You will then be invited to a final interview with the People department. What are the consequences of voluntarily terminating your contract? If you decide to leave the job yourself or to not renew your contract, once the contract ends you will lose the right to unemployment benefit. The UWV is the one who decides this, but will probably reject your application for unemployment benefits. Please keep this in mind.

If the employer decides not to renew your contract, you may be entitled to a transition payment. Please check with Payingit. You may also be entitled to Unemployment Benefit (so called WW). You can find more information on the UWV's website:

**Unemployment Benefit abroad (U1 form):**

<https://www.uwv.nl/particulieren/formulieren/aanvragen-formulier-pd-u1.aspx>

**Unemployment Benefit in Holland:** <https://www.uwv.nl/particulieren/direct-doen/aanvragen-ww-uitkering.aspx>

#### Returning materials and final settlement

When you leave employment, you must hand in your things on the last working day at the AMC NATURAL reception desk (access pass, safe key, and any material that you have received on loan). You will receive your final settlement from Payingit. Payingit pays your reservations (vacation money and days) and ensures that the payment is debited into your account within 6 weeks.

## ANNEX 1 – EXPLANATION OF THE PAYSリップ

Below we explain the meaning of each concept in the payslip.

### Information about employee, payroll taxes contract data

At the top of the payslip you will see the period (month) to which the payslip refers. Your name and address are also reflected there:

Pay slip January 1-1-2024 t/m 31-1-2024				Payingit	
<b>AMC Test</b> Gyroscoopweg 86 1042 AX AMSTERDAM					
Employment date	01-01-2024	Special rate %	28,54	Payment frequency	Month
Minimum wage	€ 13,27	Wage time frame	Month	Written employment contract	Yes
Minimum Holiday pay	€ 1,11	Wage tax discount	Applied	Contract for indefinitely	No
Date of birth	01-01-1990	Table colour	White	On-call agreement	Yes
		Country of residence	Netherlands	Fase :	Fase 1-2
		Gross wage total	353,52		
<b>DECLARATIONS</b>					
<b>AMC Vlissingen (2024)</b>		GEEN REGULIERE CAO VAN TOEPASSING		Algemeen technisch	
000000156184.01 (Week 1)		Hourly wage	€ 13,31		
000000156185.01 (Week 1)		Hourly wage	€ 13,31		

- **Written employment contract:** here we indicate if a written contract has been established.
- **Country of residence:** the country of tax residence. That is, the tax residence is the place where the individual has tax obligations, having to declare their income and pay taxes.
- **Date of birth:** the employee's date of birth.
- **Employment date:** the employment start date.
- **Gross wage total:** the salary the employee has earned gross during the current year. It is the salary on which taxes and social security contributions are paid.
- **Contract for indefinitely:** here it indicates if an indefinite contract has been established between the employee and the employer.
- **Minimum Holiday pay:** the minimum gross vacation money that the employee must accumulate on the minimum gross wage (8.33%).
- **Minimum wage:** the statutory minimum hourly wage.
- **On-call agreement:** here you indicate if a 0-hour contract has been established.
- **Payment frequency:** the payment frequency defines how often payments will be issued.
- **Fase:** the phase the employee is in (Phase 1-2 or Phase 3).
- **Special rate%:** the percentage of the high tax rate which is applied in the payslip.
- **Table colour:** The colour of the payroll tax table is related to the type of salary the employee receives. The white table corresponds to the income from the current job.
- **Wage tax discount:** here it indicates if the employee wants the benefit of the tax credit to be applied.
- **Wage time frame:** the fiscal period for calculating salary taxes.

Under the heading '**DECLARATIONS**' you will find the name of the customer where the employee has been placed, the applicable collective labor agreement, the position that the employee holds and the employee's gross hourly wage.

### Concepts on the payslip

DESCRIPTION	NUMBER	PERCENTAGE	BASIS		NORMAL	SPECIAL	CUMULATIVE
Compensation SPAWW	0,08%		363,05	0,29	0,20	0,09	0,29
Wage normal hours	7,00		13,31	93,17	93,17		93,17
Holiday hours taken	1,00		13,31	13,31	13,31		13,31
Birth leave	1,00		13,31	13,31	13,31		13,31
Short care leave	1,00		13,31	9,32	9,32		9,32
Special leave 100%	1,00		13,31	13,31	13,31		13,31
Short Leave 100%	1,00		13,31	13,31	13,31		13,31
Bankholiday hours (not worked)	1,00		13,31	13,31	13,31		13,31
Sickleave hours	1,00		13,31	11,98	11,98		11,98
Sickleave hours	1,00		13,31	13,31	13,31		13,31
Contract hours	1,00		13,31	13,31	13,31		13,31
Supplement minimum wage in case of i				1,25	1,25		1,25
Supplement minimum wage for short-t				3,91	3,91		3,91
Korting loon bij ziekte ivm maximumda			274,44	-25,29	-25,29		-25,29
Shift work allowance	1,00	25,00	13,31	3,33	3,33		58,90
Shift work allowance	1,00	200,00	13,31	26,62	26,62		58,90
Shift work allowance	1,00	100,00	13,31	13,31	13,31		58,90
Shift work allowance	1,00	50,00	13,31	6,66	6,66		58,90
Shift work allowance	1,00	40,00	13,31	5,32	5,32		58,90
Shift work allowance	1,00	27,50	13,31	3,66	3,66		58,90
Overtime	1,00	125,00	13,31	16,64		16,64	16,64
Bonus				100,00		100,00	100,00
<b>GROSS WAGE</b>				<b>363,34</b>			

- **Advance holiday pay:** The gross vacation money paid at the request of the employee. The high tax rate is applied to this money (always).
- **Bank holiday hours (not worked):** the hours that the employee has been paid for not being able to attend work due to the company closing due to a holiday. The normal tax rate applies to these hours.
- **Bonus:** the gross amount that the employee will receive. The high tax rate is applied to this.
- **Compensation SPAWW:** the contributions for the Unemployment Benefit.
- **GROSS PAY:** the gross or liquid salary corresponds to the total amount before withholdings occur.
- **Holiday hours taken:** the vacation hours that the employee has taken during the month. These hours are paid 100%. The normal tax rate applies to these hours.
- **Holiday hours paid:** vacation hours not taken that are paid at the end of the contract (settlement). These hours are paid 100%. The high tax rate is applied to these hours.
- **Holiday pay:** the gross vacation money that is paid (on request) to the employee. The high tax rate is applied to this money (always).

- **Contract hours** (idle hours): contract hours that are paid when the employee has not been scheduled by the client. The normal tax rate applies to these hours.
- **Overtime**: the total overtime hours worked. These hours are paid at 125%. The high tax rate applies to these hours.
- **Sick leave hours**: the hours that the employee has been paid for sick leave. The normal tax rate applies to these hours.
- **Special leave 100%**: the hours that the employee has been paid for special leave. The normal tax rate applies to these hours.
- **Short care leave**: the hours that the employee has been paid for being absent due to short care leave. The normal tax rate applies to these hours.
- **Short leave 100%**: the hours that the employee has been paid for being absent due to short leave. The normal tax rate applies to these hours.
- **Wage normal hours**: under this concept, all the hours you work are added, including the hours worked in night shifts and weekends. These hours are paid at 100%. Overtime is not added to this total. Overtime is reflected under the concept "Overtime".
- **Shift work allowance**: the hourly wage supplements are the percentages that are added to the salary for each hour worked in nightshifts, weekends or public holidays. The percentages are indicated in the '**PERCENTAGE**' column. The normal tax rate applies to these supplements.

## Deductions, compensations and payment

Premium supplement WW/WGA (spawv)	0,08%	363,34	-0,29	-0,20	-0,09	-0,29
Pension contribution (plus)	4,00%	212,46	-8,50	-3,83	-4,67	-8,50
Premio AZW		0,70 147,58	-1,03	-1,03		-1,03
Payroll tax		353,52	-31,95			-31,95
<b>NET WAGE</b>			<b>321,57</b>	<b>241,55</b>	<b>111,97</b>	
Social contributions	0,145%	353,52	-0,51			-0,51
Deduction	1,00	100,00	-100,00			-100,00
Travel allowance (unit)	1,00	4,56	4,56			4,56
Reimbursement by employee	1,00	1,00	1,00			1,00
<b>WAGE TO BE PAID</b>			<b>226,62</b>			

- **Deduction**: the amount withheld net of the employee's pay (for example, a correction, etc.). This amount is net, no taxes are withheld.
- **NET WAGE**: the net salary is the result of applying all payroll taxes and premiums to the gross salary.
- **Payroll tax**: the withheld taxes on the gross salary.
- **Pension contribution (plus)**: the pension premium (4%) the employee pays to the StiPP pension fund (dictated by the NBBU cla).
- **Premium supplement WW/WGA (spaww)**: the withheld premium for Unemployment Benefits. This is compensated by the employer to the employee.
- **Premium AZW**: the supplement that the employee must contribute for work disability insurance.

- **Reimbursement by employee:** if the employee has made a refund to the employer, this will be settled here on the payslip.
- **Social contributions:** the social contribution is the money that both the employer and the employee contribute to Social Security every month, so that if the employees fall ill or have an accident and cannot work, they are protected while they recover.
- **Travel allowance (unit):** each employee receives € 4.56 per day that the employee has commuted to work. This amount is net, no taxes are withheld.
- **WAGE TO BE PAID:** the exact amount that will be paid.

## Tax breakdown and payment information

### Tax credit breakdown

Normal rate	0,00
Special rate	31,95
First sickleave day - hours	1,00

### Payment information

Account number	Description	Amount to pay	Payment date
NL24INSI0582375975		226,62	

- **Normal rate:** taxes withheld according to the white table (normal rate).
- **Special rate:** taxes withheld on items that do not fall under the heading 'normal rate', but the high tax rate.
- **First sick leave day-hours:** the hours on the first day of sick leave (unpaid hours, the 'waiting day').
- **Account number:** the account number to which the payment is made.
- **Amount to pay:** the amount to be deposited into the account.
- **Payment date:** the date the payment was made.

## Reservations for the employee

Every employee accumulates both vacation money and vacation hours. The NBBU ccl dictates the percentages that must be reserved for the employee. An employee accumulates 8.33% in vacation money (gross) and 10.82% (in 2024) in vacation hours. The percentage of vacation hours may change annually, depending on the number of work days. Vacation money is reflected in euros and vacation hours in hours.

Reservations	Percentage	Opening balance	Accrued	Taken	Balance
Holiday pay	8,33%	0,00	13,81	0,00	13,81 euro
Holiday hours	10,82%	0,00	1,37	1,00	0,37 Hours

- **Accrued:** the accumulated total during the current month.
- **Balance:** the total reserved for the employee at the end of the current month.
- **Holiday pay:** the gross vacation money reserved for the employee.
- **Holiday hours:** the vacation hours accumulated by the employee.

- **Opening balance:** the total accumulated in the previous payslip.
- **Percentage:** the percentage that is reserved for the employee (dictated by the NBBU cla).
- **Taken:** the total paid (vacation money) or taken (vacation hours) during the current month.

### Payroll breakdown (annex)

The payslips are accompanied by a breakdown in which you will find all the hours (and/or concepts) processed by day of the month. You will see the date, the concept, the percentage paid, the amount, the hourly wage and the total per day. This way you can easily review your payslip and see if everything has been recorded and processed correctly.









#### Example:

### Pay slip

Date	Description	Percentage	Number	Hourly wage	Gross wage
01-01-2024	Sickleave hours	90,00	1,00	13,31	11,98
01-01-2024	Special leave 100%	100,00	1,00	13,31	13,31
01-01-2024	Bankholiday hours (not worked)	100,00	1,00	13,31	13,31
01-01-2024	Short Leave 100%	100,00	1,00	13,31	13,31
01-01-2024	Contract hours	100,00	1,00	13,31	13,31
01-01-2024	Sickleave hours	100,00	1,00	13,31	13,31
01-01-2024	Wage normal hours	100,00	1,00	13,31	13,31
01-01-2024	Overtime	125,00	1,00	13,31	16,64
02-01-2024	Onbetaalde uren	0,00	1,00	13,31	0,00
02-01-2024	Short care leave	70,00	1,00	13,31	9,32
02-01-2024	Holiday hours taken	100,00	0,00	13,31	0,00
02-01-2024	Birth leave	100,00	1,00	13,31	13,31
02-01-2024	Wage normal hours	100,00	5,00	13,31	66,55
02-01-2024	Shift work allowance	25,00	1,00	13,31	3,33
02-01-2024	Shift work allowance	27,50	1,00	13,31	3,66
02-01-2024	Shift work allowance	40,00	1,00	13,31	5,32
02-01-2024	Shift work allowance	50,00	1,00	13,31	6,66
02-01-2024	Shift work allowance	100,00	1,00	13,31	13,31
03-01-2024	Reimbursement by employee		1,00	1,00	1,00
03-01-2024	Wachtdag (uren)	0,00	1,00	13,31	0,00
03-01-2024	Holiday hours taken	100,00	1,00	13,31	13,31

## ANNEX 2 – NUT-, PEANUT- AND SESAMEFREE SITE

It is **strictly forbidden** to bring any of the following products to AMC NATURAL:

<p><u>ALMENDRAS</u></p> 	<p><u>AVELLANAS</u></p> 	<p><u>PISTACHOS (ALFÓNCIGOS)</u></p> 
<p><u>ANACARDOS</u></p> 	<p><u>NUECES</u></p> 	<p><u>CACAHUETES</u></p> 
<p><u>NUECES MACADAMIA O NUECES DE AUSTRALIA</u></p> 	<p><u>BELLOTAS</u></p> 	<p><u>PACANAS</u></p> 
<p><u>JOJOBA</u></p> 	<p><u>NUECES DE BRASIL</u></p> 	<p><u>SÉSAMO</u></p> 

IN ADDITION TO **ALL KINDS OF NUTS, DERIVATIVE PRODUCTS** (PASTES, PUREES, CREAMS, AROMAS, ESSENCES OR OILS) OR PRODUCTS THAT CONTAIN THEM, SUCH AS::

