

HSE introduction book

*Working in a safe, healthy and environmentally
responsible manner at ABC Bedrijfsservice BV and
Technojobs BV*



TECHNOJOBS BV

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1.0 General

1.1 Introduction and policy statement

This introduction book contains general guidelines and specific regulations for certain operations that employees commonly encounter. Through this instruction, one is informed about the most important documentation and regulations one may encounter as an employee.

Management expects all of us to carry out work in a safe and environmentally friendly manner. This means that all employees must think and act safely. No work is so important or its urgency so great that it should be carried out in an unsafe manner. We expect you to know and comply with safety and environmental regulations, ensuring the safest and most environmentally friendly working environment possible and your own safety.

The policy of ABC Bedrijfsservice BV and Technojobs BV is aimed at bringing quality, health & safety and environmental care to a very high level and to keep working structurally on permanent improvement. To this end, ABC and Technojobs has drawn up the KAM management system for all its business units. The following principles apply to each of us:

- we comply at least with all applicable legal regulations on quality, occupational health and safety and environmental care;
- we identify the needs and expectations of our stakeholders during our decision-making process regarding the delivery of our products and services;
- we include quality, health & safety and environmental aspects in all activities at the earliest possible stage;
- we create a working environment where we treat everyone equally and where health and safety risks for everyone and risks to the environment are avoided as much as possible;
- we inform clients about quality, health & safety and environmental aspects of the products or services to be provided;
- we prioritise reducing security risks over other risks;
- we maintain open communication on quality, health & safety and environmental care at all levels, both internally and externally;
- we make clear, unambiguous and verifiable agreements with the client regarding specifications, price and delivery time of products or services;
- we handle any complaints carefully, seeking a reasonable settlement with the client;
- we think along with the customer in terms of sustainable, environmentally friendly solutions;
- we treat confidential information belonging to ourselves and third parties confidentially;
- efforts will be made to prevent accidents from occurring. Preventive activities include training and instruction of all employees, maintenance and inspection of machines and tools, recording and discussing hazards, dangerous situations, near-misses and accidents;
- we continue to continuously improve our quality, health & safety and environmental management system.

Care for quality, health and safety and the environment starts with each and every one of us. Everyone is responsible for performing his/her job safely, while ensuring environmental care and high quality. The management will ensure that this is done as described and will support this through information and training and will intervene where necessary.

On behalf of the management of ABC Bedrijfsservice BV and Technojobs BV

(*) Not signed, concerns a copy of the original signed copy.

2.0 Safety policies and regulations

2.1 Introduction

ABC Bedrijfsservice BV and Technojobs BV has a duty to provide safe working conditions to ensure that the protection of the health of its own employees and subcontractors is of paramount importance in all work carried out within the company and with clients.

The purpose of this manual is to promote the safety, health and welfare of all workers. The following instructions relate to employees and subcontractors.

2.2 Responsibilities

Everyone is responsible for, the safety of themselves and partly responsible for the safety of others.

Employees must be familiar with safety and environmental rules, abide by them and report unsafe working conditions. Failure to comply may result in disciplinary action.

2.3 Consultation

The safety and environmental aspect should be given adequate attention and be an important part of every work consultation/toolbox meeting.

3.0 General safety, environmental and health rules

3.1 Introduction

The following rules contain general guidelines and specific regulations for certain actions to be applied by workers. The guidelines aim to ensure maximum safety and environmental awareness in the workers' working environment.

This also means that all employees must think and act in a safe and environmentally conscious manner.

3.2 Prohibited activities

- It is forbidden to operate any material or equipment without prior permission.
- Do not touch any electrical installations. Electrical connections and disconnections should only be carried out by authorised personnel.
- Do not park vehicles or store equipment in front of fire extinguishers, the fire hydrant, emergency exits, transformer houses or other exits and gates.

3.3 Traffic

- Apart from the normal traffic rules, special company traffic rules may apply.
- The speed limit is indicated on signs.
- Parking is allowed only in designated parking areas.

- All motor vehicles must comply with legal requirements.
- Forklifts, cranes and the like should not be used to transport personnel.
- If there is no footpath, pedestrians should walk on the left side of the road, against traffic.
- Before using a means of transport, check tyre pressure, lighting and brake operation.
- When loading car and trailer, make sure that:
 - The maximum load weight is not exceeded.
 - The material is properly attached.
 - In case of roof rack/trailer that it is properly attached.
- Long cargo is always fitted with the legally prescribed long cargo marking signs.
- Sharp protruding parts of the load (at least 2 metres above the road) on the sides are marked with a red flag.

3.4 Hand tools

- Always use good quality tools.
- Only use your tools for their intended purpose.
- Check your tools before use and replace worn or old tools.
- Never carry loose screwdrivers or similar tools loose in your pockets, serious -injury may follow.
- Maintain the tools and make sure the tools are checked periodically -by experts, including those offered for use by the client.
- When using pneumatic tools, work with hearing protection
- Work with safety glasses, goggles or face shield during machining operations
- If the work causes strong vibrations, interrupt the work - regularly and use vibration-damping gloves.
- Always shut off air supply after using the pneumatic tool.

3.5 Electric hand tools

- The most important rule is "keep your tools dry".
- In places with fire or explosion hazard, power tools should not be used.
- When using rapidly rotating tools, where the risk of dust occurs, it is important to have proper extraction. Preferably, this work should be carried out with respiratory protection.
- All power tools used by employees should be inspected and identified as inspected.

3.6 Working at height

- When working above 2.5 metres, an eaves guard must be used.
- Floor openings should always be secured.
- Where there is a danger of falling tools, an edge board (15 cm) must be provided.
- A seat belt should only be used if other options are not available and there are good restraint options.

3.7 Ladders and scaffolding

- For every four metres one goes up, one should place the ladder one metre from the wall or object to be climbed.

- To prevent excessive deflection of the ladder, the angle between the ladder and the horizontal bearing surface should not be less than 60 degrees. For best stability, the angle should be about 75 degrees.
- When using an extension ladder, the extension should always be at the front and overlap at least 5 rungs.
- Wear suitable shoes to prevent slipping.
- When placing a ladder in front of a doorway, always make sure the door is locked. Also make sure there are no obstacles around the ladder.
- Never climb a ladder with more than one person and do not carry heavy things up the ladder. Try not to reach beyond an arm's length.
- Working safely on scaffolding depends on the right set-up. Make sure a scaffold is safe and reliable before climbing on it
- Small changes to scaffolding can cause major accidents. Never make any changes to scaffolding yourself, leave this to professionals.
- Scaffolding work should follow standard rules.
- Do not leave tools or materials lying around on the scaffolding. This prevents people working on the scaffolding from tripping and it increases safety for those walking or working below.
- In certain situations, the use of scaffolding standing on the ground is not possible. In the case of elevated or suspended scaffolding, the proper use of safety belts is mandatory.
- A hanging scaffold should have a sign with the following the text: "no access for unauthorised personnel, maximum load capacity ...kg".
- Mobile or mobile scaffolding needs a level surface. The wheels should be lockable. Make sure everything is in good condition.
- In case of exposure to strong winds and on roofs, scaffolding should be secured with steel struts.
- Never move a mobile scaffold if there are personnel, tools or materials on it.
- Maximum height: inside 4 x minimum width and outside 3 x minimum width.

3.8 High-pressure work

The high-pressure water jet is a bright thin jet that comes out with great force and extremely high speed the spray nozzle arrives. If this jet - for whatever reason - enters the body, it is a high-pressure injury. Besides seriously damaging the underlying tissue, bacteria and foreign bodies enter the body, as the water from the pressure washer is not disinfected and/or bacteria-free. The external wound may be a barely recognisable opening in the skin, but that says nothing about the internal injury; if treated incorrectly, there is a chance of amputation of the affected body part, never underestimate a high-pressure injury!

Shortly after the accident, the victim usually feels a strange sensation in the affected body part, sometimes the victim feels nothing or there are only vibrations. The affected body part may possibly swell, discolour and blister, in addition, paralysis symptoms may occur. Acting quickly is a prerequisite, seek expert medical advice, if necessary go to a university hospital familiar with high-pressure injuries.

Besides the immediate danger due to the vicious high-pressure jet, there are more dangers lurking in high-pressure cleaning. Just consider the recoil force, working posture, noise and vibration levels of the high-pressure jet and working with chemicals, not to mention the dangers resulting from an unsafe workplace. There are also risks from possible skin contact and inhalation of chemicals, water, mist and dirt particles.

Several forms have been drawn up within the organisation which should be used: High-pressure (façade) cleaning checklist
Checklist industrial high-pressure cleaning

3.9 Vertical and horizontal transport

Forklift trucks

- Perform minor maintenance yourself and have regular professional maintenance done.
- Do not transport people on the forks.
- The driver/operator must have a valid certificate.

AWP

- Use the AWP only for transporting people and not as a lift / hoisting device.
- Never leave the AWP unattended.
- Always use a drop belt in the bin.
- The operator must have a valid certificate.

3.10 Dangerous substances - ingestion

Ingestion of hazardous substances by the digestive organs usually occurs by eating or drinking contaminated food. Causes include eating in a dirty environment, where there is a lot of dust, and eating with dirty hands. Similarly, turning cigarettes, chewing gum, snacking and taking medicine should not be done in a dirty environment or with dirty hands.

It is therefore necessary not to eat in during work. Eating should be done in the areas designated for this purpose (canteen). This only makes sense if everyone takes off their dirty work clothes. Afterwards, hands and sometimes face should be washed before eating.

3.11 Dangerous substances - absorption through the skin

Absorption of hazardous substances through the skin can be easily prevented by wearing proper clothing, coveralls, closed shoes and, above all, proper gloves. Proper gloves can prevent contact with toxic substances. Wounds on the skin cause toxins to be absorbed even faster. It is therefore important to have any injury treated and cleaned immediately.

3.12 Dangerous noise

Hearing damage caused by hazardous noise can be prevented by wearing appropriate hearing protection. The employer is obliged to provide hearing protection equipment from a noise level of 80 dB(A). Wearing these is mandatory from 85 dB(A).

Too much noise can lead to:

- Hearing damage;
- Impaired concentration and fatigue;
- Communication disruption;
- Stress or other psychological complaints.
- Hearing damage is irreparable and increases with higher noise levels and longer stays in noisy environments.

3.13 Lifting

Some indications for lifting are:

- use strength effectively, lift with the leg muscles, spare the back as much as possible, do not make a twisting back movement;
- centre of gravity load as close to the body as possible;
- good grip on the load and lifting with straight arms;
- when lifting, spread the feet slightly, around the load;
- raise long objects by "walking up";
- use as much body weight as possible when moving, pushing and pulling;
- lift in stages, to improve posture and grip in between.

3.14 Use of personal protective equipment

Personal protective equipment is used only when there is no other way. Most important is a safe working environment followed by isolation and shielding. If these measures do not provide sufficient protection, personal protective equipment is necessary. Personal protective equipment ensures that the consequences of an accident are limited.

ABC Bedrijfsservice BV and technojobs BV provide employees with the most necessary protective equipment, depending on the job, such as:

- safety helmet
- safety goggles
- safety shoes
- gloves
- earplugs
- breathing protection
- face shield
- lifejacket

If specific personal protection equipment is required during the work, this is usually provided by the client (again by mutual agreement). Personal protective equipment must be checked regularly. They must be well cared for and properly used. They must also be stored in a safe, clean and dry place.

The following overview shows when PPE must be worn. These are the most common activities, of course they can be deviated from and/or additional regulations apply.

PPE	Where/when
Safety shoes	Where carrying duty applies On site at customer's premises
Helmet	In areas where carry-on duty applies
Safety glasses	In areas where carry-on duty applies
Eye/face protection	Where carrying duty applies When working with aggressive or corrosive substances
Hearing protection	For grinding work (protective caps)

	When working with air-powered tools (protective covers) For all other work with noise levels higher than 80 dB(A) to 90 dB(A) (earplugs) For other work above 90 dB(A) always (protective covers)
Gloves	When working where the hands are exposed to damage from high temperatures, chemicals, cutting or bumping
Face shield	Work with high-pressure cleaner
Lifjacket	Work on or near water

3.15 Substitution and sanction policy

PPE should be replaced if the period of use is exceeded or damaged. Every employee can obtain new PPE from ABC Bedrijfsservice b.v. in the event of damage or if the period of use is exceeded. / get replacement PPE. The period of use is indicated in the instructions for use. Every user should be aware of the replacement criteria of the different PPE.

Failure to comply with the requirement to wear PPE can lead to a warning or even dismissal.

4.0 Fire and accidents

Fires, accidents or serious events, should be reported immediately to the immediate supervisor and emergency services such as fire, police and ambulance.

4.1 Fire / alarm

The person signalling a fire should

- Inform the KAM Coordinator / immediate supervisor of relevant site / building regarding exact location and circumstances (alarm)
- If possible, provide first aid action yourself

Then

- Bring themselves and the surrounding area to safety according to the emergency plan of the relevant location (gather at the assembly point). Fighting the fire is left as much as possible to people specially trained for this purpose, such as the FAFS officers and the professional fire brigade, police and ambulance.
- After every fire/accident report to the KAM Coordinator via the incident report. On

hearing an alarm, it is important to act as follows:

- do not panic but stop work immediately;
- electrical appliances, generators and gas cylinders should be closed or switched off;
- report to the collection point.

It is also important to leave the workplace at right angles to the direction of the wind due to toxic fumes, etc.

4.2 Accidents

After bringing the victim to safety and applying accident first aid:

- Inform and accommodate emergency services such as fire, police and ambulance;
- All accidents or near-accidents, whether or not resulting in physical injury, must be reported to the immediate supervisor immediately.
- After the accident, the incident or (near) accident should be reported to the KAM Coordinator for completion of the incident report.

4.3 Accidents on the road to and from work

In the event of an accident on the road to and from work, normal procedure will be followed. After bringing those involved to safety and applying first aid, the contact person of ABC Bedrijfsservice BV or Technojobs BV should be informed immediately. The contact person will contact the customer and take care of further arrangements.

After the accident/incidents, it should be reported to the KAM Coordinator for completion of the incident report.

5.0 Serious accident procedure

If a serious accident occurs, the information will usually be provided by the client.

If an accident (or near-accident/dangerous situation) occurs, you should report it to the client, as well as to your employer. The latter will ensure registration on the relevant report form.

Please include as many details as possible, including the following:

- Type of accident and injury or dangerous situation / description of incident.
- Name of employee concerned
- Location of accident (place, street, number and telephone number if any)
- Time of accident
- Company name (of principal or subcontractor)
- Manager concerned / contact person
- GSM number contact person
- Which emergency services are/are involved

Please include your own details (including name, phone and/or mobile number).

6.0 Relevant information

6.1 General

Several documents are used in determining risks to employees, which will be discussed with employees before employment. The most important are listed below.

6.2 Risk Inventory & Evaluation

With effect from 1 January 1994, Article 4 of the Working Conditions Act imposed an obligation on all companies to draw up a risk inventory and evaluation (RI&E) (or have it drawn up) and have it tested by a certified Health and Safety Service. From 1 January 2007, some significant changes were made to the laws and regulations (RI&E obligation stems from Article 5 of the Working Conditions Act).

Objective inventory

The aim of the RI&E is to identify and quantify possible risks in the areas of safety, health and well-being, in order to draw up an action plan for measures to be taken. Thus, the RI&E forms the main basis for the health & safety policy to be pursued in the organisation.

The most important thing for the employee is that the occurring risks and control measures are laid down in the RI&E and are therefore available for your perusal. You can then take these potentially occurring risks into account.

6.3 Start-work meeting

Before commencing work, ABC Bedrijfsservice b.v. will discuss with the client what the risks are and what measures should be taken.

Before work starts, specific risks are discussed with you, if necessary. This is often done through a kick-off meeting.

7.0 Icons

The purpose of pictograms is to clearly and unambiguously indicate the dangers and obligations at a work, situation and or project. At the gate of each work, pictograms often indicate which safety equipment is mandatory. These signs should always be clearly visible and legible.

A distinction can be made between the various safety and health signs, namely:

- Prohibition signs, characteristics: round, black pictogram on white background, red border and bar
- Warning signs, characteristics: triangular, black pictogram on yellow background, black border (the yellow colour must cover at least 50% of the surface of the sign)
- Command signs, characteristics: round, white pictogram on blue background (the blue colour must cover at least 50 % of the surface of the sign)
- Rescue signs, characteristics: rectangular and square, white pictogram on green background (the green colour must cover at least 50% of the surface of the sign)

The following pages cover the main icons applicable in the various industries.

Command signs



Face shield
mandatory



Hearing protection
mandatory



Safety shoes /
boots required



Safety helmet
mandatory



Safety
glasses
mandatory



Gloves
compulsory



Respiratory
protection
mandatory



Lap belt
required

Prohibition signs



(Open) fire and
smoking
banned



No smoking



No access for
unauthorised persons



Gloves
banned



Prohibited for
transport vehicles



Passenger transport
on transport
vehicles
banned



No drinking water



Forbidden to
extinguish with water



Forbidden to eat



Prohibited for
pedestrians



Banned for mobile
phones

Lifeguards



First aid (doctor)



Eyewash shower



First aid



Stretcher



Safety
for first

showerTelephone
help

Emergency exit

Emergency exit

Rescue signs - continued



Emergency exit



Emergency exit



(Emergency) exit



Gathering place



Gathering place

Warning signs



Laser radiation



Transport vehicles



Electrical voltage



Toxic
substances



Radioactive substance
or
ionising radiation



Corrosive
substances



Suspended charges



Danger (general)



Explosive substances

GHS hazard pictograms



8.0 Absence regulations

If you are unable to work due to illness, adhere to the following rules:

8.1 Applying for sick leave on time

Report to your employer in person before the start of working hours, but no later than 08.00 in the morning by telephone, namely to the administration department. Tell what is bothering you and, by mutual agreement, sick leave will be honoured.

When you are unable to do so yourself, get someone else to call.

If you fall ill during working hours, before you go home, report this to the people mentioned above.

Note: in connection with the right to continued payment of wages or benefits under the Sickness Benefits Act, it is important that you report sick on the first day of illness. An example: you are scheduled to work on Thursday, Friday and Saturday. You fall ill on Monday. You must report sick on Tuesday at the latest.

8.2 Giving information

When reporting sick, you will be asked to provide the following information:

- Since when you have been ill (first day of illness);
- Whether you have already consulted your GP or when you will*;
- What health conditions you have *;
- Whether there may be a link between the incapacity for work and working conditions*;
- When you think you have recovered;

- At which address you are staying during the illness and under which phone number you can be reached;
- Whether there are activities you can do;
- Whether there are business appointments with customers, suppliers, colleagues and the like that need to be taken over or postponed.

When you report sick, arrangements can be made for monitoring and for the day and time when we will have weekly contact with you.

For the questions with the sign () behind them, privacy laws apply. So you do not have to provide us (employer or colleagues) with any information about them. You do have to provide the health & safety service with this information. The health & safety service will not pass on any confidential information to us without your permission. Personal and confidential information that you provide to us is naturally treated with appropriate confidentiality and discretion.*

During the remaining period of illness:

You are obliged to notify us immediately of any change of nursing address. We will notify the occupational health and safety service accordingly.

We also ask you to report by phone when you go for a check-up with the occupational health and safety service. We also want you to let us know what advice you have been given regarding a possible return to work.

8.3 Check

During illness, you must be available during working hours for a check-up visit by the employer and the occupational health and safety service. It is therefore necessary that you allow them to visit you at home or at the nursing address. If - while you are at home - something unusual happens (e.g. the bell is broken or there is no one at home to open the door), take measures so that the employer or the occupational health and safety service can still gain access to the home.

The check-up can also be carried out by telephone. Therefore, you must be reachable by phone at home or at the nursing address on the number you gave during your sick report.

You must stay at home (or at the nursing address) until the first contact with the occupational health and safety service has taken place. Thereafter, you may go outside the home, but must be at home at the following times for the first six weeks (this may be deviated from only after consultation):

- in the morning until 10:00
- in the afternoon from 12:00 to 14:30

After six weeks, new arrangements will be made about your accessibility at home. This is done in the plan of action (see below).

During the check-up by the occupational health and safety service, you must provide the information on the nature and causes of your complaints, the involvement of your GP and medical treatment. You will also be asked if there is a connection between your illness and working conditions.

During the monitoring visit, you may be asked to fill in a written statement.

The health and safety service can also carry out a written check. You will then be sent a form. You fill in this form and return it to the occupational health and safety service on the same day.

8.4 Guidance from the employer

Your employer will contact you regularly and inquire about your situation. You will then also be informed of any important issues going on in the company.

We will make a short written report of each interview. You will receive a copy of this.

After six weeks, new agreements will be made on the regularity and timing of counselling sessions. This is done in the plan of action (see under point 9).

8.5 Monitoring and guidance by occupational health and safety service

You may be called by the occupational health and safety service for consultation at the occupational health and safety service.

You are required to attend this consultation hour. Even if you plan to return to work the next day.

If you have since returned to work, you do not need to come to the consultation hour. However, you must cancel the appointment by phone with the occupational health and safety service (no later than 24 hours in advance).

If you are unable to attend (e.g. because you are bedridden), you must inform yourself immediately and make a new appointment with the occupational health and safety service.

Your travel expenses will be reimbursed on the basis of public transport second class, unless these expenses are also normally incurred for commuting.

You can also make your own appointment with the occupational health and safety service, a so-called occupational health consultation hour. This is sensible if you see sickness coming or want to discuss your working conditions with an occupational health and safety expert.

8.6 Holiday or stay abroad

If you fall ill during your holiday, you must notify the employer as soon as possible (i.e. by phone, fax or e-mail), stating your holiday address. After returning home, you must submit a medical statement (drawn up by a doctor during the illness) to the occupational health and safety service. This medical declaration must state the duration, nature and treatment of the work disability. Based on this declaration, the occupational health and safety service will advise the employer on the return of holidays.

If you want to go on holiday during the period of illness, you will need a 'declaration of no objection' from the occupational health and safety service. Together with this declaration, you then submit a request to be allowed to go on holiday. We will then decide whether to grant the holiday. Permission will be given if the Working Conditions Service is of the opinion that the holiday will not impede your recovery.

8.7 Participating in healing and recovery

You must cooperate in your healing and recovery during the period of illness.

- You have to follow the prescriptions of the doctor(s) .
- You should behave in such a way that healing is not hindered or delayed.
- You seek treatment from your GP within a reasonable time. You must follow the prescriptions of your
- GP, unless other arrangements are made with the occupational health and safety service that lead to faster recovery can lead.

8.8 (Temporary) other work: suitable employment

If you are (partially) unfit for the work you normally do due to illness, but you are fit to do other work, the employer can offer you other work (temporarily):

- If this is suitable work, you are obliged to accept it.
- If suitable employment is not available within the company, we will look for suitable employment outside the company.

We can discuss this in consultation with you. We will ask the occupational health and safety service for advice on the proposal. Reasonable proposals you are obliged to accept.

If the occupational health and safety service has declared that you are or are not capable of resuming all or part of your own work or other suitable work, but you do not agree, you must immediately communicate your objection to the occupational health and safety service. You must also communicate your objection to us immediately. If the employer and the arbodienst do not share the objection, you can request a second opinion from the UWV (see point 15).

8.9 Plan of action

For longer-term sickness absence, the occupational health and safety service will investigate what can be done to get back to work as soon as possible: fully or partially, for own work or other work. This problem analysis will be drawn up no later than in the 6th week of illness. You are obliged to cooperate. You will receive a copy of this problem analysis and the advice of the occupational health and safety service.

When drawing up the problem analysis, you will receive information from the health & safety service on the legal rights and obligations in the context of absenteeism and reintegration. In addition, the health & safety service provides information on the health & safety service's complaints procedure.

Based on the problem analysis, an action plan must be drawn up, unless the problem analysis shows that there are no reintegration possibilities. No later than in the 8th week of illness

we will invite you for an interview, during which the content of the action plan will be discussed. The action plan will set out:

- What the objective of the reintegration process is (return to your own job, another job in the company or transfer to another company).
- What measures are taken to promote recovery and return to work.
- How often and in what way employer and employee have contact (at least once every 6 weeks counselling interviews).
- How often and in what way employee and health and safety service have contact (at least once every 6 weeks).
- Who coordinates the implementation of the action plan and is the permanent contact person for the employee (or: who is the 'case manager').

In addition, written agreements are made on:

- At what times you should be available to employer and occupational health and safety service.
- The information you receive to stay involved in work (e.g. reports of work meetings or company announcements) and how this is done.

The final plan of action is signed by the employer and employee. The employee receives a copy of the signed action plan.

If at a later date the employee's health situation changes, the plan of approach will be revised on the initiative of the occupational health and safety service. You will then be invited for another meeting, during which the adjustments to the plan of approach will be discussed. This revised version will also be signed by the employer and employee. The employee will receive a copy of the revised plan.

If you disagree with certain parts or agreements in the action plan, you must communicate this verbally and in writing. You can also ask the occupational health and safety service again for an opinion on the action plan. You then make an appointment with us to discuss the action plan again. If still no agreement is reached, a second opinion can be requested from the UWV (see point 15).

8.10 Absence file

We keep a file for each sick employee containing all documents relevant in the context of sick leave.

As a minimum, it includes: the problem analysis, the action plan, the first-year evaluation, non-medical reports from the occupational health and safety service and the written agreements from the consultation between employer and employee.

The absence file is treated and kept confidential in accordance with the General Data Protection Regulation (AVG). The absence file is accessible only to the Management Board, the supervisor, the case manager and authorised bodies.

You have the right to inspect the absence file at any time, after making an appointment with Mr A.J.H. Veldhoven.

You have the right to ask us to remove incorrect data from the file. You are entitled to

copies of documents included in the absence file.

Medical information is kept in a separate absence file with the occupational health and safety service. You may also view this medical file at any time, after making an appointment with the occupational health and safety service.

8.11 Full or partial recovery

Once you are able to return to work in whole or in part:

- Don't have to wait for permission from the company doctor or attending physician.
- Report this directly to your employer.

If you are not sure whether you are able to return to work, seek advice from the occupational health and safety service. Call the occupational health and safety service for an appointment. If the occupational health and safety service's advice is negative, we will follow their advice. You do not have to start work yet.

8.12 Reintegration report and WIA application

Between the 46th and 52nd week of illness, we hold an evaluation meeting with you. In this first-year evaluation, we discuss what has been done so far, the current state of affairs, whether the agreed goals in the (8th-week) plan of approach have been achieved, whether the plan of approach needs to be adjusted, what the goals and approach are for the 2nd year of illness, whether new agreements should be made for a periodic evaluation and agreements with the occupational health and safety service.

We record this first-year evaluation in writing and it is included in the reintegration file and sent along with the reintegration report at the end of the 2nd year of illness in case of a possible WIA application.

No later than the 85th week of illness, you will be called for an interview with the occupational health and safety service. On the basis of this interview, the Working Conditions Service will draw up a so-called up-to-date assessment. You will receive a copy of this up-to-date assessment from the Working Conditions Service.

No later than in the 87th week of illness, we will consult with you about the reintegration report, which must be made for your WIA application. Based on this discussion and the information from the absence file, we will draw up this reintegration report.

No later than the 91st week, you will receive the reintegration report and medical information from the occupational health and safety service and must send it to the UWV. The UWV needs this report to decide whether you and your employer have done enough from the beginning of your illness to give your reintegration the best chance.

If you disagree with parts in the reintegration report and have comments on the reintegration efforts of the occupational health and safety service and/or the employer, you can formulate your own opinion as part of the reintegration report.

8.13 Frequent absenteeism

After a third report of illness within one year, an interview with the Executive Board will take place.

8.14 Obligation to comply with regulations

It is important that you follow the rules in these absence regulations. If you do not comply with these regulations, we have the right to impose sanctions.

These sanctions may include:

- the partial or total cessation of salary payments.
- in serious cases, including refusing to cooperate in recovery or return to work, you may be dismissed.

Before applying sanctions, we seek advice from the occupational health and safety service.

Note: The UWV may additionally impose sanctions (afterwards) if you have not sufficiently cooperated in your recovery or resumption of work. Then there is the possibility that you may be refused WIA benefit.

8.15 Objections: second opinion and ultimately cantonal court

If you disagree with statements made by the occupational health and safety service or actions and proposals made by the employer or case manager, you are obliged to discuss this directly with the occupational health and safety service. You can also use the complaints procedure of the health & safety service or the reintegration company involved. You can then request a 'second opinion' (expert opinion) from the UWV.

The cost of this is at your own expense. A second opinion is a recommendation. If employer and employee then still disagree, proceedings can be started at the cantonal court.

8.16 Consultation between employer and occupational health and safety service

We consult (regularly) with the occupational health and safety service about absenteeism in our company. We also discuss what general measures we can take to reduce absenteeism. We ask you to raise any problems or situations relating to absenteeism in our company in the discussions with the occupational health and safety service or in the work consultation. We are then in a better position to take the right actions.

9.0 Policy on psychosocial workload

The term psychosocial workload refers to factors in the working situation that cause stress. These include sexual harassment, aggression and violence, bullying and work pressure.

It is the policy of ABC Bedrijfsservice BV and Technojobs BV to prevent this. We do not accept that employees (own and subcontractors) are guilty of this. If this is found to be the case, sanctions will follow, which may even include dismissal.

We also request anyone affected by this to report it to the confidential adviser, who will take the necessary actions.

10.0 Medicines, alcohol and drugs

The use of specific medicines, alcohol and drugs is not allowed during working hours, as well as not at the time when they may affect the work in any way (being under the influence).

If medicines are prescribed for medical reasons that could potentially affect work, driving ability, etc., you should notify the employer. In consultation, it will be decided whether or not you can work, or whether there are other options.

Many times these medicines can be recognised by the yellow sticker.

The use of alcohol and drugs or being under their influence usually means summary dismissal in practice.

11.0 Periodic medical examination and expert access

Besides any mandatory medical examinations as part of the work to be carried out, we offer employees the opportunity to take part in a periodic health examination, known as the PMO (Preventive Medical Examination). Previously, this was known as the PAGO.

We also offer everyone the opportunity to consult an expert on their own initiative. With work-related questions and/or complaints, you should preferably first contact the prevention officer, Mr A.J.H. Veldhoven. If necessary, Mr A.J.H. Veldhoven can refer you to an expert of the occupational health and safety service.

If you want to approach an expert without the employer's intervention, you can also do so. You can then contact the occupational health and safety service directly.

12.0 Trustee

A.J.H. Veldhoven has been appointed as internal confidential advisor. Please contact her for questions / comments on various confidential aspects.

If, for any reason, you do not wish to use the internal confidential counsellor, you can also contact the Occupational Health and Safety Service directly.

13.0 Monitor work - instruction

The workplace design

The working posture adopted by display screen workers is mainly determined by the workplace design. To prevent motion sickness, it is desirable for the display screen worker to alternate working postures as much as possible. For work posture, the following points of interest are important:

1. Head and eyes

To avoid frequent eye accommodation changes, the keyboard, document and monitor should be at approximately equal viewing distance.

It should be possible to keep the head upright as much as possible while working.

Constant or frequent nodding down is very tiring for the neck and shoulder muscles.

Complaints about these muscles are among the most common complaints among display screen workers. To keep the head properly upright, a document holder is required when working with documents.

Furthermore, the monitor should be set up within the viewing angle of 0° to 35° of the monitor worker.

The position of the screen within this angle depends on:

- the working method (looking at the screen a lot or looking at the keyboard/work table a lot);
- the preference of the display worker himself;
- screen dimensions.

A monitor positioned directly in front of the user avoids having to work with a turned head or with a twisted upper body.

2. The shoulders and arms

The working position should be such that the shoulders do not need to be raised to perform the work: the arms should hang freely from relaxed shoulders as much as possible. Working with raised shoulders occurs, among other things, when the work table is set too high.

To reduce shoulder strain, the forearm should be supported as much as possible when working by:

- the elbow support of the office chair or
- by placing the forearm partially on the table when typing or working with the mouse.

There are also special arm support aids and tables in which there is a recess for the torso, providing better support for the arms.

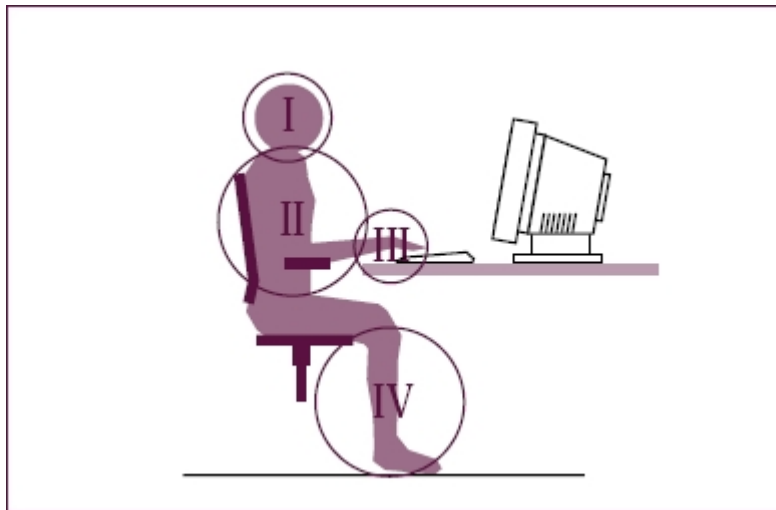
3. The wrists and hands

The hands should be as horizontal as possible in line with the forearms. This means that the keyboard and mouse should be as thin as possible. Also, the hands and fingers should be able to remain stretched as much as possible while working.

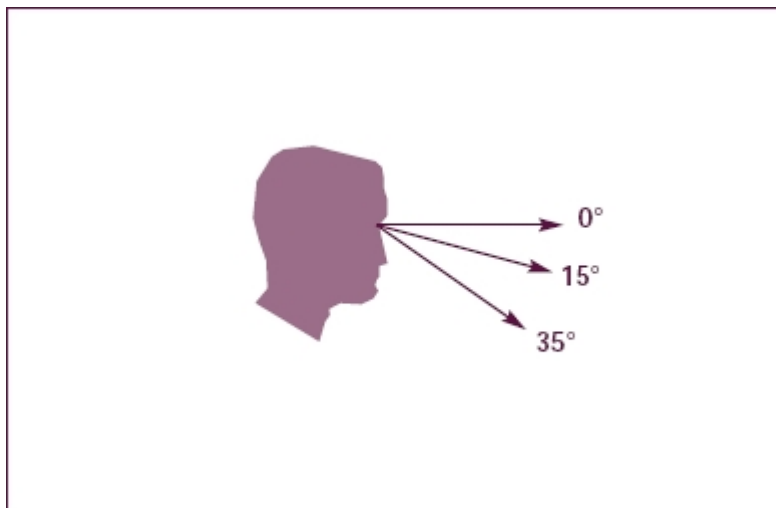
4. The legs and feet

It should be possible to place the feet entirely on the floor without pinching upper legs on the edge of the chair. If the table or chair cannot be adjusted low enough, the monitor worker should use a footrest.

Positions of the body



Viewing angle



14.0 Complaints

In some cases, complaints might occur. This can occur both with the client (who files a complaint against you or the company) and vice versa, you have a complaint regarding the company.

Of course, this can also include complaints from a subcontractor, a supplier, a colleague etc.

In all cases, you are asked to report the complaint to the immediate supervisor, who will make a note of it and try to find a solution to the complaint.

15.0 LMRA

LMRA (Last Minute Risk Analysis) is a brief risk assessment carried out immediately before starting work at the workplace by the employees who are going to perform the work.

The purpose of the LMRA is for employees to ascertain at the workplace whether all (potential) safety, health and environmental risks have been identified and whether adequate control measures have been taken to prevent accidents ('think before you leap').

If an LMRA reveals that there are risks in carrying out the planned work, then the work will not be started until all risks have been eliminated by implementing adequate control measures.

16.0 Environment

Environmentally hazardous substances should be stored in designated facilities.

16.1 Waste

Waste on site must be separated into the following waste streams in the appropriate waste containers/bins. The degree of separation is indicated in the HSE project plan, which is drawn up specifically for each project. The client's house rules apply on the client's premises. Waste materials must be disposed of/separated in accordance with these rules. For more information on waste separation, please refer to the relevant HSE project plan for the execution phase.

16.2 Consumption

All employees have a responsibility to handle materials prudently, striving to minimise product and material consumption.

The following house rules should also be observed:

- Do not leave the tap running unnecessarily
- Do not leave lights on unnecessarily
- Do not print documents unnecessarily, print double-sided if possible

16.3 Spills

In case of spills (spills), use absorbent granules to clean up the paint/oil and give it to the supervisor for disposal.

In case of environmental damage, the project manager should contact/notify the local environmental department/client and follow further instructions.