

Illness notification

The employee is obliged to report as early as possible on the first day of his/her illness to FLEXible before 10:00 AM indicating the correct nursing address and the correct contact information at number 0495 - 843 610. You (the employee) must also report to the client where you are employed that you are ill and will not come to work. If the employee becomes ill during work, the same reporting obligation applies to FLEXible and the client.

It should also be indicated what the probable duration of the illness is. There may be asked what the consequences for work are, what the employee can not do and where the obstacle to work is.

The employee must call personally. Which means that notifications by text message, WhatsApp or e-mail are **not** accepted. This is only allowed outside office hours, which are set on working days from Monday to Friday from 08:30 AM to 17:00 PM.

For absenteeism management we use the organization ReFit. FLEXible reports the notification of the employee being ill to ReFit. FLEXible is contractually connected to ReFit who is responsible for expert support, as regards the health care guidance of our employees. ReFit therefore has a great part in the absence process.

Digital timesheets

During the incapacity for work, the digital timesheets still need to be filled in. The first day of incapacity for work is always a waiting day. The hours of the first day must be filled in, in the row waiting days. The days that follow as long as the incapacity for work lasts, must be filled in, in the row illness hours. If it is the case that the employee does not fill in the hours, this will be done by the client.

Temping clause

When in an employment contract is included the temping clause, FLEXible does not have a wage payment obligation in case of illness. When in this case an employee reports sick then his/her employment contract ends. The employee now no longer has an employer with a wage payment obligation in case of illness and belongs in that case to the law of illness (ZiekteWet) which is executed by 'UWV'. ReFit will pass your absenteeism on to UWV and UWV will contact you. The employee must take into account waiting days, which means that one or two days will be considered unpaid. This depends on the employment contract and what in the ABU-cao is determined.



Control during illness

The employee must stay home between 8:30 and 17:00 during the first two weeks of illness. After these two weeks he/she does not have to stay home anymore. It is important that the employee can be reached by phone or by mail by ReFit. Furthermore, home visits must be possible at the address indicated during the report of illness (may also be different from home address such as family member address, hospital, etc.). There can be exceptions made when permission requested from FLEXible and/or ReFit.

Obligations during illness

The employee has to follow the requirements of ReFit. In Holland it is necessary by law for the employee and FLEXible to work on the recovery of the employee. The employee must co-operate in the re-integration process and must not hamper and slow down the recovery.

Contact

In the case of long-term absence, contact with the employee will take place during the period of illness by ReFit. The employee must stay accessible as much as possible during the illness. All questions asked by ReFit to the employee regarding the recovery should be answered. When an appointment is made that the employee should contact ReFit or vice versa then this must be done. The documentation concerning UWV will also be done by ReFit. Of course, FLEXible is kept informed of the situation.

Consultation

When an appointment is scheduled with a doctor or a staff member of ReFit, this appointment should be visited.

FLEXible allows the employee to make an appointment with the company doctor if he/she has a suitable reason for this. If the company doctor finds that there is no reason, the costs of the appointment with the employee will be charged.

An employee may request his company doctor to consult another company doctor if he doubts the accuracy of the advice given by his company doctor. The company doctor who provided the advice to the employee contacts, in response to this request and after consultation with the employee, as soon as possible, another company doctor, unless serious arguments are against the consultation of another company doctor and the company doctor who gave advice gives reasons for this to the employee. The other company doctor (to be consulted) is not employed within the labor department or company or establishment in which the company doctor who gave the first advice to the employee, has worked.

The company doctor has a complaint procedure. The rules of this can be read on the following website: <https://www.refit.nl/klachtenreglement>.



Staying abroad/vacation

If the employee stays abroad or is on vacation during illness, he/she must follow the same rules as in the Netherlands. When the employee stays in one of the treaty countries*, he/she must report the illness to the nearest health insurance office in the country of residence. The employee must ask the office to pass his/her report of illness to UWV as soon as possible.

If there is a right on wage payment UWV will send the illness forms to FLEXible or ReFit. In addition, the employee must report illness to the client and FLEXible, stating the address where he/she resides.

In all other countries, the employee must ask for a written doctor's declaration and send this to UWV.

Pregnancy

When the employee during maternity leave becomes ill, she should report this to FLEXible. However, there will be no illness benefit because the employee will already be receiving a benefit due to the fact of being on maternity leave.

Report recovery

The employee passes this on to both FLEXible and the client where he/she is employed.

Objection against recovery report

If ReFit indicates that the employee can resume his/her work completely or partially, and the employee does not agree with this, the employee may object to ReFit. FLEXible will assume ReFit's medical advice as FLEXible can not judge whether the objection is right or wrong. The employee may also request a second opinion from UWV.

Privacy

All personal and medical data of the employee will never be disclosed to third parties because of the law that protects personal data. This information is dealt with carefully.

Sanction

If the employee violates the rules and procedures regarding illness, FLEXible is entitled to suspend payment of employee's wage according to Article 7: 629 paragraph 6 of the Civil Code to the moment when FLEXible has established that the employee is entitled to payment of wages or in case of breach of the reintegration obligations to terminate the wage based on Article 7: 629 paragraph 3 of the Civil Code.

In addition, FLEXible may, in the event of violation of one or more of these control regulations, take further measures against the employee, including giving an official warning and, if necessary, fire employee immediately or in other words, termination of employment.

* All EEA countries and, in addition, Australia, Bosnia and Herzegovina, Canada (also Québec), Chile, Cyprus (Turkish), Israel, Cape Verde, Croatia, Macedonia, Morocco, New Zealand, Serbia and Montenegro, Tunisia, Turkey, the United States of America and South Korea.