

## SICKNESS ABSENCE REGULATIONS

**Smart Payroll Services B.V. (Smart Services)** is an own-risk bearer under the Sickness Benefits Act. Acture BV has been commissioned by **Smart Services** to arrange for the implementation of all the statutory obligations that result from the own-risk bearer status under the Sickness Benefits Act. **Smart Services** has appointed Acture to take care of the sickness absence administration, the claim assessment under the Sickness Benefits Act, the vocational rehabilitation and the establishing of the daily wage. The Personal Data Protection Act will be observed at all times. Acture has sought the assistance of a working conditions service with regard to the employees' guidance, the assessment of claims and the occupational rehabilitation.

### Reporting Sick

If you are sick, please report this in person to the company where you were supposed to work and to **Smart Services**. This should be done before the start of the work, but no later than 09.00 on your sick day. If you become ill at work and are unable to continue working, please report this to **Smart Services** and your direct supervisor at the company where you work. Sick reports that are not filed personally will not be accepted, unless there are good reasons to do so.

### Staying Home

One of Acture's employees will contact you within 24 hours after you have reported sick. This may take place by telephone or in the form of a house call. You may also be asked to visit the company doctor's consulting hours, for which you must be available. Until Acture has contacted you for the first time, you are required to stay home between 08:00 and 18:00 (except when you must visit a physician or you have found suitable employment), so as to make it possible for Acture to contact you and/or make a house call. Acture may ask you to stay home for a maximum of two weeks after the first contact took place. In that event, this obligation applies until 10.00 in the morning and between 12:00 and 14:30 in the afternoon. If you are staying at a different address, you must report this immediately to Acture's case manager. If, contrary to the above provisions, you are unavailable, this may have consequences for your entitlement to sick pay.

### Accessibility

In order to be able to quickly establish your entitlement to sick pay and pay out these benefits, it is necessary that we obtain insight into your sickness absence. This means that you must maintain regular contact with Acture. You must do everything possible to co-operate in your recovery. This also means that you must immediately comply with a request to visit the company doctor. Because of the Eligibility for Permanent Incapacity Benefit (Restrictions) Act (Wvp) it is important to enable intensive contact and consultation.

### Company Doctor

You must, of course, comply with a request to visit the company doctor's consulting hours. If you are absolutely unable to do so, or if you have resumed work again, you must report this to the Working Conditions Service and Acture's case manager no later than 24 hours before your appointment. If you fail to appear without giving prior notice, Acture will be forced to charge the administrative costs to you. You also have the right to contact the company doctor independently.

### An agreement is an agreement

**Smart Services** expects you to observe the arrangements that they and Acture have made with you in the context of your sickness absence and the sickness absence management.

### **Staying abroad**

If you become ill when you are on holiday abroad, as a minimum the same rules apply as when you report sick in the Netherlands. You must report sick to **Smart Services** in accordance with the above procedure for reporting sick. Your sickness report will not be processed until Acture has been contacted with regard to the nature and extent of the illness. You must remain available for contact, both by telephone and personally, such in accordance with the arrangements set out under **Staying Home**.

When you return home, you must report immediately to Acture's case manager. If the above arrangements are not observed, a sanction may be imposed on you. If you want to go abroad during your illness, you must report this to Acture's case manager at least two weeks in advance. Acture wants to point out that you also have to observe the obligations from the Sickness Benefits Act during your stay abroad. Your departure abroad may not hinder your recovery.

### **Recovery**

As soon as you are better, but not later than on the second day of your recovery, you must report this to **Smart Services**. You do not have to wait for permission to resume work or to find different work. It may also be the case that you partially resume your work or carry out alternative activities. For the other hours that you may still claim under the Sickness Benefits Act in that event, you must observe the rules set out in these sickness absence regulations.

### **Sick Pay**

You have two qualifying days for which no sick pay will be paid out. These qualifying days do not apply when you become unfit for work again within four weeks and the qualifying days were already taken into consideration when you first reported sick. Acture will pay out your sick pay on a weekly basis. This will take place at least four weeks after receiving your sickness report. The amount of your sick pay is based on your daily wage, which is usually established by means of your average earnings during the twelve months that precede the date of your sickness report. Your wage details are obtained from the UWV's benefit entitlement database. Any changes that may have consequences for your sick pay must be immediately reported to Acture's case manager. If you do not follow these rules, this may have consequences for your sick pay.

### **Activities geared towards resumption of work**

If you are sick, you must do everything to get healthy again, so that you can resume work in the shortest possible term. Your other activities should not hinder your recovery.

### **Privacy**

The careful processing of privacy sensitive information will be monitored closely. The Working Conditions Service will not provide anyone with medical information without consulting you first.

### **Acture**

The case managers at Acture can be reached at: **024-8909470**.