



# handbook

## Personnel handbook



## Welcome to Adecco

You are now an important part of the world's largest staffing company.

In Norway, there are several thousands employees who work for Adecco every day. A large portion of these are offered jobs with the client after the assignment ends. In addition, we recruit several thousand people directly for our clients every year.

In this handbook, you will find practical information about your employment at Adecco. If there is something you cannot find the answer to, or if there is something you need advice on or need assistance with your situation at work, we are always ready to talk to you.

We look forward to working with you!

# Employee | Adecco

When you are an Adecco consultant, you have the same rights as at any other company, even if you don't work steady at one place. When you are on assignment with one of our clients, you are our ambassador and our face. Your work and behaviour are essential for the client's impression of Adecco. If you do a good job, you can influence the possibility of the assignment being extended, or the client asking for you next time they need a consultant. That way, you are helping to provide both you and Adecco with more assignments.

It is important that you act politely and appropriately, display the willingness to work, flexibility, a service attitude, and that you comply with the agreed upon work schedule. When it comes to the work environment, please be aware of both your dress and manner.

Remember that you are always subject to the individual employer's guidelines. This applies to ethical guidelines and HES regulations. Comply with the client's rules for internet, email, mobile and telephone use. Avoid private conversations, or using a camera (mobile, digital), etc. unless it is work related.

We naturally want to attract the best candidates, and to create good working relationships to keep them. Keep in mind we will do our utmost to keep you happy!





# Values

Our goal is to be the market leader in Norway and a natural first choice for both clients and candidates. Our values are a tool for achieving this goal.

Our business concept is to be a complete supplier of engineering services, computer services and project management services for companies with highly qualified personnel that can fill positions whenever the companies have the need for temporary help. We shall be a natural first choice for both clients and candidates. Our values are a link to achieving this goal.

## Team Spirit

Together we achieve better results, wellbeing and motivation.

## Entrepreneurship

We take ownership and see new opportunities.

## Customer Focus

Perform a service that meets our customers; expectations.

## Responsibility

We communicate clearly and treat our customers with honesty and respect.

## Passion

Your success – our pride!

# We guarantee

## 1 The right assignment

In cooperation with you, we document expectations and skills in a professional profile. Based on your occupational profile, we will seek to find you the right assignment. The occupation profile will be available to you, our clients and Adecco.

## 2 Monitoring during assignments

Adecco is committed to providing monitoring during assignments (both phone / visit). If you are on an extended assignment should have receive notice within 14 days before the assignment end. We will do our best to find you a new assignment.

## 3 Career guidance

Adecco is committed to providing career guidance when you have worked for us for 1950 hours.

## 4 Workplace Safety

Adecco is committed to informing you about the risks you may be exposed on an assignment. We want you to inform us of any unexpected risks, so we can take this up immediately with the client. Adecco respects your decision to withdraw from a high risk assignment, without causing any financial consequences for you.

## 5 Recruitment without discrimination

Adecco is committed to recruiting without discrimination of any kind, such as religion, race, sex, age or disability.

## 6 Benefits of working for Adecco

Adecco is committed to providing you with information about and access to our loyalty programme.

## Confidentiality

As a hired consultant at Adecco, you have an obligation of confidentiality not only in regards to Adecco, but to our client's business and operating conditions as well. Breaches of confidentiality can have serious consequences for both you and Adecco. To be on the safe side, treat any information you receive in connection with the assignment as confidential, and do not talk to outsiders about conditions with the client or Adecco.

## Employment contract

The employment contract you have signed confirms that Adecco is your employer, and that Adecco is responsible for your salary and holiday pay, as well as tax and social security. Deductions are made according to applicable rules including the Working Environment Act, Holidays Act and Insurance Act. The employment contract is supplemented with an assignment confirmation for each new assignment.

## Assignment offer

As an Adecco consultant (permanent employee without a guaranteed salary) you are free to accept the assignment you are offered. If you accept, you are obliged to work for the client for the agreed time, unless you become sick or need to be absent from work for any other reason. Absences must be reported immediately to the client and the adviser at Adecco.

Upon the assignment's agreed expiration however, you are free to choose whether and when to accept a new assignment. If you want a new assignment, we will present you suitable job assignments unless there is a valid reason for termination or dismissal. It is therefore important that you always keep in close touch with your contact at Adecco.

## Assignment Information

We will give you all the information you need about the assignment; hours, address and directions, whom to report to and a description of the work you are to perform. All you need to think about is doing a good job! Please note that you will be subject to the individual client's management and control, including the client's applicable guidelines.

## Monitoring

During the first few days that you are out on assignment, we will contact you to see how the work is going and how you are doing. We will also keep in continuous contact with both you and the client during the assignment period.

However, it is important that you keep us updated. Remember that Adecco is your employer and if you have any specific questions or problems, we are here to help you.

## Changes to the assignment

If the client informs you that your assignment will be shorter or longer than originally agreed, get in touch with your contact person at Adecco as soon as possible. Normally you will receive this information from Adecco.

It may also be that the client offers you a permanent position. In that event, it is important that you contact us as quickly as possible to discuss the matter.

If you want a permanent position rather than temporary, contact us and we will help you as best we can.

## Notification of absence

Are you unable to appear for work for whatever reason, it is important that you notify your client supervisor by phone and your contact at Adecco as soon as possible and before the workday starts.

If there are any problems at the workplace, contact your adviser at Adecco. Do not address issues of working conditions, tasks or other circumstances to the client on your own. We are your employer. Such matters should be taken up with your adviser.

For us to stay in contact with you, it is important that you notify us of any change of address, telephone number or e-mail.

## Work schedule/overtime

In connection with the various assignments you will follow the client's terms for a similar position with regards to working hours and location, overtime, duration and location of breaks and rest periods and night work.

### **Otherwise, the following applies:**

Daily and weekly working hours follow from your employment contract and the assignment confirmation for the specific assignment. If nothing else applies to the hiring business in the individual assignment, you are obligated to perform overtime work and/or additional work in accordance with the provisions of the Working Environment Act.

If the client during the period connected with the assignment keeps the business closed for any reason, whether it's whole days or parts of days, this is to be considered as part of the client's working hours for which salary is not paid.

If the client at such closure still pays wages (not holiday pay) to those of its own employees otherwise performing the same duties, you shall have the same wages according to the equal treatment provisions. If the client does not pay wages to its own employees in such cases, you are not entitled to pay during such closure.

# Timesheets

## Timesheets (paper)

Timesheets are the basis for calculating your salary and our invoices to the client. It is therefore important that they be properly completed and submitted. Timesheets must be submitted on an ongoing basis. This is for the benefit of our clients who are billed by the timesheets that are submitted. You receive regular timesheets, which you must complete by the end of every other week to document the hours you have worked.

Make sure that your timesheets include:

- Order number
- Your employee number
- The client's name
- Your name

Remember that the client must sign the timesheet. Otherwise it is not valid as a basis for either your pay or the client charge. You will send in your timesheets to your division office every 14 days. The timesheets must be received by 12:00 on Monday after the close of each pay period. Timesheets may not be sent in by fax!

## Electronic Timesheets

Make sure that you have filled out:

- Time: to – from/lunch
- Your hours in the hourly report (ordinary hours, including overtime, etc.)
- When you are finished, save and send in.

It is your responsibility to approve the timesheet on time so that you receive your pay. Remember that the client also needs to approve the timesheet on time. Our deadlines are at 12:00 for employees (for submittal) and at 14:00 for a client (for approval) on Monday of every week. See the pay calendar at [adecco.no](http://adecco.no).

It may be a good idea to make it a routine to have your timesheet approved each week. Also remember to always update your e-mail and street address for when we send your pay check. If we receive your timesheet after the deadline (Monday 12:00) you will have to wait for the next pay day for your pay. If you need assistance, please contact your adviser.





## Leave

For employees covered by the collective agreement separate regulations apply.

### Parental leave

In accordance with the Insurance Act both mother and father can earn the right to parental benefit by being working with pensionable income for at least six – 6 – of the past ten – 10 – months before the withdrawal of parental benefit starts. Parental benefits – both for mother and father – are paid by NAV in accordance with applicable rules, and they at any given moment income limitations. Contact NAV for more information.

### Compassionate leave

Adecco can provide up to 1 day off with pay, as arranged with your contact person in the following cases:

- Death/funeral of an immediate family member. Immediate family means a child, spouse, sibling, parents and grandparents. A registered cohabitating partner/partner is equated with spouse.
- Marriage/partnership celebration.
- Spouse/cohabitating partner/partner giving birth.

### Other leave

Taking time off to follow your child's first few days of school or kindergarten is not a statutory right, but may be regulated in collective/local leave rules. At Adecco you can take time off without pay in connection with this if the client and Adecco agree to it.

### Doctor/Dentist

If you have worked at Adecco for at least 300 hours in the last 12 months, you may, by agreement and documentation, take free time without a deduction in salary of up to 12 hours per calendar year. This applies to when such visits cannot reasonably take place outside of working hours.

## Prenatal Care

An employee who is pregnant is entitled to time off with pay for prenatal care, when such exams cannot reasonably be held outside of working hours.

### Absence due to illness

#### Notify us

If you become ill and for that reason need to be absent from work, you are obligated to notify Adecco as early as possible, and the latest before you start your workday, the first day of absence. Example: If you start working at 8:00 am, you must notify us as early as possible and before 8:00 am.

In case of absence due to illness Adecco is usually obligated to find a replacement for the client. For our client's benefit, it is important that you let us know as soon as possible that you are ill and how long you assume the illness will last. If you are absent for more than one day, you must call your contact at Adecco every day if you due to illness still cannot report to work.

#### Sick leave

If you get sick after your first 4 weeks as an employee at Adecco, but before two months have gone, you must submit a medical certificate from a doctor in order to be entitled to paid sick leave.

A notification of sick leave must be sent to Adecco immediately. You will not be entitled to sickness benefits if your medical certificate from a doctor is not sent to Adecco within 14 days after the first day of absence, cf. Insurance Act § 8-18.

#### Self-certification

You have the right to use self-certification due to sickness if you have been employed at Adecco for two – 2 – months before your absence. Self-certification form must be completed and sent to Adecco the first day following sick leave and at the latest within 14 days. If self-certification is not available, you are not entitled to pay in connection with sickness.

Sickness that lasts more than three days must be documented by a medical certificate from a doctor.

You can only use a self-certificate for whole days, for example if you go home from work at midday a self-certification cannot be used.

You may use the self-certification due to sickness for up to three calendar days during a 16-days period, calculated from the first day of absence. Self-certification cannot be used more than 4 – four – times over a period of 12 months in total, irrespective of the number of client assignments. If you have used the self-certification four times within a 12-month period, Adecco can deprive you the use of self-certification for six months from the day you receive notification of it. Adecco is required to conduct a new assessment after the six month period, cf. Insurance Act § 8-27, third paragraph.

You can find the self-certification form on the "logg inn" page at [adecco.no](http://adecco.no) or you can ask to have one sent to you when you report in sick.

#### Sickness benefits

You must have been employed for at least four weeks with Adecco to be entitled to sickness benefits. When you are entitled to such benefits Adecco will pay for the first 16 calendar days (the employer period). In case of absence due to illness beyond 16 calendar days Adecco will send income information to NAV.

If you are entitled to it, the sickness benefit is paid from and including the day you have reported absence to Adecco. Sickness benefit is only paid for days you are entitled to paid wages for. The employer period begins the first full day of absence due to incapacity to work, cf. the National Insurance Act § 8-19, second paragraph.

If there are more than 14 days between assignments (except for agreed regular holiday) you need to work 4 weeks (in case of medical certificate from a doctor) and 2 months (in case of self-certification) to be entitled to sick pay, cf. Insurance Act § 8-15.

#### Pay for public holidays (1st and 17th of May)

You will receive wages if you are on assignment for at least 30 days around the public holiday. You must also be at work for the client on the last workday before and first workday after the public holiday. This does not apply if these days are on a Sunday or other holiday (by holiday it is meant red letter days in the calendar). It is also required that you were scheduled to work on the day of the week that the public holiday falls on.

Pay for movable holidays (1. January, Maundy Thursday, Good Friday, Easter Monday, Ascension Day, Whit Monday, Christmas Day and Boxing Day)

Your assignment confirmation will state whether you will be paid for movable holidays.

#### Day(s) associated with holidays

If your client is closed all or part of the day, you are paid for the time you are on the job. For example Christmas and New Year's Eve. Absence due to illness or a pre-agreed holiday when you are on assignment does not preclude you from getting paid for holidays and public holidays.

For employees covered by the collective agreement applies policy.





## Holidays / time off

During agreed assignment periods you are subject to the same regulations regarding holidays, holiday pay, days off and remuneration on such days as would apply if you had been employed directly by the hiring business to perform the same work, if the hiring business' regulations are more beneficial than the Holidays Act.

As a consultant at Adecco, you are entitled to at least 21 days of holiday per calendar year. If you are 60 years of age or older, you have the right to an extra week of vacation. As an employee at Adecco (permanent employee without a guaranteed salary) you are free to take time off as long and as often as you want between assignments. Just remember that the right to sickness benefits ceases if there are more than 2 weeks between assignments, cf. Insurance Act § 8-15.

## Holiday Pay

Holiday pay is accrued in the year before you take your holiday. The right to holiday pay from Adecco depends on whether you have earned income with Adecco in the respective year (the year before the holiday year). Holiday pay rate for each assignment follows clients policy (12 or 10.2 percent and 14.3 or 12.5 percent if you are older than 60 years of age) and is paid usually in mid-June.

If you are bound by the wage settlement that gives you the right to five weeks holiday, the holiday pay rate is 12 percent. For employees over 60 years of age, the rate is 14.3 percent. The fifth week and the higher rate is, however, a part of the wage settlement between the parties, and not part of the Holidays Act. Are you permanently employed with a guaranteed salary but not bound by a wage settlement the holiday payment rate is 10,2 percent in periods between assignments.

If you leave Adecco, you will be paid accrued holiday pay for the current year along with the last regular payment of wages in accordance with the Holidays Act § 11, third paragraph. Taxes are deducted (ordinary income tax) on holiday pay accrued in the respective year (the year it is earned).

## Salary

Your salary for a specific assignment will be determined by the client on the basis of its policy for compensation and verified by the assignment confirmation. Rules for compensation for the time between assignments are in accordance with your employment contract.

During agreed assignment periods you shall have access to common benefits and services (collective physical facilities) with the hiring business as the business' own employees, unless objective reasons dictate otherwise. Contact your consultant in Adecco if you have questions regarding such access.



We pay salaries by the Friday of every other week, on the basis of the timesheets you have submitted. Monthly wages may occur. **Note:** You will not receive wages until we have your identity number or D-number registered with us. Please include your account number to Adecco. It is important that you are accurate with this information so you can get your salary paid on time and sent to the correct account.

## Tax card

Tax card on paper disappeared from 2014, and tax information will be collected electronically for all employees with valid ID number.

**Note:** Employees without Norwegian ID number, but that has a D-number must apply for a new tax card each year. This will not be collected automatically.

## Adecco loyalty programme

We at Adecco wish to give our consultants exclusive benefits and development opportunities, such as career counselling. Read more about this at [adecco.no](http://adecco.no).

You will also receive newsletters from us in which we will keep you updated on what is happening. Always remember to have a valid e-mail address on record. Follow [adecco.no](http://adecco.no) for promotions, contests and other news for you as an employee.



# Health, environment and safety (HES)

## HES practices

Good HES practices will ensure a healthy and safe work environment for you as an Adecco consultant. This applies to both the physical aspects of the work environment and a workplace that provides for your wellbeing and professional development.

## Safety equipment

If you are on an assignment that requires safety equipment, you will receive such equipment at the start of the assignment. You must sign a separate agreement concerning with the type of equipment you have received and the conditions that apply to the loan of the equipment.

## Safety representative

As Adecco's consultant, you work under the client's HES organization in addition to the established systems in Adecco. If you experience workplace conditions that you deem unacceptable, contact your safety representative or contact your adviser at Adecco.

## Guidelines regarding alcohol and other drugs

It is not acceptable that the employees of Adecco attend work while being under the influence of alcohol and / or other drugs. The same applies to the use of drugs during working hours. Violation of the above may have consequences for employment.

## Your responsibility as an Adecco employee

As a consultant, you are obligated to participate in the organised safety and environmental events at the workplace, and actively participate in the implementation of measures being put in place to create a good and safe work environment.

## Notification of unacceptable conditions

With unacceptable conditions means violations of law or violations of internal guidelines. This can be reported by phone 800 15 654 or visit the website [www.ACEConduct.com](http://www.ACEConduct.com).

## We would like you to:

- Report all adverse events and unsafe conditions you observe or are involved in with your employer immediately.
- Consider your own safety and if necessary stop the work until the conditions are corrected.
- Be pro-active in thinking about health and safety, and report anything that seems/ can be dangerous.
- Use appropriate and required safety equipment at all times.
- Think about your co-workers' safety.

If you are injured at work or become sick from an illness that you think is caused by your work conditions, you must immediately notify your adviser at Adecco.

## Insurance

### Workers' Compensation

All Adecco employees are part of our Workers' Compensation insurance. Workers' compensation insurance covers work injuries or sickness incurred during the performance of an assignment (in progress), at the workplace, during working hours. All injuries must be reported to Adecco. All work-related injuries are to be reported on a separate RTV form that is found at all workplaces. Sick leave in connection with a work-related injury (an accident at work) is covered from day 1 of employment.

All expenses in connection with a work-related injury will be reimbursed by NAV in accordance with Workers' Compensation. You must apply to your local NAV office for a refund once the injury has been approved as a work-related injury. NAV will only approve original receipts in this case.

### Retirement insurance

As an Adecco consultant you will be enrolled in Adecco's pension plan (MSP [OTPI] – Mandatory Service Pension) according to the prevailing rules and regulations. More information can be obtained by contacting your adviser at Adecco.

### Travel insurance

You also have insurance for work-related travel. This is only valid in connection with work on the trip and we recommend everyone to have private insurance as well. If you travel outside Scandinavia, you should have a valid insurance card. Contact your adviser about this.

### Travel expenses / room and board

According to the equal treatment provisions of the Working Environment Act you will get the same expenses covered in connection with travel as other direct employees of the client. Equal treatment applies from the time you get to the client and begin to work there. If you get an assignment that involves lodging you will be on an expense account. That means that Adecco will pay all actual expenses incurred in connection with the stay. You use your own money and must retain all receipts for any expenses you have incurred which will be reimbursed by Adecco. Talk to your adviser at Adecco about the procedures for travel. Own rules may apply for employees covered by a collective bargain.

### If you resign

If you wish to end your assignment, please contact us immediately. Termination must always be in writing – email is approved, but an sms will not suffice. If you are on an assignment, the reciprocal notice period stipulated in your employment contract applies. If you move out of the area, do not forget that Adecco is located in several places around the country. We will gladly put you in touch with the office closest to your new residence.



Remember...  
You are always welcome back!





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