

Employee handbook for

TEMPORARY STAFF



PERSONALHUSET NORGE
Last revised february 2026

Welcome to **PERSONALHUSET**



As an employee at Personalhuset, you have the opportunity to try out several different professions to discover what suits you best. Such varied experience gives you valuable competence and strengthens your future opportunities in the job market.

A dedicated consultant will follow up with you regularly and provide feedback on the work you perform.

Our vision is: **Together we create the working life of the future.**

We aim to be at the forefront — to inspire and to challenge. We strive to be a leading company within recruitment and staffing. We will promote diversity and equality, and ensure unbiased recruitment for the future. Even though we do not have the final answer to what the working life of tomorrow will look like, we will contribute to creating a working environment for everyone, both in existing and new markets.

As an employee, you are our most important resource in achieving this. Our values form the foundation of everything we do and what we expect from our employees.

We care:

We show consideration, listen, and address situations proactively.

We inspire:

We are generous, provide positive feedback, are engaged, and we engage others.

We challenge:

We think innovatively, ask questions, and embrace new ideas.

Personalhuset places great emphasis on being a safe and reliable employer. We are a member of the Staffing Industry branch of NHO Service, which ensures that we always comply with the laws and regulations in force at any given time.

Privacy

Personarhuset needs to register and process personal data about you. We do this in order to fulfill our obligations as your employer, as well as the obligations we have as a recruitment and staffing agency.

The information we have registered may be shared with other units within the Personarhuset Staffing Group and with our clients. All employees in Personarhuset Staffing Group have signed a confidentiality agreement. Breaches of confidentiality are punishable by law.

According to the Personal Data Act, you have the right to access the personal data that has been registered about you in our systems. If you wish to request access or have questions regarding the processing of your personal data, you must contact your consultant. You can read more in our privacy policy here: <https://www.personarhuset.no/personvern>

You can also email: personvern@personarhuset.no

Employee Survey

We measure employee satisfaction to identify which areas Personarhuset should focus on in order to further improve quality.

The results also provide valuable insight to our clients about how our employees experience working for them, and what they can do to strengthen the onboarding and follow-up of their temporary staff.

In this way, we help ensure that your workday with our clients is a positive and rewarding experience.

Employment and Employment Contract

Your employment relationship begins when you start your first assignment. Before you begin working for Personarhuset, your employment contract must be signed by both parties. For all employment relationships, the Working Environment Act (Arbeidsmiljøloven, AML) regulates the relationship between the employee and the employer, and your employment contract is prepared in accordance with these regulations. The exception is employees working offshore, who are subject to the provisions of the Ship Labour Act (Skipsarbeiderloven).

Personarhuset is responsible for ensuring that you receive your salary and holiday pay, and we are responsible for the payment of tax deductions, employer's contributions, and contributions to the mandatory occupational pension scheme (OTP).

Temporary Employment

If you are employed on a temporary basis, your employment contract will include information about the agreed employment period as well as the general terms and conditions of the employment. Details regarding your work tasks, workplace, and salary conditions are specified in the assignment confirmation you receive from us. The assignment confirmation is considered an integral part of your employment contract.

The employment relationship ends upon the expiration of the contract period.

Permanent Employment

When you are permanently employed, your employment contract will include information about your start date, the duration of the agreement, your position percentage, and your minimum salary. The position percentage is calculated as an average over a 12-month period. The start date is usually the first day of your first assignment with us. The minimum salary is what you will be paid if we are unable to provide you with sufficient work in accordance with the agreement. For each assignment, you will receive an assignment confirmation, which forms an important part of your employment contract. The workplace, tasks, and salary for the specific assignment are described in the assignment confirmation and will vary from one assignment to another. Personalkontoret is obligated to offer you work in line with the agreed position percentage. You are also obligated to work the amount specified in your employment contract.

A condition of your employment is that you are available for work according to the agreement and that you always hold valid work and residence permits in Norway. Any changes—such as extensions, loss of permit, holidays, leave of absence, or similar—must be reported to your consultant at Personalkontoret.

The company's work regulations constitute the rules of conduct, and you are required to comply with them. You can find the work regulations in your profile's document archive. You will also find our ethical guidelines there.

Assignment Confirmation

For each assignment we have agreed upon, you will receive an assignment confirmation from Personalkontoret. Once you have accepted the assignment, you commit to working for the client for the agreed duration and at the location specified in the assignment confirmation. The assignment confirmation contains all necessary information about the assignment, such as duration, working hours, work tasks, workplace, hourly wage, and overtime regulations.

If you wish to end the assignment before the agreed period, the notice provisions stated in your employment contract apply. The assignment confirmation, as well as any confirmations of extensions, will be sent to you by SMS or email unless otherwise agreed.

Follow-up

When you work for Personahuset, we are committed to supporting you and following you up to ensure that you succeed in your job in the best possible way.

You will receive regular follow-up from your consultant while you are working for us. When you are on assignment, your consultant will normally contact you monthly for a brief conversation, positive follow-up, and to identify any uncertainties or challenges.

- You will be invited to events and gatherings.
- You will have the opportunity to receive personal guidance.
- You will be invited to an annual performance review.
- We acknowledge major holidays and your birthday.
- We provide close follow-up during any periods of absence.
- We conduct an exit interview when your employment ends.

Salary Determination

As an employee of Personahuset, you are paid by us. The agreed hourly wage for your work is specified in your assignment confirmation and applies for the duration of the assignment. The wage level depends on the type of job and the qualification requirements, meaning your pay may vary from one assignment to another.

Personahuset determines salary in accordance with the equal treatment principle set out in Section 14-12 of the Working Environment Act and the provisions of the Temporary Agency Work Directive.

The equal treatment principle means that, as a temporary employee hired through Personahuset, you are entitled to the same salary and working conditions as you would have had if you were directly employed by the client in an equivalent temporary position.



The equal treatment principle applies to the following areas:

- The length and scheduling of working hours
- Overtime work
- The duration and placement of breaks and rest periods
- Night work
- Holidays, holiday pay, and compensation for public holidays
- Salary and reimbursement of expenses
- Access to shared facilities such as a canteen, etc.
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Obligations and Working Conditions

During your assignment with the client, you must follow the client's applicable work instructions and guidelines. It is also important that you comply with the client's policies regarding the use of telephone, internet, email, and social media.

If the client wishes to extend the assignment beyond the agreed period, you must contact your consultant at Personalhuset to arrange the extension. You are obligated to accept work for which you are qualified, as long as it falls within your agreed position percentage during the contract period and the notification requirements have been met.

The agreed assignment period is binding for both you and the client. If, however, the client asks you to end the assignment earlier than agreed, you must contact your consultant at Personalhuset immediately. In such cases, you may be offered other suitable work for the remainder of the original assignment period in order to maintain your right to salary. If you decline such work, Personalhuset's obligation to pay salary for the remaining period may cease.

Employees must familiarize themselves with Personalhuset's ethical guidelines and work regulations. Violations of these rules or guidelines may result in consequences for the employment relationship.

Loyalty and Confidentiality

Every employee has a duty to act loyally towards their employer. All our employees are at all times bound by a duty of confidentiality regarding all business matters related to Personalhuset and our clients. This duty of confidentiality also applies after the employment relationship has ended. A breach of confidentiality is considered a serious violation of duty and may result in dismissal.

Termination

Once you have accepted an assignment, you are obligated to work for the full duration of the agreed assignment period. If you wish to resign from your employment with Personalhuset, the provisions of the Working Environment Act apply. The mutual notice period during the probation period is 14 days. The probation period lasts for 6 months from your start date. After the probation period has been completed, the mutual notice period is 1 month.

If you no longer wish to work for Personalhuset, you must submit written notice of resignation to your consultant. The resignation may be submitted by email or through our portal.

Certificate of Employment

When you leave Personalhuset, you will receive a written certificate. The certificate will include your name, date and year of birth, the type of work you have performed, and the period during which you were employed.

Working Hours

Working hours and overtime are regulated by the Working Environment Act. When you are on assignment, you are covered by the client's terms for an equivalent position regarding the length and scheduling of working hours, overtime work, the duration and placement of breaks and rest periods, and night work.

The daily working hours are specified in the assignment confirmation for the specific assignment. Unless otherwise stated by the client for that particular assignment, you are obligated to perform overtime and/or additional work in accordance with the Working Environment Act.

If the client keeps the company, or parts of it, closed for full or partial days during the assignment period, this will be considered part of the client's working hours. If the client pays salary (not holiday pay) to their own employees in the same position/temporary role you hold, you are entitled to the same conditions according to the equal treatment principle. If the client does not pay salary to their own employees in such situations, you are likewise not entitled to salary for the time during the closure.

According to the Working Environment Act, total working hours (regular working hours + overtime) must not exceed 13 hours during a 24-hour period.

An employee may work up to:

- 10 hours of overtime within 7 days
- 25 hours of overtime within 4 consecutive weeks
- 200 hours of overtime within 52 weeks

Employees working offshore are subject to the Ship Labour Act and are exempt from the above provisions in the Working Environment Act.

Overtime

All overtime must be agreed upon and approved by the client in advance. Unless otherwise specified by the client for the particular assignment, you are obligated to perform overtime and/or additional work in accordance with the rules of the Working Environment Act.

Overtime payment is covered by the equal treatment principle.

The equal treatment principle means that, as a temporary employee hired through Personalsuset, you are entitled to the same salary and working conditions as you would have had if you were directly employed by the client in an equivalent temporary position.



Public Holidays

To be entitled to pay on May 1st and May 17th, you must have worked continuously for Personarhuset for at least 30 days, or it must be agreed that you will work for us for at least 30 consecutive days. In addition, you must be at work on the last working day before and the first working day after the holiday, and you must have been scheduled to work on the day the public holiday falls.

The right to pay on a public holiday requires that the holiday falls on a weekday on which you would normally have worked.

Movable Public Holidays

Movable public holidays are “red” days that fall on days which would normally be working days. These include Christmas Day and Boxing Day, New Year’s Day, Maundy Thursday, Good Friday, Easter Monday, Ascension Day, and Whit Monday.

As a general rule, employees are not entitled to pay if they do not work on these days. Personarhuset follows the provisions of the Working Environment Act and the Temporary Agency Work Directive regarding the equal treatment principle.

The right to pay for movable public holidays requires that you would normally have worked on the weekday the holiday falls on, and that you are working at the same location on the last working day before and the first working day after the holiday.

Days Adjacent to Holidays

If the client keeps the workplace closed for all or part of the day, you will receive pay for the time you are at work. Examples of such days include Christmas Eve and New Year’s Eve.

Religious Holidays – Other Religions

If you belong to another religion, you are entitled to up to two days off per year without pay in connection with religious holidays in your faith. You must notify your consultant at Personarhuset of the requested days off no later than 14 days in advance.

Travel and Subsistence Reimbursement

This will be agreed separately in each individual case and must be approved by your consultant in advance. If you have expenses that are to be reimbursed, these must be recorded on a separate form and original receipts must be attached.

Holidays and Leave

Holiday and Holiday Pay

The right to holiday and the determination of holiday periods follow the provisions of the Holiday Act. During an agreed assignment period, you are covered by the same rules regarding holiday periods, holiday pay, days off, and compensation for such days as the client would apply if you were directly employed by them in the same type of temporary position.

You are entitled to a minimum of 3 consecutive weeks of holiday between June 1st and September 30th. Remember to agree on holiday well in advance with both your consultant at Personarhuset and the client.

Holiday pay is regulated by the Holiday Act, and according to this, the rate is 10.2% of the holiday pay base.

If you are on assignment with a company that offers a higher holiday pay rate, that rate will apply for the specific assignment. The holiday pay rate may therefore vary from one assignment to another.

Accrued holiday pay is paid out on the first working day in July. When you leave the company, accrued holiday pay will be paid out in accordance with Section 11.3 of the Holiday Act. This applies only at the time of final settlement, not when you are simply between assignments.

Parental Benefits

You may be entitled to parental benefits if you have been employed and have had pensionable income for at least six of the ten months prior to the start of the benefit period. Your annual income must also be at least half of the National Insurance basic amount. For more information, please contact NAV.

In connection with childbirth, the father is entitled to two weeks of unpaid leave to support the mother. This leave must be taken in direct connection with the birth and cannot be divided.

Pregnancy Check-ups

Pregnant employees are entitled to paid leave for pregnancy check-ups when such appointments cannot reasonably be scheduled outside working hours.

Welfare Leave

If you need welfare leave, you must contact your consultant immediately. Welfare leave is generally unpaid. If you have worked 750 hours for Personarhuset during the past 12 months, you may be granted paid welfare leave under the following circumstances:

- One day of leave in the event of a death and for attending a funeral/memorial service for immediate family members. (spouse, partner, children, siblings, parents, parents-in-law, grandparents, or grandchildren).
- Leave for examinations, treatment, and check-ups with a specialist (dentist or medical specialist) following a referral from a doctor. This entitlement is limited to 3 hours per appointment, up to a total of 9 hours within a 12-month period. It applies only when it is impossible to get an appointment outside working hours. A copy of the receipt/referral to the specialist must be attached to your timesheet.

Other Leave

There is no statutory right to time off to accompany children during their first days at school or in kindergarten. At Personalhuset, you may apply for unpaid leave for such days. The application must be submitted at least 14 days before the requested leave.

Sick Leave

Pay During Illness

The right to sickness benefits begins on the day you notify Personalhuset that you are ill, provided that the legal requirements are met. In the event of absence due to illness, you must call and report your absence to Personalhuset as soon as possible and no later than before the start of your working day. If you are out of assignment for more than 14 consecutive days, a new qualification period begins.

Notifications by text message or email are not accepted.

Absence must be documented without undue delay in accordance with the regulations set by the National Insurance Scheme. The obligation to provide notification also applies when a medical certificate has been issued. A medical certificate or self-certification must be submitted as soon as possible, or no later than together with the timesheet for the relevant period.

Absence with a Medical Certificate

You must have worked for Personalhuset for at least 4 weeks before a doctor's medical certificate provides the right to sickness benefits. These 4 weeks constitute the qualification period. If you have a break between assignments of 14 days or more, unless it is pre-approved holiday, a new qualification period must be completed before a medical certificate can be used.

Absence with Self-Certification

If you have been on assignment with us for at least 2 consecutive months, you may use self-certification for up to 3 calendar days at a time. From the 4th calendar day, you must provide a medical certificate to be entitled to sick pay. If you become ill again before 16 days have passed, previous absence days without a medical certificate will be counted. The entitlement is limited to 4 self-certifications during the last 12-month period (not a calendar year). For any additional sickness absences beyond these 4 periods, the employer may require a medical certificate from the first day of absence. If you have a break between assignments of 14 days or more, unless it is approved holiday, a new qualification period must be completed before a medical certificate can be used.

Care Benefits When a Child Is Sick

Employees who have care responsibilities for children under the age of 12 are entitled to care benefits (omsorgspenger) when they must be absent from work due to the child's illness. Self-certification may be used for up to 10 days per calendar year in connection with a child's sickness (20 days if you are the sole caregiver). Self-certification can be used after 4 weeks of employment with Personalhuset. If you have a break between assignments of 14 days or more, unless it is legally approved holiday, a new qualification period must be completed before self-certification can be used.

Insurance and Pensions

Occupational Injury Insurance

As an employee of Personalhuset, you are insured through DNB Livsforsikring in accordance with the Occupational Injury Insurance Act. If you experience an injury or illness related to your work, it is important that you notify your consultant at Personalhuset as soon as possible.

Travel Insurance – Business Travel

All employees are covered by a year-round travel insurance policy. The insurance applies only to business trips carried out in the service of Personalhuset.

Mandatory Occupational Pension (OTP)

The pension basis is the salary you receive during a contribution year. Overtime pay and other variable or temporary supplements are not included. Employees at Personalhuset are covered by a collective defined-contribution pension scheme with DNB Liv. The annual contribution amounts to 2% of your salary.

You can easily view your pension details by visiting dnb.no/privat/pensjon and logging in with BankID.

The Mandatory Occupational Pension Act (OTP) came into force on January 1, 2026. The law requires that companies covered by § 1 of the act must pay pension contributions on behalf of their members. New employees must be enrolled in the pension scheme on the day they are hired. To become a member of the pension scheme, you must be 100% fit for work and at least 13 years old. Your average position percentage for the past year will be calculated based on the hours you have worked.

The employer is responsible for covering the administrative costs of the pension scheme.

Health, Safety and Environment (HSE)

Personarhuset has developed HSE routines to ensure that all employees have safe working practices, clear responsibilities, good cooperation, and safe workplaces. When you are on assignment with one of our clients, it is the client's responsibility to ensure that HSE requirements and procedures are followed, and that you receive the necessary training in procedures and safety equipment at the workplace. This is in accordance with Section 2-2 of the Working Environment Act and the rules on coordination of HSE at the workplace.

You also have a responsibility to actively contribute to the implementation of HSE measures. This means performing your work in accordance with the procedures and safety regulations of the client company, using the required protective equipment, and using correct working postures to prevent musculoskeletal strain or injury.

Protective Equipment

If protective equipment or other equipment necessary for your safety is required, it will be provided to you, and you are obligated to use it.

See it – Say it

If you experience concerning or dangerous conditions, you must immediately notify the nearest supervisor at the client's workplace. You must also contact your consultant at Personarhuset to report the issue.

Examples of situations that must be reported:

- Dangerous situations that arise
- Errors or deficiencies that may pose a risk to life or health
- Deviations from or breaches of safety procedures
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Notifications must be given to the nearest supervisor at the client so the situation can be corrected as quickly as possible.

Notifications must also be given to your consultant at Personarhuset—by phone, email, or SMS.

Please include:

- What you are reporting
- When and where the incident/observation occurred
- Who was present
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When Personarhuset receives your report, we will contact the client to ensure that measures are implemented to correct the issue. You will receive feedback on the actions taken.





Substance Use Policy

Personalhuset has a zero-tolerance policy for the use of intoxicating substances. This applies to all types of substances (alcohol, narcotics, medication misuse, as well as being hungover or smelling of alcohol during working hours, and absence caused by such conditions). Employees at Personalhuset are also advised to exercise caution with gambling; gambling must not occur during working hours. Violating these rules will have consequences for the employment relationship.

Safety Representatives

The safety representative's role is to safeguard the interests of employees in matters related to the working environment. The safety representative must ensure that the workplace is designed and maintained, and that work is carried out in a way that protects employees' safety, health, and welfare in accordance with the Working Environment Act.

Your safety representatives are:

Mads Jordansen

Mob: 982 95 239

Mail: maj@personalhuset

Karolina Hoff

Mob: 413 60 465

Mail: Karolina.hoff@personalhuset.no

The safety representatives are available to all employees regardless of geographical location.

Whistleblowing – Reporting Concerning Conditions

Whistleblowing means reporting concerning conditions within the employer's organisation.

Concerning conditions include matters that are, or may be, in violation of:

- Laws and regulations
- Personalhuset's ethical guidelines
- Generally accepted standards of what is considered responsible or ethically acceptable
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Personalhuset is characterised by an open corporate culture. As a general rule, concerning conditions should be raised with the immediate manager. At Personalhuset, this is your consultant. With us, it should be easy to raise issues so they can be assessed, discussed, and resolved.

Personalhuset therefore has a dedicated whistleblowing service in cooperation with **Codex Advokat**. This ensures that all whistleblowers receive a fair and objective process. The service is available to all employees, clients, partners, and others. A link to the service can be found on our website: <https://personalhuset.codex-varslingsstjeneste.no>

Whistleblowing can be done anonymously, but openness will help ensure better case handling and a better outcome for all involved. Retaliation against employees who report concerning conditions is prohibited, and all reports will be handled in accordance with the Group Whistleblowing Procedure.

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