

Employee handbook for

Temporary staff



PERSONALHUSET NORGE

Last revised mars 2022

Welcome to **PERSONALHuset**



As an employee of Personalhuset, you can potentially try out a number of different industries and professions, allowing you to determine what works best for you. Such varied experience provides valuable skills and strengthens your future career prospects.

A dedicated advisor at Personalhuset will follow up with you regularly and provide you with feedback on your work.

Our vision: Shaping the working life of the future together.

We will lead the way. Inspiring and challenging others. We will be a leading staffing and recruitment agency. We will ensure diversity, equality and unbiased recruitment going forward. We may not know what the working life of the future will look like, but we do know that we want to help deliver a good working life for all, both on existing and new markets.

As an employee, you are our most important asset.

Our values are the foundation for everything we do and they define our expectations for our employees.

We care

We show consideration, listen and take on board situations.

We inspire

We are broad-minded, engaged and engaging and we provide positive feedback.

We challenge

We are innovative and inquisitive and we embrace new ideas.

Personalhuset makes a point of being a secure and reliable employer. We are a member of The Norwegian Federation of Service Industries and Retail Trade (Staffing and Recruitment category).

This ensures that we comply with all applicable laws and regulations at all times.

Privacy

Personarhuset needs to collect and process personal data about you. We do this to be able to comply with our obligations generally and as an employer and to comply with our obligations as a staffing and recruitment company.

The data we collect may be transferred to other members of Personarhuset Staffing Group and to our clients. All employees of Personarhuset Staffing Group have signed a non-disclosure declaration. Breaches of confidentiality are punishable.

In accordance with the Norwegian Personal Data Act, you are entitled to access the personal data that has been collected about you in our systems. If you would like access or have any questions concerning the processing of your personal data, please contact your advisor. Read more in our privacy policy here:

<https://personarhuset.no/personvern>

You may also e-mail personvern@personarhuset.no.

Employee survey

We measure employee satisfaction to determine whether there are any areas that Personarhuset should focus on in order to further improve quality. The results also help our clients to see what our employees think of them as employers, and what they can perhaps do to strengthen the relationship with hired workers. This helps us to ensure that your working day when on assignment is an enjoyable experience.

Employment and employment contract

Your employment begins when you start your first assignment. Before you start working for Personarhuset, your employment contract must be signed by both parties. Whatever the working conditions, the Norwegian Working Environment Act (AML) governs the relationship between employer and employee, and your employment contract is prepared in accordance with its rules. Exceptions apply for employees who work offshore, who are instead subject to the Norwegian Act on Employment of Workers on Ships.

Personarhuset is responsible for you receiving pay and holiday pay, and we are responsible for paying withholding tax, employers' contributions and occupational pension scheme contributions (OTP).

Temporary employee:

If you are a temporary employee, your employment contract will include information about the agreed period of employment, as well as general terms and conditions of employment. Information about tasks, workplace and salary terms is provided in the assignment order that we send you. The assignment order is considered an element of the employment contract.

Permanent employee:

If you are a permanent employee, your employment contract will include information about your commencement date, the duration of the contract, percentage of full-time employment and minimum pay. The percentage of full-time employment is calculated as an average over a period of 12 months. The commencement date is usually the first day of your first assignment for us. Minimum pay is what you will be paid if we are unable to find you sufficient work in accordance with your contract. Prior to each assignment, you will also receive an assignment order, which is an important part of your employment contract. Workplace, tasks and pay are described in the assignment order and will vary depending on the assignment. Personahuset is obliged to offer you work in accordance with the agreed percentage of full-time employment. You are also obliged to work to the extent agreed in the employment contract.

A prerequisite for employment is that you are available to work in accordance with the contract, and that you have a valid work and residence permit for Norway at all times. You must inform your advisor at Personahuset of any change in your circumstances, be it an extension, expiration, holiday, leave of absence or similar.

The staff rules are the company's code of conduct, and you are obliged to comply with these. A copy of our staff rules will be provided together with your employment contract.

Assignment order

For each agreed assignment, Personahuset will provide you with an assignment order. Once you have accepted an assignment, you are obliged to work for the client for the agreed period and in the location stated in the assignment order. The assignment order contains all the necessary information about the assignment, including the duration of the assignment, working hours, tasks, workplace, hourly pay and overtime rules.

If you wish to terminate the assignment during the agreed period, it is the rules on termination in the employment contract that apply. The assignment order and any confirmation of an extension will be sent to you by text message or e-mail, unless otherwise agreed.



When you work for Personahuset, we make it our business to look after you and follow up with you to ensure that you are happy and successful in your work.

- You will have regular follow-ups with your advisor while you work for us. When you are on assignment, you will normally be contacted by your advisor every 14 days for a short chat, positive follow-up, and to discuss any questions or issues.
- You will be invited to various events
- You will have the opportunity to get personal advice
- You will be invited to attend a P&D interview after approx. 3 months and then on an annual basis.
- We observe major holidays and birthdays.
- We will follow up with you more closely in the event of any periods of absence
- You will have access to our discounts and purchasing benefits
- We will arrange an exit interview

Salary setting

Personahuset pays its employees in accordance with the provisions on the principle of equal treatment in the Working Environment Act and the Directive on Temporary Agency Work.

“The principle of equal treatment” means that as a hired worker supplied by Personahuset you receive the same pay and working conditions as would apply if you were employed directly by the customer as a comparable temporary replacement.



The principle of equal treatment applies with regard to:

- The length and placement of working hours
- Overtime work
- The length and placement of breaks and rest periods
- Night work
- Holiday, holiday pay, days off and remuneration for such days
- Pay and coverage of expenses
- Access to communal facilities, such as canteens, etc.

Obligations and working conditions

When working for a client, you must comply with the client's applicable work instructions/guidelines. It is important that you also follow the client's guidelines on the use of telephones, the internet, e-mail and social media. If a client wishes to extend the assignment beyond the agreed assignment period, you must contact your advisor at Personallhuset to agree the extension. You are obliged to take work you are qualified for provided it is within the agreed percentage of full-time employment during the period, and that the duty to provide notification is observed. The agreed assignment period is binding on you and the client. If a client asks you to terminate the assignment before the end of the agreed period, you must contact your advisor at Personallhuset as soon as possible. It may then be the case that you take other suitable work for the remainder of the agreed assignment in order to be entitled to pay. If you turn down such work, Personallhuset's obligation to pay you for the remainder of the assignment period may lapse.

Loyalty and duty of confidentiality

All employees have a duty of loyalty to their employer. All our employees are, at all times, bound by a duty of confidentiality regarding all business relations at Personallhuset and at our clients. The duty of confidentiality also applies after the termination of employment. Breaches of this duty are deemed to be a gross breach of duty and may lead to summary dismissal.

Notice of termination

When you have accepted an assignment, you are obliged to work until the end of the agreed assignment period. If you wish to terminate your employment relationship with Personallhuset, the provisions of the Working Environment Act apply. The mutual period of notice during a trial period is 14 days. The trial period is 6 months from commencement. Following the end of the trial period, the mutual period of notice increases to 1 month. If you no longer wish to work for Personallhuset, you must inform your advisor of this/submit your notice in writing. Notice may be submitted by e-mail or through our portal.

References

When you leave Personallhuset's employment, you will receive a written reference. This reference must contain your name, date of birth, the nature of the work performed, and the duration of employment.



Time sheets and pay

As a rule we pay employees every 14 days. To be able to make payment, Personalhuset must have information about your bank account and tax deduction card. You must apply for a tax deduction card if you do not already have one (www.skatteetaten.no). Once you have requested the tax deduction card, you will receive information about your card from the Norwegian Tax Administration (Skatteetaten) (tax deduction notice), normally within 5 working days. If we do not receive your tax details in time, we are obliged under current laws and regulations to deduct 50 % tax from your gross pay.

Payslips will be sent to you by e-mail. The password is your personal ID number (11 digits).

Completing time sheets

We prefer you to complete time sheets electronically via our website. This helps ensure that you receive the correct pay at the right time. Login details are sent to you by e-mail. More information and training on the use of electronic time sheets can be provided by your advisor at Personalhuset.

You are personally responsible for ensuring that the time sheet is completed correctly. The time sheet must be approved electronically or be signed by the client before payment can be made. In the event of any disagreement with a client concerning time sheets, you must contact your advisor at Personalhuset about this and not the client.

Falsification of your time sheet or any attempt at this may be reported to the police.

The pay periods are from the 1st to the 15th of the month and from the 16th to the last day of the month. Time sheets must be registered/submitted before the 16th or the 1st of the following month. Payment is made on the 7th and 22nd of each month. If the payment date falls on a Saturday, Sunday or holiday, payment is made on the next working day.

Working hours

Working hours and overtime are governed by the Working Environment Act. When you are on assignment, you will be subject to the customer's conditions for a comparable position with regard to the length and placement of working hours, overtime work, length and placement of breaks and rest periods and night work.

The daily working hours are stated in the assignment order for the assignment in question. Unless other rules are applied by the client for the assignment in question, you are obliged to perform overtime work and/or additional work as per the rules in the Working Environment Act.

If during the assignment period the hirer (client) closes the business or parts of the business for full days or part days, this will be regarded as part of the client's working hours. If a client pays (not holiday pay) its own employees in the same position/temporary position as you hold, you must be provided with the corresponding conditions under the rules on equal treatment. If in such cases a hirer does not pay its own employees, you are also not entitled to pay for the duration of any such closure. In accordance with the Working Environment Act, total working hours (normal working hours + overtime) must not exceed 13 hours per 24 hours.

An individual may work up to:

10 hours' overtime per 7 days

25 hours' overtime per 4 consecutive weeks 200 hours' overtime during a period of 52 weeks

Employees who work offshore are subject to the Act on Employment of Workers on Ships and are exempt from the aforementioned provisions in the Working Environment Act.

Overtime

All overtime must be agreed with and approved by the client in advance. Unless other rules are applied by the hirer for the assignment in question, you are obliged to perform overtime work and/or additional work in accordance with the rules of the Working Environment Act.

Overtime pay is subject to the principle of equal treatment.

"The principle of equal treatment" means that as a hired worker supplied by Personarhuset Staffing Group you are entitled to overtime pay equivalent to what you would receive if you were employed directly by the customer as a comparable temporary replacement.



Public holidays (1 and 17 May)

To be entitled to pay on 1 May and 17 May, you must have worked continuously for

Personalhuset Staffing Group for a minimum period of 30 days, or it must be agreed that you will work for us for a minimum of 30 consecutive days. Furthermore, you must work the last day before and the first working day after the day in question, and you must have been due to work the day on which the holiday falls. The right to pay for a public holiday requires you to have been scheduled to work the weekday on which the public holiday falls.

Movable holidays

Movable holidays are ones that fall on days that would normally be working days. These days are Christmas Day and Boxing Day, New Year's Day, Maundy Thursday, Good Friday, Easter Monday, Ascension Day and Whit Monday

Personalhuset complies with the provisions on the principle of equal treatment in the Working Environment Act and the Directive on Temporary Agency Work.

“The principle of equal treatment” means that as a hired worker supplied by Personalhuset Staffing Group you are entitled to holiday remuneration equivalent to what you would receive if you were employed directly by the customer as a comparable temporary replacement.

The right to pay for movable holidays requires you to have been scheduled to work the weekday on which the holiday falls, and that you work the last day before and the first day after the holiday.

Days either side of a public holiday or holiday - If the customer closes for the day or part of the day, you will be paid for the period when you are at work. Examples of such days are Christmas Eve and New Year's Eve.

Religious holidays, other religion - If you belong to a different religion, you are entitled to a maximum of two days' off (unpaid) each year in connection with religious holidays observed by your religion. You must notify your advisor at Personalhuset Staffing Group of the day(s) off no later than 14 days in advance.

Travel allowance and subsistence allowance - This will be agreed separately in each case and must be approved by your advisor in advance. If you have incurred expenses that have to be reimbursed, these must be recorded in a separate form and original receipts must be attached.

Holiday and leave

Holiday and holiday pay

Entitlement to holidays and fixing of holidays complies with the provisions of the Norwegian Holidays Act. During an agreed assignment, you are covered by the same rules on holidays, holiday pay, days off and remuneration for such days as the client would have applied if you had been employed directly by the client as a comparable temporary replacement.

You are entitled to a minimum of 3 weeks' consecutive holiday during the period from 1 June to 30 September. Remember to agree any holiday in plenty of time, both with your advisor at Personhuset and with the client.



Holiday pay is regulated by the Holidays Act, and in accordance with this the rate is 10.2 % of the basis on which holiday pay is calculated. If you are on assignment at a company with a higher holiday pay rate, it is this holiday pay rate that is used during the assignment in question. The holiday pay rate may vary from one assignment to another. Holiday pay earned is paid on the first working day in July. When you leave our employ, holiday pay earned is paid in accordance with section 11.3 of the Holidays Act. This applies in the event of termination of employment and not if you are only on a break between two assignments.

Parental benefits

You may receive parental benefits if you have been in employment and have received a pensionable income for at least six out of the last ten months before the benefit period begins. Annual income must be a minimum of half the national insurance basic amount. Please contact the Norwegian Labour and Welfare Administration (NAV) for additional information.

In connection with the birth of a child, the father is entitled to two weeks' unpaid leave to care for a child to assist the mother. This leave of absence must be taken at the time of birth and may not be split.

Antenatal appointments

Pregnant employees are entitled to paid time-off for antenatal appointments, when such appointments cannot reasonably be arranged outside working hours.

Compassionate leave

If you require compassionate leave, please contact your advisor immediately. Compassionate leave is generally unpaid. If you have worked 750 hours for Personhuset in the last 12 months, you may receive paid compassionate leave on the following conditions:

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- 1-day's leave in the event of the death of/funeral or funeral service for an immediate family member (spouse, partner, child, sibling, parent, parent-in-law, grandparent or grandchild)
 - Leave for an examination, treatment and checkup by a specialist (dentist or specialist doctor) following a referral by a GP. This arrangement is limited to 3 hours per occasion up to a maximum of 9 hours per 12 months of employment. This only applies if it is not possible to arrange an appointment outside working hours. Remember to attach a copy of the receipt/referral to the specialist to your time sheet.

Other leaves of absence

There is no legal entitlement to time-off to accompany a child on the first few days of school or nursery. At Personarhuset Staffing Group you can apply for unpaid leave for such days. Any application must be submitted at least 14 days before the requested leave is needed.

Sick leave

Pay during an illness

Entitlement to sick pay commences on the day you provide notification of illness, provided that the statutory rules have been observed. In the event of an absence due to illness, you must call and notify Personarhuset of the absence as soon as possible and before the start of your working hours. If you are not on assignment for more than 14 days, a new qualifying period begins

Notification by text message or e-mail will not be accepted.

Absences must be confirmed without undue delay pursuant to the provisions of the Norwegian National Insurance Act. The duty to provide notification also applies when you have a doctor's certificate. A medical certificate or self-certification is to be provided as soon as possible, or not later than submission of the time sheet for the period in question.

NB! Failure to observe the duty to provide notification and deadlines could result in non-payment of salary for some of the days of illness.

Absence with a medical certificate

You must have worked for Personarhuset Staffing Group for 4 weeks for a medical certificate from a doctor to provide entitlement to sick pay. These 4 weeks are a qualifying period. If you have a break between assignments of 14 days or more, which is not legally agreed holiday, a new qualifying period must be met before a medical certificate can be used.

Absence with self-certification

If you have worked on assignments for us uninterrupted for at least 2 months, self-certification may be used for up to 3 calendar days at a time. From the 4th day, you will need a medical certificate from a doctor to be entitled to sick pay. If you fall ill again within 16 days, the previous days of absence without a medical certificate from a doctor will be counted. This right is limited to 4 self-certifications in a 12-month period (not a calendar year). In the event of any absence due to illness over and above these 4 absences, your employer may demand a medical certificate from a doctor from the first day of absence. If you have a break between assignments of 14 days or more, which is not legally agreed holiday, a new qualifying period must be met before a medical certificate can be used.

Care benefit when a child is ill

An employee who is the carer for a child under the age of 12 years is entitled to care benefit during an absence from work when the child is ill. Self-certification may be used for a maximum of 10 days per calendar year in the event that a child is ill (20 days if you are the sole carer). Self-certification may be used once you have worked for Personalkuset for 4 weeks. If you have a break between assignments of 14 days or more, which is not legally agreed holiday, a new qualifying period must be met before self-certification can be used.

Insurance and pensions

Occupational injury insurance

As a Personalkuset employee you are insured in accordance with the Norwegian Occupational Injury Insurance Act. If you suffer an occupational injury or illness, it is important that you notify your advisor at Personalkuset as soon as possible.

Travel insurance – business travel

All employees are covered by year-round travel insurance. This insurance only covers business travel you undertake while in Personalkuset's employ.

Obligatory occupational pension (OTP)

The pay you receive during the course of a contribution year is pensionable income. Overtime pay or other varying or temporary supplements will not be counted.

This does not include pay below 1G and over 12G (where G = the national insurance basic amount). The basic amount is adjusted annually by the authorities, usually in May.

Employees in Personalkuset have a pensjon in DNB-Liv. The annual contribution is 2 % of your pay. You can easily get an overview of your pension by accessing <https://www.dnb.no/pensjon>

The Act on Obligatory Occupational Pension (OTP) came into force on 1 January 2006. The Act states that the types of enterprises described in section 1 of the Act must pay retirement pension contributions for their employees. New employees must be registered from their first working day. To join a pension scheme you must be fully able to work, be aged 13 or over.

Health, safety and the environment (HSE)

Personalhuset has developed HSE procedures to ensure that all employees develop safe working habits and have clear responsibilities and safe workplaces and work well together. When you are on assignment with one of our customers, it is the client that must ensure compliance with HSE requirements and procedures, and that you receive the necessary training in these procedures and any safety equipment in the workplace. This is in accordance with section 2-2 of the Working Environment Act and the rules on coordination of HSE in the workplace.

You are personally responsible for actively cooperating in the implementation of HSE measures. This means that you perform work in accordance with procedures and safety provisions at the client company, that you use the necessary protective equipment, and that you use the correct working positions to prevent musculoskeletal disorders.

Protective equipment

If protective equipment or other equipment necessary to ensure your safety is required, you must be supplied with this, and you are obliged to use it.

If you identify censurable or unsafe working conditions, you immediate superior at the customer must be contacted. You must also contact your advisor at Personalhuset and notify him/her of the situation.

Examples of issues requiring notification:

- Hazardous situations that arise
- Fault or defects that may pose a danger to life or health
- Deviations/breaches of safety procedures

1. Notify your immediate superior at the customer so that the situation can be rectified as soon as possible.

2. Notify your advisor at Personalhuset - by phone , e-mail or text

- What do you want to report?
- When and where the event/observation occurred
- Who was present?

On receiving such notification, Personalhuset will contact the customer to ensure that action is taken to rectify the situation. You will be provided with information on the action taken.





Drug and alcohol policy

Personhuset has a zero tolerance policy on the use of drugs and alcohol. This applies for all types of intoxicating substances (alcohol, drugs, prescription medicines), as well as hangovers and the smell of alcohol during working hours, and absences caused by this. Employees of Personhuset are recommended to be cautious about gambling. Gambling is not permitted during working hours. Violation of these rules will have consequences for your employment.

Safety representatives

The role of the safety representative is to safeguard the interests of employees in matters relating to the working environment. The safety representative shall ensure that the business is arranged and maintained, and that the work is performed in such a manner that the health, safety and welfare of the employees are safeguarded in accordance with the provisions of the Working Environment Act.

Your safety representative is:

Mads Jordansen, mob: 98295239,
Mail: maj@personhuset.no

Mona Lachoub, mob: 913 69 636
Mail: mona.lahchoub@personhuset.no

Occupational health service

Personhuset is affiliated with the occupational health service DinHMS

Notification of censurable conditions

To notify is to report censurable conditions in the workplace. Censurable conditions are conditions that contravene or may contravene:

- Laws and regulations
- Personalhuset's Code of Conduct
- A general perception of what is proper or ethically acceptable

Personalhuset promotes an open corporate culture. As a general rule, censurable conditions must be reported to your immediate manager – your advisor. We want it to be simple to report such conditions so that they can be assessed, discussed and resolved. If you think that you cannot raise the issue with your advisor, the matter must be raised with the next level of management or with a safety representative. Such matters can also be reported to the HR department at Personalhuset.

Senior Advisor HR Trine Ferstad, tel. +47 46927732

Safety Representative Mads Jordansen, tel +47 98295239

Anonymous notification is possible, but openness ensures a smoother process and a better outcome for all parties involved. Retaliation against employees who report censurable conditions is prohibited, and reports must be looked into in line with the Group's notification procedure.

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