

Absenteeism policy

JEX and Acture

Acture takes care of the execution of all legal obligations in the event of incapacity for work on behalf of JEX. JEX (your (former) employer) has appointed Acture to, among other things, take care of the absenteeism administration, claim assessment under the Sickness Benefit Act, reintegration into work and establishment and payment of the daily wage. Acture is supported in its guidance, claim assessment and reintegration by an Arbo service.

Reporting sick

If you are ill, you must personally report sick to your contact person of the employment agency and to the company where you work, before the start of the work, but no later than 10:00 a.m. on the day of illness. If you become ill during work and can no longer work, you report this to your contact person of the employment agency and to the direct manager of the company where you work. Non-personal sick reports will not be accepted unless there are good reasons for doing so. The final sick report is processed after contact with Acture about the nature and extent of the disease.

Staying at home

One of the Acture employees will contact you, in the form of the digital case manager via SMS, a phone call or a home visit. If there is reason to do so, you can expect a call for the consultation hour of the company doctor for which you must be available. You are obliged, until the first contact with Acture has taken place, to stay at home between 08:00 and 18:00 to make this contact and/or visit possible. When you call in sick, you are obliged to stay at home for the first 2 weeks, so this check is made possible. In addition, you must put yourself under adequate treatment. If you are staying at a different address, you must immediately report this to the Acture case manager by telephone. If you cannot be reached, you may not be eligible for sick pay.

Accessibility

To be able to quickly determine the right to sickness benefit and to be able to pay sick pay, insight into absenteeism is necessary. There will be regular contact with Acture. You do everything possible to contribute to your recovery. A call to the company doctor must also be followed up immediately.

Company doctor

Of course, you respond to a call from the company doctor to appear at the consultation hour. If you are unable to do so, or are already working, please inform the Acture case manager no later than 48 hours before the start of the appointment. If you fail to do so, this may have consequences for the amount and/or duration of your sick pay payment.

Second opinion company doctor

If you doubt the correctness of advice given by the company doctor about absenteeism guidance, you can indicate this to him with reasons and ask for a second opinion from another company doctor. The first company doctor initiates the second opinion, unless he has compelling arguments not to do so; In that case, he will tell you what these arguments are.

If the second opinion takes place, the company doctor will set it in motion by selecting another company doctor together with you from the pool that Acture has set up for this purpose. This other company doctor may not work within the occupational health and safety service, the company, or

the establishment where the first company doctor works. When selecting a company doctor from the pool, Acture bears the costs of the second opinion. If you want to consult a company doctor who is not part of the pool, you need permission from Acture. In all cases, the first company doctor reports to Acture that another company doctor will be called in for a second opinion and which company doctor this is.

The company doctor who performs the second opinion receives all the information necessary to assess your situation and the advice given from the first company doctor. He decides for himself whether he wants to collect other information. If the second company doctor has come to an advice, he will first discuss this with you. You then decide whether this advice is shared with the first company doctor. If this does not happen, the advice of the first company doctor remains the starting point for absenteeism guidance.

If the first company doctor does receive the advice, he will contact you as soon as possible after receipt and tell you with reasons whether he takes the advice completely, partially, or not. He only reports to Acture in case the second opinion is reason for him to change his advice on absenteeism guidance and, if so, what his new advice entails. He then takes up the advice on absenteeism guidance again. If you find the way in which the company doctor manages the given second opinion undesirable, you can indicate this. The company doctor then considers whether to transfer the advice on absenteeism guidance to another company doctor and reports his decision to you and to Acture.

Complaints procedure company doctor

Acture ensures that the independent company doctor or certified occupational health and safety service has a complaints procedure. You can use this procedure if you find that the company doctor has been guilty of indecent or unprofessional conduct towards you.

A deal is a deal

Acture expects you to stick to agreements made.

Expert opinion

When setting up the reintegration, Acture follows the advice of the company doctor. If you do not agree with the way in which Acture deals with this advice and/or shapes the reintegration, you can request an Expert Opinion from the UWV. The UWV will then assess whether Acture complies with all reintegration obligations: for example, whether we do too little about the reintegration or ask too much of you. The outcome of an Expert Opinion is not legally binding, but Acture's case managers always take it into account in the follow-up to the file and its development.

Objection and appeal to UWV

If the company doctor declares you fit for work or if another situation arises that affects your right to a sickness benefit or the amount and/or duration thereof, Acture applies to the UWV for a decision to this effect. If, after review, the UWV finds that this application has been carefully drawn up, it will issue the decision. You will receive a copy of this, Acture as well. If you do not agree with the content of the decision, you can start an objection and appeal procedure at the UWV. This body applies fixed objection periods for this. In the event of a decision to be reinstated, the objection period is 2 weeks. Other subjects have an objection period of 6 weeks. The objection will be handled by the Objection

and Appeal department of UWV. If you do not agree with the outcome after your objection has been heard, you can start proceedings in court and then appeal. Acture has these capabilities as well.

Staying abroad.

If you become ill during your holiday abroad, at least the same rules apply as with a sick report in the Netherlands. You must report sick in accordance with the procedure above of calling in sick. The sick report is only processed after contact with Acture about the nature and extent of the disease. You keep yourself available for contact both by phone and in person. When you return home, you immediately report to the Acture case manager. In addition, vacation days are not reimbursed unless there is admission to a hospital or nursing facility. If the above agreements are not complied with, any right to a claim under the Sickness Insurance Act lapses.

Vacation

If you receive a sickness benefit, you can go on holiday if you meet a number of conditions:

- the holiday should not stand in the way of your recovery and/or reintegration.
- you must also adhere to the agreements made in the (adjusted) plan of action during the holiday.
- You provide your holiday and accommodation address in time to your case manager.

Communicate your holiday plans in a timely manner, the sooner, the better. But in any case, no later than 2 weeks before your departure. In consultation with the company doctor and/or your reintegration supervisor, your case manager assesses whether the holiday meets the conditions above

If you are going on holiday in the Netherlands, and you continue to comply with your reintegration obligation, you must inform your case manager of your residence address at least 48 hours in advance.

Acture checks whether you are complying with your duties. Are you going on holiday, and do you not report this to Acture or too late? Then this has consequences for the amount and/or duration of the Sickness Benefit Act.

Recovery

As soon as you are better, you should report this immediately to Acture. You don't have to wait for permission to start work or to look for other work. It is also possible that you will partially resume your work or perform other replacement work. For the remaining hours that you still claim under the Sickness Insurance Act, you must comply with the rules in these absenteeism regulations.

Payment

The first day of incapacity for work counts as a waiting day, over which you are not entitled to continued payment of wages. The waiting day does not apply if you become incapacitated for work again within a period of 4 weeks and the waiting day has already been considered at the first sick report. With a maximum of 4 weeks after receipt of your sick report, JEX will continue to pay wages weekly during the term of your agreement. The amount of the continued payment of wages is based on the wage determined according to time space and at least the applicable minimum wage. After the expiry of your contract, Acture will, at least four weeks after receiving your sick report, transfer sick pay to you weekly for as long as you are entitled to such payment. The amount of your sick pay will be based on the average daily wage you earned with your last employer, up to a maximum of 1 year prior to the sick report.

Your wage data is obtained from the payroll administration of JEX or from the policy administration of UWV. Any changes that may affect your sick pay must be reported immediately by you to the Acture case manager. If you do not comply with the rules, this may have consequences for your sick pay, including repayment of surplus or unduly received sick pay.

Activities aimed at returning to work

If you are ill, you should do everything you can to get healthy again so that you can resume your work soon. Your other activities should not hinder your healing.

Privacy

Acture handles your personal data with care and respects the General Data Protection Regulation (GDPR) at all times. On www.acture.nl/werknemers/privacy you will find the Privacy Statement. The statement describes which personal data Acture can process, for what purposes and on what legal basis(s). The statement also describes how you can exercise your rights with regard to your personal data.

Contact with case managers Acture

Acture's case managers can be reached at: 024-8909470.