

# Employee Handbook for Temp Personnel



**personalhuset**  
Staffing Group

# Welcome to Personalhuset Staffing Group

As a Personalhuset Staffing Group employee, you have the opportunity to try several different industries and occupations to find out what works best for you. Such varied experience will give you valuable expertise and strengthen your future opportunities on the labour market.

One of our dedicated advisors will follow up with you regularly, providing feedback on the work you perform.

Our vision is to be crucial to our customers' success. Innovation and further development of our services are natural consequences of our vision, and for this to succeed, you, as an employee, are our most important resource.

**Our values are Honesty, Initiative, Quality and Accountability.**

Our values form the basis for what we do and what we expect of our employees.

Personalhuset Staffing Group is committed to being a safe and secure employer. We are a member of the [Staffing Section in the Confederation of Norwegian Service Industries](#). This ensures that we always follow currently valid laws and regulations.

## Privacy policy

As your employer, Personarhuset Staffing Group needs to register some information about you. Sensitive personal data is recorded only to satisfy legal requirements, or after your consent.

The information we have on file may be communicated to other devices at Personarhuset Staffing Group or to our clients. All Personarhuset Staffing Group employees have signed a confidentiality agreement. Violation of the confidentiality agreement is a crime.

According to the Personal Data Act, you have the right to access the personal information about you that is registered in our systems. If you would like to review or have any questions about the processing of your personal information, please contact your advisor.

You can also send an email to [personvern@personarhuset-sg.com](mailto:personvern@personarhuset-sg.com).

## Employee survey

We measure employee satisfaction to see which areas Personarhuset Staffing Group should focus on in order to further raise quality.

The results also provide good signals to our clients about how they are perceived by our staff, and what they can do to strengthen their reception of contracted employees. That way, we ensure that your workday with our clients will be a good experience.

## Employment and contract

The employment relationship starts when you begin your first assignment. Before you start to work for Personarhuset Staffing Group, the Employment Contract must be signed by both parties. For all working conditions, the Working Environment Act [Norwegian “AML”] governs the relationship between the Employee and the Employer, and the Employment Contract is drawn up according to these provisions.

Personarhuset Staffing Group is responsible for ensuring that you receive pay and holiday pay, and we are responsible for payment of the withholding tax, social security tax and deposits to the pension scheme [OTP].

The Employment Contract does not contain information about work assignments, workplaces or payment terms. Those will vary with the individual assignments and are described in the Assignment Confirmation you will receive before the start of an assignment.

A prerequisite for employment is that you always have valid Norwegian work and residence permits. Any change, be it extension, termination or similar must be reported to your Personarhuset Staffing Group advisor.

The Working Regulations are the company's procedural rules, and you are obligated to comply with them. You receive the Working Regulations, together with your Employment Contract.

### Assignment Confirmation

For each agreed assignment, you will receive an Assignment Confirmation from Personalhuset Staffing Group. Once you have accepted an assignment, you agree you to work with the client at the time and place specified in the Assignment Confirmation. All the necessary information about the assignment – such as its duration, working hours, duties, workplace, hourly wage and overtime provisions – will appear in the Assignment Confirmation. If you would like to cancel the assignment within the agreed time, the cancellation provisions of the Employment Contract shall apply. Assignment Confirmations and Extension Confirmations will be sent to you by text message or email, unless otherwise agreed.

### Follow Up – We Care

When you work for Personalhuset Staffing Group, we are committed to looking after you and following up so that you will best succeed at your job.

- You will be followed up regularly by your advisor when you work for us. Normally, when you are on an assignment, you will be contacted by your advisor every 14 days via a short call, for positive feedback and to identify any ambiguities or challenges.
- You will be invited to events and happenings.
- You will have an opportunity for personal advising and career-planning.
- You will be invited to an employee interview after about three months and then annually.
- We observe major holidays as well as birthdays.
- We provide close monitoring during any periods of absence.
- You are entitled to our discounts and purchase benefits.
- We conduct exit interviews.



### Wage determination

As a Personalhuset Staffing Group employee, you will be paid by us. The agreed hourly wage is specified in the in the Assignment Confirmation and shall be valid for the agreed period. The wage depends on the type of job and skill requirements. This means that the pay may vary from assignment to assignment.

Personarhuset Staffing Group pays according to the non-discrimination principle of the Working Environment Act and the Temporary Agency Work Directive.

The non-discrimination principle mean that as an employee hired through Personarhuset Staffing Group, you are entitled to the same pay and working conditions that would pertain if you were directly employed by the client in a corresponding temporary position. The non-discrimination principle applies to:

- the length and location of working hours
- overtime work
- the duration and location of breaks and rest periods
- night work
- vacation, vacation pay, holiday pay
- wages and expense coverage
- access to common facilities such as the canteen, etc.

### **Obligations and working conditions**

When you are working for a client, the latter's current work instructions/guidelines shall apply. It is important that you also follow the client's guidelines for use of telephones, the internet, email and social media.

If the client would like to extend the assignment beyond the agreed term, you must contact your Personarhuset Staffing Group advisor to arrange it. You are free to accept or decline the new assignments and extensions.

If the client asks you to terminate the assignment before the agreed time, you need to contact your Personarhuset Staffing Group advisor as soon as possible so that we can find other appropriate work for you. In order to receive wages in the agreed contract period, you are obligated to take other appropriate work with another client for the duration of the agreed assignment. If you decline such work, Personarhuset Staffing Group's obligation to pay you in the remaining contract period shall lapse.

### **Loyalty and confidentiality**

Every employee has a duty to act loyally towards the employer. All our employees are at all times subject to confidentiality concerning all business matters at Personarhuset Staffing Group and at our client workplaces. The confidentiality clause also applies after the employment relationship has ended. Breach of confidentiality is considered a gross dereliction of duty violation and may incur dismissal.

## Termination

Once you have accepted an assignment, you agree you to work through the agreed assignment duration. If you would like to terminate your working relationship with Personarhuset Staffing Group, the provision in the Working Environment Act concerning a month's mutual termination notice after the trial period shall apply; cf. the Working Environment Act rules for termination. A six-month trial period shall be held, during which the mutual termination notice period shall be two weeks.

If you no longer want to work for Personarhuset Staffing Group, you must send a written declaration/resignation to your advisor.

## Certificate

When you stop working for Personarhuset Staffing Group, you will receive a written certificate containing your name, birth date and year, the type of work you have performed, and the duration of the working relationship.

## Time sheets and payment

We generally pay every 14 days.

In order to release wages, Personarhuset must have your bank account and tax card. You will need to apply for a tax card if you do not already have one ([www.skatteetaten.no](http://www.skatteetaten.no)). After you have ordered a tax card, you will receive information about it from the Tax Administration (tax deduction message), normally within 5 working days. If we do not receive your tax information on time, under the applicable laws and regulations we are required to withhold 50% of your gross wages for tax.

The pay slip will be sent to you by email. The password will be the last five digits of your bank account.

## Filling out time sheets

Time sheets are preferable complemented electronically, through our website. This ensures you the right pay at the right time. Your login information will be sent to by email. You will receive more information on and training in the use of electronic time sheets from your Personarhuset Staffing Group advisor.

You are responsible for filling in the time sheet correctly. Time sheets must be approved electronically or be signed by the client before payment can be made. In the event of differences with the client regarding a time sheet, take this up with your Personarhuset Staffing Group advisor, not with the client.

Falsification or attempted falsification of your working time registration may be reported to the police.

The pay periods are from the 1st to the 15th and the 16th to the last day of the month. Time lists must be registered/sent by the 16th or the 1st of the following month. Wages will be paid on the 7th and 22nd of each month. If the payment date falls on a Saturday, Sunday or holiday, payment shall be made on the first subsequent business day.

## Working hours

Working hours and overtime are regulated by the Working Environment Act. When you are on an assignment, you will be covered by the customer's terms for a similar position with respect to the length and location of working hours, overtime work, the duration and location of breaks and rest periods and night work.

The daily working hours will appear on the Assignment Confirmation for the particular assignment. If no other regulation applies to an individual assignment for a client, you are required to perform overtime work and/or additional work under the Working Environment Act rules.

If the hirer keeps the business or part of the business closed for whole or partial days during the assignment period, it will be considered a part of the employer's work time. If the client pays wages (not vacation pay) to its own employees in the same position/temporary post that you are in, you have similar terms and conditions under the non-discrimination rules. If the employer in such circumstances does not pay wages to its own employees, you have no claim on wages for the time of such a closure.

According to the Working Environment Act, overall working time (normal working hours + overtime) shall not exceed **13 hours in the course of 24 hours**.

The individual can work up to:

***10 hours of overtime over 7 days***

***25 hours of overtime over 4 consecutive weeks***

***200 hours of overtime over 52 weeks.***

## Overtime

All overtime shall be agreed and approved by the client in advance. If no other regulation applies to an individual assignment for a client, you are required to perform overtime work and/or additional work under the Working Environment Act rules.

Overtime pay is covered under the non-discrimination principle.

The non-discrimination principle means that as an employee hired through Personalhuset Staffing Group, you are entitled to overtime compensation corresponding to that you would receive if you were directly employed by the client in a corresponding temporary position.

## **Public holidays (1 and 17 May)**

To be entitled to wages for 1 and 17 May, you must have been in continuous employment for Personahuset Staffing Group for a period of at least 30 days, or it must be agreed that you are going to work for us for at least 30 consecutive days. In addition, you must work the last day before and first workday after the day itself, and you must have worked on the day the holiday falls on. The right to wages for public holidays requires that you have worked on the workday on which the holiday falls.

## **Moveable holidays**

Moveable holidays are "red" days that fall on days that would normally be working days. These days are 25 and 26 December, 1 January, Maundy Thursday, Good Friday, Easter Monday, the Feast of the Ascension and Pentecost Monday.

Personahuset follows the non-discrimination principles in the Working Environment Act and the Temporary Agency Work Directive regulations.

The non-discrimination principle means that as an employee hired through Personahuset Staffing Group, you are entitled to holiday pay corresponding to that you would receive if you were directly employed by the client in a corresponding temporary position.

The right to wages for moveable holidays requires that you have worked on the workday on which the holiday falls.

## **Days associated with holidays**

If the client is closed all or part of the day, you will receive payment for the time you are on the job. Examples of such days are Christmas Eve and New Year's Eve.

## **Religious holidays, other religion**

If you belong to another religion, you have the right to time off without pay for up to two days annually in connection with the religious holidays of your religion. You must notify your Personahuset Staffing Group advisor about the free day(s) in question at least 14 days in advance.

## **Travel and per diem payment**

This will be agreed separately in each case and must be approved in advance by your advisor. If you have had expenses to be reimbursed you must submit your own form with the original receipts attached.

## Vacation and leaves of absence

### Vacation and vacation pay

The right to vacation and its scheduling shall be in accordance with the provisions of the Holiday Act. In an agreed assignment period, you are covered by the same rules about vacation time and pay, days off, and compensation for such days as the client would have been liable for if you were directly employed by the client in the same type of temporary position.

You have the right to a minimum of three weeks continuous holiday between 1 June and 30 September. Remember to reserve your time off well in advance, both with your Personhøuset Staffing Group advisor and with the client.

### Wage and working conditions

Holiday pay is regulated under the Holiday Act, which sets it at 10.2% of the holiday pay basis.

Are you on an assignment in a company with a higher holiday pay rate, then that rate shall apply for the assignment. The holiday pay rate may vary from assignment to assignment.

As a general rule, accrued holiday pay will be paid out on 22 June. When you stop working with us, accrued holiday pay shall be paid out according to the Holiday Act § 11.3. This is true at the end settlement and not if you are only on a break between the two assignments.

## Parental benefits

You can get parental benefits if you have been actively employed and have had pension-earning income in at least six of the last ten months before the benefit period. The annual income basis must be at least half of the basic amount in the national insurance scheme. Please contact the Norwegian Labour and Welfare Administration (NAV) for more information about this.

In connection with birth, the father is entitled to two weeks of unpaid leave for care services to assist the mother. This leave must be taken in relation to the birth and cannot be split up.

## Prenatal care

Pregnant employees are entitled to time off with pay for prenatal care, when such examinations cannot reasonably take place outside working hours.

## Compassionate leave

If you should need compassionate leave, please contact your advisor immediately. Compassionate leave is basically unpaid. If you have worked for Personalhuset Staffing Group for 750 hours in the last 12 months, you may have compassionate leave with pay under the following conditions:

- one-day leave in the event of a death of and for participation in the funeral/burial of an immediate family member (spouse, partner, children, siblings, parents, in-laws, grandparents or grandchildren);
- leave for examination, treatment and monitoring by a specialist (dentist or physician-specialist) after referral from a doctor. The leave is limited to 3 hours per occurrence, up to a total of 9 hours over the course of 12 months of employment. This applies only if it is impossible to get an appointment outside of working hours. Remember that a copy of the receipt/referral to the specialist must be attached to the time sheet.

## Other leave

It is not a statutory right to have time off to follow children on the first days of school or daycare. In Personalhuset Staffing Group you can apply for unpaid leave for such days. The application must be submitted at least 14 days prior to the requested leave.

## Sick leave

### Pay during illness

The right to sick leave first applies on the day you report your illness, provided that the statutory rules are followed. In case of absence due to illness, you shall call and notify Personalhuset Staffing Group of the absence as soon as possible, and at the latest before the beginning of your workday. If you are without assignments continuously for more than 14 days, a new accrual period shall start.

***Notification in the form of text messages or email is not acceptable.***

Absence shall without undue delay be documented under the regulations laid down in the National Insurance Act. The reporting obligation also applies when there is a medical certificate. A medical certificate or self-report shall be delivered as soon as possible, or at the latest together with the time sheet for the current pay period.

***Note! If the reporting obligation and deadlines are not observed, payment shall not be made for some of the sick days in question.***

### **Absence with a medical certificate**

You must have worked for Personalhuset Staffing Group for four weeks before a doctor's medical certificate shall entitle you to sick leave. These four weeks are accrual time. If you have a between-assignment interval of 14 days or more, which is not a statutory holiday, new accrual time must be completed before a medical certificate can be used to obtain leave.

### **Absence with self-reporting**

Have you had an assignment for us for at least eight consecutive weeks, self-reporting may be used for up to three calendar days at a time. As of the fourth day, you must have a medical certificate from a doctor to be entitled to sick pay. Should you be sick again before 16 days have elapsed, the earlier days of absence days without a medical certificate from your doctor shall be included in the calculation. The right is limited to four separate self-reports during the last 12-month period (not the calendar year). In case of any sick leave other than the four mentioned above, the employer can require that the medical certificate from the doctor be presented from the first day of absence. If you have a between-assignment interval of 14 days or more, which is not a statutory holiday, new accrual time must be completed before self-reporting can be used to obtain leave.

### **Care benefit for a child's illness**

Employees who care for children under 12 years of age have the right to a care benefit during absence from work due to a child's illness. Self-reporting may be used for up to 10 days per calendar year for children's illness (20 days if you alone are responsible for the care). Self-reporting may be used after four weeks of working for Personalhuset Staffing Group. If you have a between-assignment interval of 14 days or more, which is not a statutory holiday, new accrual time must be completed before self-reporting can be used to obtain leave.

## **Insurance and pensions**

### **Occupational injury insurance**

As a Personalhuset Staffing Group employee, you are insured under the Occupational Injury Insurance Act. If you should be exposed to injury or disease in connection with work, it is important that you notify your Personalhuset Staffing Group advisor as soon as possible.

### **Travel insurance – business travel**

All employees are covered by year-round travel insurance. The insurance is only valid for business travel in the service of Personalhuset Staffing Group.

## **Mandatory Occupational Pension (OTP)**

The pension basis is the wages you receive in the course of a contribution year. Overtime pay or other variable or temporary bonuses shall not be included in the calculation. Wages under 1G and over 12G shall be disregarded (G = basic amount under the National Insurance scheme). The basic amount is adjusted each year by the authorities, usually in the month of May.

The annual contribution amounts to 2% of your pay.

The Compulsory Occupational Pension Act took into effect on 1 January 2006. The Act provides stipulates that the types of businesses described in its §1 shall contribute to their members' old-age pension. The inclusion of new employees shall take place the day they are hired. To become a member of the pension scheme, you must be 100% fit for work, be at least 20 years old and work at least 20% of full time.

If you leave before 12 months you will not be entitled to the earned pension capital. The earned pension capital will be transferred to the company's deposit/premium reserve in that case. Employers are responsible for the pension scheme's administrative costs.

## **Health safety and the environment (HSE)**

Personhuset Staffing Group has developed HSE routines to ensure that all employees have safe working procedures, clear responsibilities, good collaboration and safe workplaces. When you are on assignment for one of our clients, it is the latter who shall ensure that HSE requirements and procedures are followed, and that you get the necessary training in the workplace's procedures and safety equipment. This is according to the Working Environment Act, section §2-2 and the regulations on HSE coordination in the workplace.

You, yourself, are responsible for actively participating in the implementation of HSE measures. That is, you shall perform the work in accordance with the procedures and safety regulations of the client business, use the necessary protective equipment and use the correct working positions to prevent musculoskeletal ailments.

### **Protective equipment**

If protective equipment or other equipment is necessary for your safety, you shall be so informed and you are obliged to make use of it.

## See something, say something!

If you find blameworthy or dangerous conditions the immediate supervisor at the client company shall be promptly contacted. You shall also notify your Personalhuset Staffing Group advisor of the condition(s).

Examples of things to be reported:

- dangerous situations that arise
  - errors or omissions that may result in danger to life and health
  - deviation from/violation of safety procedures.
1. The report shall be made to the immediate supervisor at the client company so that the condition(s) can be corrected as soon as possible.
  2. The report shall be given to the Personalhuset advisor by telephone, email or text message.
    - What do you want to report about?
    - When and where did the event/observation take place?
    - Who was present?

When Personalhuset Staffing Group receives your report, we will contact the customer to ensure that measures are being initiated to correct the undesirable condition(s). You will receive feedback about the actions undertaken.

## Drug policy

Personalhuset Staffing Group has zero tolerance for the use of intoxicants. This applies to all types of intoxicants (alcohol, drugs, medicines) as well as hangovers and smelling of alcohol during working hours, as well as absences due to same. Personal House Church Group employees are advised to be cautious with gambling; it should not occur during working hours. Violation of these provisions will have consequences for continued employment.

## Safety representative

The safety representative's mandate is to safeguard the employees' interests in working environment issues. The safety representative shall ensure that the business is equipped and maintained and that the work is carried out in such a way that the consideration of employees' safety, health and welfare is done in accordance with the provisions of the Working Environment Act.

Your safety representative is:



**Mads Andre Jordansen**

Cell: +47 98 29 52 39

Email: mads.andre.jordansen@personalhuset-sg.com

Mads works in Oslo, but is available to all employees, regardless of geographic location.

## Corporate health services

Personalhuset Staffing Group is affiliated with the DinHMS occupational health service.

## Reporting of blameworthy conditions

To report is to speak out about blameworthy conditions in the workplace.

Blameworthy conditions are conditions that are or may be in violation of:

- Laws and regulations
- Personalhuset Staffing Group's Code of Conduct
- Common sense about what is proper or ethically acceptable

Personalhuset Staffing Group is characterised by its open corporate culture. As a general rule, blameworthy conditions shall be taken up with the immediate supervisor: your advisor. With us, it should be easy to report conditions so that they can be considered, discussed and resolved. If, in your judgement, you cannot take up the condition with your advisor, the case shall be taken up at the next level or with the safety representative. Another reporting authority is the Personalhuset Staffing Group HR Director.

HR Manager Marianne Tveit, tel. 98295109

Safety Representative Mads Andre Jordansen, tel. 98295239

Notification can be made anonymously, but transparency will ensure better processing and a better result for all parties involved. Retaliation against employees who call attention to blameworthy conditions is prohibited, and such notification shall be safeguarded in line with corporate procedure notification.