Sickness absence protocol general agreements

At Asito, we work together to create a healthy and safe workplace.
We try to prevent sickness absence and take joint responsibility for this. We make clear agreements and focus together on what you can still do, so that you can return to work in good health.

Shared responsibility

- I am responsible for my employability.
- I discuss any complaints or problems with my manager.
- I explain what I am still able to do.
- I help find solutions.
- I take the initiative to improve my employability

Make commitments = keep commitments

- I make clear commitments with my manager.
- I keep the commitments I make..
- I communicate in good time.

Contact details

- I provide my correct address of residence.
- I keep my contact details up to date.
- Any changes? I notify my manager within 24 hours.

Transport

- I arrange my own transport to appointments and to the work location.

Being reachable

- Monday to Friday between 8:00 a.m. and 5:00 p.m. for your manager and occupational health service.
- **Missed a call?** Call back as soon as possible and always on the same day.

Being available

- Monday to Friday between 8:00 a.m. and 5:00 p.m., you are available for appointments, including on site.
- **Have an appointment that means you are unavailable?** Inform your manager immediately. (day + time).

Make sure your pay isn't affected

- I stay in contact.
- I cooperate with the agreements made.
- I am open and honest.
- I actively participate in my return-to-work process.

The first week

Day 1, reporting sickness absence

Call your manager yourself 1.5 hours before your shift starts, and no later than 9:00 a.m.

What do you discuss?

- When do you expect to return to work?
- Does your work need to be covered? By whom?
- What number can you be reached on?
- Are you at home or somewhere else? Where?
- When will you speak to each other again?
- Can your manager help you?

You agree what time you will call on **day 2** to give an update on how you are doing.

Do you work an early shift or at the weekend? If so, you may need to report your sickness absence at a different time. In that case, follow the arrangements you have made with your manager.

Day 2, how are you doing?

You call your manager at the agreed time.

What do you discuss?

- How you are doing
- When you will call again to give an update on how you are doing

You agree what time you will come to the work location on **day 4.**

Day 3, occupational health service

The occupational health service will call you.

They will ask:

- What is the matter?
- When can you return to work?
- Are there medical reasons?

Missed the call? Call back the same day before 5:00 p.m.

Day 4, appointment on site

On day 2, you agreed what time you would come in today. You will have a meeting with your manager.

Together, you make agreements about:

- Returning to work
- Re-integration
- What you can and cannot yet do

Days 5, 6 & 7, staying in contact

You call your manager every day.

You explain how you are doing and whether anything has changed.

During your sickness absence

You return to work

Are you returning to work fully?
Then call your manager immediately.
Your manager will report that you have recovered.

You return to work partially

Together with your manager, you make agreements about:

- When you will start
- Working hours
- Location
- Tasks and duties

You call twice a week to give an update on how you are doing.

You have an appointment every two weeks. Together, you discuss:

- How you are doing and what you can do as part of your return-to-work process
- The phased return-to-work schedule (creating or adjusting it)

You are not returning to work yet

You call twice a week to give an update on how you are doing.

You have an appointment every two weeks. You discuss how you are doing and draw up a phased return-to-work schedule.

Return-to-work process

- I actively participate in my return-to-work process and make agreements about this with my manager.
- I keep appointments and arrive on time for meetings and consultations.
- I make sure I remain easy to contact.
- I carry out suitable work where possible.
- **As required by law.**

Pay and return to work

If you do not cooperate with your return-to-work process, this may affect your pay.
There are two different measures:

Suspension of pay

Your pay is temporarily withheld. When?

- You do not provide enough information
- You cannot be reached
- You do not keep agreements
- You do not cooperate, but the situation can still be remedied

Stopping pay

Your pay is stopped. When?

- You refuse to participate in the return-to-work process
- You deliberately fail to keep agreements
- You do not cooperate without good reason

Special situations

Situation other than illness

Are you unable to work even though you are not ill?

- **Call your manager immediately**
- Together, you discuss which type of leave is appropriate for your situation.

Ill while on holiday in the Netherlands

Do you become ill while on holiday?
Then call your manager immediately.

Ill while on holiday abroad

Do you become ill while on holiday abroad? Call your manager immediately. Your manager may ask you for documentation. Visit a doctor abroad and ask for a medical certificate.

Frequent sickness absence

Have you reported sick three or more times within 12 months? Your manager will invite you to a meeting.

- Together, you discuss any difficulties you are experiencing.
- Together, you consider what support is needed.
- You discuss any problems that affect your work.

Going on holiday during sickness absence

Would you like to go on holiday during your sickness absence? Ask your manager first. **You need permission.**

Important:

- Maximum of 3 weeks.
- The holiday must not interfere with your recovery.
- The occupational physician will assess this.
- During your holiday, you have no return-to-work obligations.

This sickness absence protocol applies at all times: during sickness absence, the return-to-work process and while you are working. The protocol forms part of your terms and conditions of employment and is part of your employment contract. The arrangements are in accordance with the applicable **Collective Labour Agreement for the Cleaning and Window Cleaning Industry** and **comply with the statutory requirements for return to work.**