

Page Personnel

Temporary Employees' Guide



PagePersonnel

Part of PageGroup
www.pagepersonnel.be



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Welcome to Page Personnel

Various questions may arise during your assignment.

Below is an FAQ section that you may find useful.

Please also feel free to contact Page Personnel human resources staff.

Contacts

E-mail address of the payroll department:

contact@pagepersonnel.be

FAQ Website:

<https://www.pagepersonnel.be/temp>

How to reach us?

- 02/509.45.75
 - 02/290.97.65
-

The payroll team will answer all your questions about your contract, time sheets, social documents, wages, meal vouchers, safety and workplace accident prevention.

Access codes

WEBSITE FAQ

Link: <https://www.pagepersonnel.be/temp>

FOR ACCESSING YOUR WEEKLY EMPLOYMENT CONTRACT

Link: https://www.adminbox.eu/users/sign_in

You will be sent an e-mail enabling you to:

- create a password (of your choice) to log into your Adminbox.

FOR SIGNING YOUR CONTRACT

Activate your assignment using a password of your choice.

FOR COMPLETING YOUR TIME SHEETS

Link: <https://page-easyinterimself.easypay-group.com/xhtml/router.jsp>

Login: Your e-mail address

Password: To be created when you receive the activation mail

FOR READING YOUR PAYSリップ

Every Wednesday, your payslip will be sent to your mailbox in PDF format.

Password: Your year of birth (YYYY)

PRIVACY POLICY

Link: https://www.pagepersonnel.be/sites/pagepersonnel.be/files/BE-ENGLISH-Privacy_Policy_Information_we_collect.pdf

TO OPEN YOUR HOLIDAY CERTIFICATE

Password: Your year of birth (AAAA)

Contracts and time sheets

RECEIPT AND SIGNING OF ELECTRONIC CONTRACTS IN ADMINBOX

Adminbox is the electronic platform where you will find all your temporary contracts.

To sign your electronic contracts, you must:

- Log into your Adminbox.
- Click on the '**tasks**' tab in the top left corner of the screen.
- Choose the option '**sign with password**'.

Once they are signed, you can find your contracts in the 'Document' tab in the top left corner of the screen.

Please note: 24hours before the beginning of your mission, you will receive an automated e-mail from Page telling you that your electronic contract has arrived in your Adminbox and is ready to be signed.

Always sign your contract before reporting to your workplace and ensure that it covers you for all your duties, otherwise, you will neither be paid nor insured in the event of an accident at work!

APPROVAL OF ELECTRONIC TIME SHEETS ON THE SELFINTERIM PLATFORM

Selfinterim is the electronic platform on which you indicate the exact number of hours that you have worked and any changes to your hours (leave, illness, overtime, etc.).

If you have any questions, further information can be found in your 'Selfinterim procedure to follow' manual.

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Please note: Hours will only be accepted (and therefore paid) if you and your manager have approved your hours by 12 am on the Tuesday following the week worked!

Useful tip: each colour code has a meaning

Hours	100%	1/1	- you need to code your hours.
Approved	100%	3/3	- you have done what is required.
Sent	100%	2/2	- your manager has done what is and we can pay you.

REMINDER E-MAIL

Every week-end, you will receive an automated e-mail from Page telling you that your electronic contract has arrived in your Adminbox and is ready to be signed.

Every Tuesday morning, we will also send you a reminder text message if we notice that your hours have still not been sent by your manager.

Wages

PAYMENT DATE AND RECEIPT OF PAYSLEIPS

Every Wednesday, we perform a weekly wage payment run. If we receive your time sheet on time, your wages will be paid into your account **no later than the Friday** of the week after the one that you have worked.

Every Wednesday, we will also e-mail you your payslip in PDF format. **The password for opening this document is your year of birth (YYYY).**

REIMBURSEMENT OF TRAVEL EXPENSES

You must meet a number of conditions in order to be reimbursed:

If you use a car:

- You must send us your completed travel certificate (distance between your home address/workplace) indicating the number of kilometres travelled. This is provided to you when you sign your contract.

If you use public transport:

- You must send us your completed travel certificate. This is provided to you when you sign your contract.
- You must send us a copy or proof of payment for each of your subscriptions every month.

Please note: Unless otherwise stipulated, only the outward journey is reimbursed in the temporary employment sector.

TRANSPORTATION

As part of your interim assignment, your transport costs will be calculated as follow:

- What the user company (for whom you will work) offers
- The joint commission of the user company

In any case, your transport costs will always be calculated on a daily basis.

This is to ensure a better follow-up of the payment of your transport costs.

Example: Company x reimburses 100% of the public transport costs. The amount of the monthly subscription is 49 €/month.

$49 / 4.33 / 5 = 2.2633 \text{ € per day worked.}$

The calculation is therefore based on the average number of weeks in a month (4.33)

It implies that, based on the above example:

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For a fully worked month of 21 working days, the refund of your transport costs will be slightly less than the amount of the subscription → 47,5089 €

For a fully worked month of 23 working days, the refund of your transport costs will be slightly higher than the amount of the subscription → 52,0335€

ELECTRONIC MEAL VOUCHERS

If provision is made in your contract for Meal vouchers, these are ordered in the month following the hours you have worked.

For example: Meal vouchers of January 1 until January 7 will be ordered on Wednesday January 10, once all your hours for January have been coded.

Once the order has been placed, the amount of your Meal vouchers is credited to your card.

- **Do you hold or have you previously held an EdenRed card from a previous employer?**
This remains active for five years. Your Meal vouchers will be credited to this card within 4 working days of the order.
- **Do you not yet hold an EdenRed card?**
We will order your electronic card. This will take a little longer since an average of 10 working days is required to create and deliver the card to your home address, with effect from the day after the order date.

Useful tip: You may receive an e-mail from EdenRed stating that your Meal vouchers have been credited before you have received your card. The card is in fact credited before being delivered to you.

Is your card lost or stolen? Please contact Edenred

Contact details:

Tel.: 02/702.20.02

E-mail: carduser-BE@edenred.com

HOLIDAY PAY

In accordance with the system for temporary employees, you will receive a **15.34%** supplement in addition to your wages every week. This percentage is an advance on your holiday pay for the following year and we therefore strongly advise that you save this money.

For example: you have been a temporary worker for the whole of 2016. Every week in 2016, you received holiday pay for leave to be taken in 2017. This means that you will no longer be paid for leave in 2017, since you already received your holiday pay in 2016.

YEAR-END BONUS

In order to receive your year-end bonus, you must **have worked at least 65 days or 494 hours during a baseline period** (July to June of the current year) for one or more temporary employment agencies.

For example: If you worked between 1/11/16 and 28/02/17 inclusive, you worked 85 days between July 2016 and June 2017. You are therefore entitled to a bonus in December 2017.

This bonus is awarded by the Social Fund for Temporary Agency Workers.

You can contact them for any further information on this issue:

By telephone: 02/203.60.95

Or online: <http://www.fondsinterim.be/fr/nous-contacter/>

WHY ARE MY WAGES DECREASING EVERY QUARTER?

This is due to special social security contributions (under the Welfare Programme Act).

Special social security contributions (under the Welfare Programme Act) are deducted from your wages. This deduction varies depending on employees' gross salary and family circumstances.

It may be recalculated in the last month of the quarter based on gross quarterly wages.

The contribution is deducted from workers' net wages and is paid by employers to the National Office of Social Security (ONSS) along with all other ONSS contributions.

This deduction can be found on your payslip under code '2395'.

If you wish to work out how much you owe, the table below shows how the monthly deduction is calculated based on basic gross monthly wages and family circumstances:

Calculating the special contribution on a monthly basis:

GROSS MONTHLY WAGE ⁽¹⁾	CONTRIBUTION PER WORKER	
	Family with 2 incomes	Family with 1 income or single person
€1,905.10 to €1,945.38	€9.30	€0
€1,945.39 to €2,190.18	7.60% of (monthly wages - €1,945.38) with a minimum of €9.30	7.60% of (monthly wages - €1,945.38)
€2,190.19 to €6,038.82	€18.60 + 1.10% of (monthly wages - €2,190.18) with a maximum of €51.64	€18.60 + 1.10% of (monthly wages - €2,190.18) with a maximum of €60.94
€6,038.83 and above	€51.64	€60.94

⁽¹⁾ for manual workers, gross wages are calculated at 108%

Temporary employment in practice

TAKING LEAVE

At the start of your assignments, please provide us with holiday certificate(s) for the previous and current year that you received from your previous employer(s). **Otherwise any leave you take will automatically be approved as unpaid leave!**

If you wish to take leave, please apply the following procedure:

- Obtain the consent of your manager in the user company
- **Code these days in SelfInterim** so that they are processed under the 'Employee Leave' code

If you are not entitled to leave, you may:

- Take justified absence with the consent of your manager in the company
- Suspend your contract (with the consent of your manager in the company for the period of absence) and request a C4

Please note: If your contract is suspended for more than 8 days, you will lose your accrued service and guaranteed sick pay during the first month in which your employment contract is resumed.

Useful tip: If you take statutory leave during your temporary work assignment, you will not be paid since your holiday pay will already have been paid when you left your previous employer.

PUBLIC HOLIDAY FOLLOWING THE CONTRACT PERIOD

If you are not working for a new employer in the meantime, your last employer is legally bound to pay for public holidays that come after your employment contract under certain conditions;

In case of activity for a period of 15 days to less than one month one public holiday within a period of 14 days after the contract.

In case of activity for a period of at least 1 month one public holidays within a period of 30 days after the contract.

If you are in either cases, we ask you to send us a document from the ONEM / VDAB or your union certifying that you are not under contract at the time of the public holiday.

PUBLIC HOLIDAY COINCIDES WITH A SUNDAY OR A REGULAR DAY OF INACTIVITY

When a public holiday is on a Sunday or a regular day of inactivity in the company, you must recover it.

- **Option 1:** The user company has set the same replacement day for all employees. You must follow the user company's decision. If the replacement day falls at a time when you are not or no longer under contract you lose the right to reclaim that day.
- **Option 2:** The user company has not set a replacement day. You must take it before the end of your assignment and communicate it to us via the electronic service sheet.

SICKNESS

In summary:

If you fall ill, you will be entitled to guaranteed pay if:

- You have accrued over one month's service
- You send us a copy of your certificate within 48 hours of the start of your illness
- You have notified your contact at Page Personnel and your contact in the user company before **9:00 am** on the first day of illness and any subsequent days.

If you fail to meet any of these conditions, you will not receive any guaranteed sick pay and must contact your private health insurer.

Please note: If you are unable to work for more than one week, please automatically contact your private health insurer for reimbursement.

ACCIDENTS AT WORK

You must notify Page Personnel and your manager as soon as possible.

Page Personnel is obliged to send a workplace accident declaration to its insurer within 72 hours of the incident date.

TERMINATING YOUR CONTRACT

If you wish to terminate your contract, please send a written request to us by e-mail **no later than 4 pm on the Friday preceding the week in which you wish to end your assignment.**

For example: If you wish to terminate your contract from Wednesday 10 July inclusive, we must be notified by e-mail no later than 4 pm on Friday 5 July.



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