

Welcome to Randstad European Union

Good to know you

Randstad European Union

8-10 Rue des Princes

1000 Bruxelles

Tel: 02/643 47 90

E-mail: inhouse_1230@randstad.be

Randstad Belgium 00256-406-20121120



Got your contract?

Congratulations!



We wish you a lot of success in your new job at the ERCEA.

The Randstad EU Team

Today you start working as a temporary employee at the European Research Council Executive Agency and we are keen to ensure that everything goes well for you.

This guide contains all the information you may need during your employment.

We ask you to read it carefully.

If you have any question, feel free to call the consultants of the European Union department:

Tel: 02/643 47 90 or e-mail: inhouse_1230@randstad.be

What is RIS: Randstad Inhouse Services?

Certain companies always have work for a large number of temporary workers. In these cases, they can have a Randstad agency on their premises. Randstad today has 110 agencies of this type in Belgium, run by a consultant who works from a company office

The consultant organizes a 'pool' of temporary workers like you, and he or she plans well for the busy and quiet periods. What's the major advantage of these 'in-house' agencies for you? Your consultant is always at hand: you can therefore inform him or her about your expectations and wishes.

For more information, you may contact the Randstad consultants.

Before coming to Belgium

Contact always a EURES advisor in your country before leaving.

<http://eures.europa.eu>

Be sure to carry a valid passport or ID card before coming to Belgium.

In some cases, non EEA citizens need a visa before entering the country (contact your embassy for further information).

Do not forget to contact your local EURES advisor before leaving your country because there are formalities to be accomplished before departure and upon arrival in Belgium.

Arriving in Belgium

Registration procedure

When you arrive in Belgium, you must notify your presence at the municipality within 10 working days after your arrival. You must bring your passport or ID card. You will receive a specific document, called ‘presence notification’.

In principle, a “presence notification” is sufficient to stay on the Belgian territory for less than 3 months.

If you wish to stay in Belgium for more than 3 months, you must apply for registration at the municipality (Annex 19) within 3 months after your arrival in Belgium. Therefore you will need a valid passport or ID card and your “presence notification”.

You will need to specify the reason of your stay (salaried worker, self-employed, jobseeker, student, EEA citizen along with a proof of sufficient resources, member of the family of an EEA citizen).

You can obtain more information at your municipality.

Social Security

When you start to work in Belgium, you pay contributions to the Belgian social security system. Your employer must complete the necessary formalities for your affiliation except for health insurance. You must choose a mutual benefit association or register with the Auxiliary Health Insurance Fund.

Health Insurance

As soon as you have an income (employed, unemployed or self-employed), you are legally held to register with a health insurance fund (mutual benefit association or the public Health Insurance Fund).

Once registered, you will receive labels and a ‘SIS’ card (social identity card).

These documents are very important to get your expenses refunded.

Make sure to bring the European form stating that you are well register in your home country: E104 form.

Replacement income

If you are not able to work due to illness or accident, you can request a substitute income paid by the health insurance, called ‘daily allowances for illness’. Those allowances decrease in time and vary according to the working status: blue or white color employee. In certain cases the 1st day of illness is not paid by the employer nor by the insurance company. The replacement income only consists of a part of your income.

First day at work

Where should you go?

On the first day of each new period of employment, it is **COMPULSORY** to report to

Balzano Vanessa
16 Place Charles Rogier
1210 Saint-Josse-Ten-Noode

You have to go to the DG HR to get your badge.

You need to bring the following documents:

- ✓ Your contract
- ✓ Your passport/id-card (valid at least 6 months after the starting date of your mission).

Your badge will be activated/reactivated at that moment.

After going to the DG HR, you will report to your place of work.

DG HR
European Commission
Rue Montoyer 34 – 1049 BRUSSELS

PLEASE NOTE THAT AT THE END OF EACH MISSION, YOU HAVE TO RETURN YOUR BADGE.

THE BADGE IS THE PROPERTY OF THE COMMISSION AND THEREFORE HAS TO BE RETURNED.

Eating at the ERCEA

Restaurants are available for functionary and temporary employees.

Ask your DG for the address of the closest restaurant to your place of work.

Your interim contract

In Belgium there is a legal basis for the use of the different national languages in documents such as contracts, work rules...

Dutch must be used when the operating company is based in the Dutch-speaking part of the country, French in the French speaking part and German in the German speaking region.

Enterprises located in the region of Brussels-Capital must provide documents in Dutch to their Dutch-speaking employees and in French to their French-speaking employees.

Therefore, we won't be able to provide you a contract in English.

You're going to work through Randstad, a temporary work agency. Even though your assignment is temporary, your temporary work contract is not comparable to a fixed-term work contract. Temporary

work actually has its own rules, which are different to those which apply to a regular job.

The contracts are sent each week on your personal online account through extranet (Randstad website/my Randstad).

You have two possibilities to sign them:

- ✓ Via an e-id card reader : when you have an electronic identity card emitted by a Belgian commune
- ✓ Manually : if you don't have an electronic identity card, you can print your contract and send us a signed copy together with your timesheet

PLEASE NOTE NO CONTRACT, NO PAYMENT!¹

¹ Every Friday, please check your MyRandstad profile for the following week.

Sunday work

It is illegal to work on Sundays. However, certain activities are allowed (hotels, restaurants, health care institutions...). Compensation for employees who work on Sunday should be granted within the following six days.

Nightwork

It is forbidden to work between 20 hours and 6 hours.

Working hours

The working hours are from 8h30 until 17h00 with ½ h break.

This timetable is theoretical and is communicated for your information. It may be modified with your manager's agreement.

It is however **COMPULSORY** to observe the maximum of 38 hours per week and 8 hours per day.

Additional hours are not paid by the ERCEA.

Please note: When you receive a payment for a bank holiday, you should include the number of paid hours (based on the standard timetable) in the 38 hours when calculating your hours for the week.

Timesheets

What do you have to fill in?

- ✓ Your last name
- ✓ Your first name
- ✓ The working dates
- ✓ Your signature
- ✓ The signature of your head of unit
- ✓ The stamp and the signature of the Human Resources
- ✓ The number of hours really worked.

We use a decimal system (7½ hours = 7,50 in decimals, 7¾ hours = 7,75 in decimals).

You can write in hours (make sure the "h" is well mentioned) and mention the total of the worked hours.

Example: if you only work one afternoon, you will only record the hours worked that afternoon.

Special circumstances:

- ✓ In case of sickness, write an S.
- ✓ If you are taking one day holiday, write H.
- ✓ For the bank holidays, write “PH”.
- ✓ For the Commission’s holidays, write “Congé Commission”.
- ✓ For a funeral, a wedding..., write “LC”

How to fill in your timesheets?

Which exemplar do we need to have in order to do the payment?

We need to receive a validated copy of the timesheets (with the stamp and signature of the HR department). If you wish, you can make a copy for yourself.

PLEASE NOTE THAT IF ONE OF THESE FORMALITIES IS OMITTED, WE WILL NOT MAKE THE PAYMENT FOR THE HOURS WORKED.

Randstad Belgium sa - siège social Access Building - Avenue Charles Quint 586 bte 8, 1082 Bruxelles

RPM Bruxelles

siège médical interentreprise n° SPMT (SMIL): 4004/1
 Agrément: W.INT.017 - VG: 458/BUOSAP - B - AA04.053
 n° entrepreneur: 402.725.291.04.28.03

Assurance loi n°: AG Insurance 03/97.127.17TVA BE: 0402.725.291
 Allocations familiales: n° Horizon Het Gezin : Commission paritaire: 322
 Caisse de vacances: n° ONVA: 314586 ONSS: 097/0314586-51

ETAT DE PRESTATION INDIVIDUELLE/TIMESHEET

Rappel:

Par semaine: maximum 38h/s **Par jour:** 8h (demi journée = 4)
Heures supplémentaires: interdites sauf accord responsable de service validé par les RH
Congé: autorisé uniquement après validation du chef de service et obligation d'en avvertir Randstad avant la prise de congé
Maladie: avvertir chef de service et Randstad et envoyer un certificat médical dans les 48h à Randstad

Reminder:

Per week: maximum 38h/w **Per day:** 8h (half-day: 4)
Overtime: forbidden except with agreement of the service manager (validation also by HR)
Holiday: authorised with agreement of the service manager and obligation to mention it to Randstad (before taking the holidays)
Sickness: call your service manager and Randstad - you've got to send a medical attest in the 48 hours to Randstad

<p>Utilisateur/User</p> <p>ERCEA Place Charles Rogier 16 1210 Bruxelles</p> <p>n° entreprise: 0949383342</p>	<p>Intérimaire/Temporary Worker</p> <p>NOM/LAST NAME : SMITH Prénom/First Name : JOHN</p> <p>Rue n°/Road nr: 1 RUE DES LILAS</p> <p>Commune/commune: 1000 BRUXELLES</p> <p>numéro national belge/belgian national number: 99.99.99-999.99</p>
<p>Randstad Belgium sa 1230 Ris Union Européenne Rue des Princes 8-10 1000 Bruxelles 1</p>	<p>Téléphone: 02 - 643 47 90 fax: 02 - 643 47 95 E-mail: inhouse_1230@randstad.be</p>

ERCEA

Date (du-au /from-to): 07/03/2016 au 13/03/2016	Lundi/Monday	Mardi/Tuesday	Mercredi/Wednesday	Jeudi/Thursday	Vendredi/Friday	Total
Heures travaillées/ Worked Hours	8		7,5			15,5
Heures d'absence/Unworked Hours		7,5		7,5	7,5	22,5
Raison de l'absence/Reason of the absence*		S		PC	H	38

* En cas d'absence, indiquer la raison/in case of absence, please indicate the reason:
 M = Maladie / S = sickness
 PC = petit chômage / LC = Little chômage
 F = Jour férié / PH = Public Holiday
 CC = Congé Commission / CH = Commission Holiday
 AJ = absence justifiée / JA = justified absence
 C = congé / H = Holiday

Remarques/Remarks:

Date signature/ Date of signature

signature intérimaire/temporary worker

signature responsable service/service manager

Signatur & Cachet/Stamp RH

Transmission à Randstad: à envoyer par courrier interne (accompagné d'un exemplaire du contrat signé - sauf si signé via signature électronique) ou chez Randstad
 Transmission to Randstad: to send by internal post (with a signed contract except if you use e-signed contract)

Adresse/Address poste interne/internal post: Randstad -MO 3406/100 - Rue Montoyer,34,1049-Bruxelles
Deadline: mardi/Tuesday: 12.30 chez Randstad ou à la rue Montoyer (by Randstad or rue Montoyer)



How can you hand your timesheet and contract to us?

You need to give your timesheet on Friday to Mrs Vanessa BALZANO.

We ask you to submit your contracts weekly.

When are you paid?

You are paid on the Friday following the week worked.

The payment will be made on the bank account that you have indicated before starting to work.

Example:

If you work from Monday 6 September to Friday 10 September, you will be paid on Friday 17 September.

If a public holiday falls during the week of payment, payments can be deferred for one day.



Please note

In order to pay you for the hours worked, we must have received your timesheets, signed and stamped by the ERCEA, before the Tuesday 12h30 following the week worked.

Example:

If you work from Monday 6 September to Friday 10 September, we have to receive your timesheet before 12h30 on the Tuesday 14 September.

When do you receive your salary slip?

Your salary slip is sent to you by extranet on your online profile the week that follows your working hours.

What if your timesheet reach us after this deadline?

You will be paid one week later.

Example:

If you work from Monday 6 September to Friday 10 September and give in your timesheet after 14h00 on Tuesday 14 September, you will be paid on Friday 24 September.

What do you earn at the ERCEA?

1. Salary : your salary depends on your position and it will be communicated when you start working

Gross Salary	<u>Level I</u> : 12,91€/h Level II: 16,33€/h Level III: 18,62€/h Level IIIs: 22,04€/h
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2. Holiday pay: your weekly salary includes 15,34% of your holiday pay.

It's divided as follows: your holiday pay is 15,34% of your net salary, which means 8% for the single holiday pay + 7,34% for the double holiday pay.

3. End year bonus: to be entitled to this bonus, you must have worked at least 65 days for one or more temporary employment agencies during a reference period running from the 1st of July of last year to the 30th of June of this year. The bonus is 8% of the net average salary earned during the reference period. It is awarded by the Social Fund for Temporary Employees.
4. Transportation costs: you are entitled to a contribution for your transport costs. They're calculated on the basis of the number of kilometers travelled between your home and your place of work. This contribution will be 60% of the cost of a season ticket.

What you need to do in the case of...

Absence:

If you are unable to go to work or if you think you will be late, you must advise Randstad and the ERCEA as quickly as possible at the following numbers:

- ✓ Randstad: 02/643 47 90
- ✓ ERCEA : you're head of unit or your colleagues

Illness:

Advise both Randstad and your DG immediately, even before visiting your doctor.

After visiting your doctor, call us again to inform us as to the likely duration of your illness.

Ask for **a medical certificate**. One copy must be sent to Randstad within 48 hours, the original to your mutual insurance company within the same period according to your seniority.

Please note that, in accordance with the law on the temporary work, a break of at least 7 days calendar between two contracts brings your seniority to zero.

Besides, you must become affiliated to a mutual insurance company of your choice.

Accident at work or on the way to work:

Advise a consultant from the EU department immediately as well as your head of unit in the ERCEA. We will fill in an accident report form with you within a maximum of 24 hours. If the accident happens on the way to work, try to get the names of two witnesses if possible.

Help needed with your household?

You can arrange yourself free time for what really matters. After a busy day at work, you will return to a tidy, freshly cleaned house.

Our helpers are professional and devote themselves to their work.

They can do the following tasks:

- ✓ Clean the house from the cellar to the attic
- ✓ Daily shopping
- ✓ Laundry and ironing
- ✓ Small sewing jobs
- ✓ Meal preparation

These services cost only 9 euros per hour are tax deductible (up to 30%).

Ask for your Randstad housekeeping service [online](#) or call 0800 30 130 for free.

You can also contact us by e-mail titres-services_bruxelles@randstad.be

Holiday legislation

Annual holidays

The number of holidays depends on the number of working days of the previous working year.

If you work a full year, you are entitled to 20 (24) days in a 5 (6) days working week.

You will receive holiday allowances for these holidays directly with your weekly payment.

Leave attestation

It will be issued during the first quarter of the year following your assignment. This attestation must be given to your current employer and will enable your leave to be calculated. If you need this attestation sooner, let us know: we'll give you a temporary form.

Public holidays

The following 10 public holidays prescribed by law are guaranteed to temporary workers:

New Year's Day (1 January) – Easter Monday – Labour Day (1 May) – Ascension – Whit Monday – Belgian National Day (21 July) – Assumption (15 August) – All Saints Day (1 November) – Remembrance Day (11 November) – Christmas Day (25 December).

When one of these days falls on a Sunday or a usual day of inactivity in the company, it is replaced by a working day, in accordance with the arrangements laid down in the law.

As regards the replacement of a public holiday which falls on a Sunday or a usual day of inactivity, it is the provisions of the user that apply.

Tax system

People living in Belgium are charged on the total income.

Non-residents are charged on their acquired income in Belgium.

An amount of the salary is deducted at the source by the employer. This professional deduction at source is a tax payment in advance.

Tax rates vary by tax brackets from 18 up to 35 %. Various reductions are possible: e.g. tax deduction for dependent children.

It is calculated automatically by the state based on the worker's situation. For more information on the exact percentage you'll have to pay do not hesitate to contact an accountant or the financial ministry.

Tax declaration

Every tax payer must annually fill in a declaration of all incomes of the past year before the end of June.

The temporary workers who live in Belgium will receive by post, as the other Belgian residents, a « fiscal declaration »

In order to be able to correctly complete your tax declaration, you need a salary statement: 281.10 salary statement. This is actually a list of everything that you earned in the previous year and everything that was deducted. This official document will be sent to you automatically in the course of the year following the year in which you worked. Well in time for you to complete your declaration.

If you have a Belgian ID card, it's possible to submit your taxes online on the website: www.taxonweb.be.

The Ministry of Finances will analyze your financial situation with your declaration and will send you another letter to inform you that:

- ✓ You haven't paid enough taxes and that you will have to pay an amount to the state
- ✓ You've paid too many taxes and that you will get money back
- ✓ You've paid enough taxes and that it's in order

What you have to do if you're leaving the country?

Example: You've worked from January 2014 till May 2014 and you're leaving the country in July 2014.

You don't have to wait for the submission of the tax return in 2016; you can directly submit your revenues of 2015 to the Ministry of Finances in order to close your file before leaving the country.

Therefore you can contact the tax office (« Bureau de taxation ») to ask for a special submission:

Contrôle Bruxelles Etranger FINTO

Bld du Jardin Botanique 50, bte 3424, 1000 Bruxelles

Tel :02 576 84 50

contr.cd.bruxelles.etr@minfin.fed.be

For further information, you can call the contact center on the

Tel: 02 572 57 57 (working days from 8.00 till 17.00)

or consult the website:

http://finances.belgium.be/fr/particuliers/declaration_impot/

Will your contract be extended?

The ERCEA sends us the list of the contracts that are extended on the last working day of the month. Therefore your contracts are available on your profile from the first working day of the month, from 08h00.

Remember: the 1 month break is compulsory 6 month after your 1st working day.

The badges are valid:

- ✓ Until June 30th for the mission starting between the 1st of January and the 30th of June
- ✓ Until the 31st of December for the mission starting between the 1st of July until the 31st of December.

In order to renew your badge, the 1st working day you need to go to DG HR (rue Montoyer, 34), where the security department will have a list of all temporary workers of whom the contract has been extended.

Do not forget to bring your contract and your identity card.

It's not necessary to come to the DG HR or to our agency before the 1st day of the month because no confirmation of the extension of the contract will be made.

What happens when your temporary contract ends?

If you are available for other employments within the ERCEA or elsewhere, do not hesitate to talk to us: together we can review the different options that are open to you.

You can also:

- ✓ Update your online profile
- ✓ Update a new cv
- ✓ Send us a mail with your availabilities and your new cv

If it's your month break, please contact us 3 weeks before the end of your break.

We send the list of candidates every month and we could therefore add your cv.

Please do not forget to inform us about

- ✓ Any change in address so that we can send you your documents
- ✓ Any change in your personal data (marital status, children to your charge, bank account number, ...)

If you want to apply for unemployment benefits, you must:

- ✓ Register as jobseeker maximum 8 day after your last working day. You will receive a certificate of registration as a job seeker that you have to give to your Trade union.

Please contact the public employment service in your area:

LE FOREM in Wallonia

ACTIRIS in Brussels

VDAB in Flanders.

- ✓ Ask us to send you c4 at home.
Please not that in order to do so we must have encoded all your timesheets. All you need to do is: enclose a note with your last timesheet and we shall send it to you immediately by post to your home address
- ✓ Bring your jobseeker registration form and your C4 form to your Trade Union or the CAPAC.

Before you leave Belgium

Do not forget:

To return your residence permit to the local authorities

If registered, to sign off at the public employment service

To sign off at the health insurance fund (mutual benefit association)

To contact the tax authorities

To ask for a U1/E301 form (to Onem) in order to open your rights to unemployment benefits in your country.

Further questions?

Do not hesitate to contact us. We shall be pleased to help you.

Randstad – European Union

Rue des Princes, 8-10

1000 Brussels

Tel.: 02/643 47 90

Email: inhouse_1230@randstad.be