



*Bicsma*

---

## **BICSMA'S STAFF REGULATIONS**

# Table of Contents

- 1. Document features..... 3
  - 1.1 Custodian contact details..... 3
  - 1.2 Reviews..... 3
  - 1.3 Paragraph list..... 3
  - 1.4 Distribution list..... 3
- 2 Staff regulations ..... 4
  - General ..... 4
  - Working hours and breaks ..... 4
  - Personal appearance..... 4
  - Company clothing..... 5
  - Behaviour, privacy and treatment ..... 5
  - Work Instructions ..... 5
  - Commuting, parking..... 5
  - Opening of the office..... 5
    - Visitors..... 5
    - Use of the public spaces ..... 6
    - Handling material ..... 6
    - Locking the office ..... 6
    - Personal protective equipment (PPE) ..... 6
    - Smoking ..... 6
    - Duty of identification..... 6
    - Emergency situations ..... 7
    - First aid and extinguishers..... 7
    - Alcohol, drugs, and other stimulants ..... 7
    - Policies regarding sexual harassment, aggression and violence..... 7
    - Private use of Internet and e-mail..... 7
    - Training..... 8
    - Registration of working hours ..... 8
    - (Semi) accidents ..... 8
    - Health and safety service ..... 8
    - Illness..... 9
    - Visit to a dentist, GP or specialist..... 9
- Activities matrix..... 9

- Predominant tasks..... 9
- Contacts..... 10
- Education..... 10
- Job requirements ..... 10
- 3. Terms of employment ..... 11
  - 3.1..... 11
  - 3.2..... 11
  - 3.3..... 11
  - 3.4..... 11
  - 3.5..... 11
  - 3.6..... 12
  - 3.7..... 12
  - 3.8..... 12
  - 3.9..... 12
  - 3.10..... 12
  - 3.11..... 12
  - 3.12..... 13
  - 3.13..... 13
  - 3.14..... 13

# 1. Document features

## 1.1 Custodian contact details

Name:

Location:

Telephone:

E-mail:

URL:

## 1.2 Reviews

Date of most recent review:

Date of next review:

Date	Author	Version	Modifications

## 1.3 Paragraph list

Name	Function	Role	Date	Paragraph

## 1.4 Distribution list

Name	Function	Role	Version	Medium/ format

## 2 Staff regulations

### General

Bicsma applies regulations that are necessary to safeguard the collaboration with its staff. In accordance with the Working Conditions Act, every employer is responsible for the safety, health and well-being of the staff and third parties in the organisation's vicinity. Co-operation and consultation between the employer and the employees is an important requirement in this context.

This is why Bicsma has a set of staff rules and regulations. In this document some important focal points have been laid down formally. The staff regulations are inextricably linked with the arranged labour agreements and form part of the terms of employment.

Read this document through carefully. The rules stated in the internal regulations apply to employees, trainees, temporary personnel and other staff working within Bicsma.

Bicsma counts on its employees' collaboration and expects them to do everything in their power to fulfil their tasks within the organisation in the best and most honest way possible. If at some point employees believe that they have to diverge from these rules and regulations, they are required to do so in consultation, and with the approval of their manager.

If employees have any additional questions or if they want some more information, they can contact the HRM department.

### Working hours and breaks

The opening times of Bicsma's offices are from 08:00 – 21:30 hours. In principle, the working hours are based on the 40-hour work week, as laid down in the individual labour agreements of the employees. The board attaches great value to an early start in the morning. Especially those working in shifts are required to be productive during all working hours. This means that they have their coffee prior to the starting-time mentioned. The breaks take place in the canteen. Food brought to work is kept in the refrigerator or a locker, the latter being available for each employee. The lockers are not individual, so no personal items can be kept at the work place. During working hours items such as clothing and bags have to be put in the locker.

### Personal appearance

The employees execute their tasks in clean clothes. They have to make sure that this is done during the entire day, for example by changing shirts or overalls whenever necessary. The employees at the office must dress in a decent manner. Bicsma's production employees receive company clothing that they have to wear on the work floor.

## **Company clothing**

The company clothing made available is cleaned by Bicsma and collected in the washing baskets in the dressing rooms. The clothing has to look tidy and well cared for (clean) without holes or other imperfections.

## **Behaviour, privacy and treatment**

The staff have to avoid indecent behaviour. Based on the norms and values applying to this issue, the employer will correct an employee whenever necessary.

## **Work Instructions**

The staff have to follow – for as far as possible - the oral and written instructions given by the employer to the best of their abilities. Possible disputes can be reported via the organisation's complaint procedures.

## **Commuting, parking**

Employees have to travel to the work place using their own transport, receiving a reimbursement as prescribed by law or as agreed upon in the labour contract. For travelling between Bicsma's locations, employees have to use their own transportation. Since these distances are relatively short, no reimbursement is granted for travelling back and forward between Woerden 1 and Woerden 2. For travelling between Woerden and Breukelen there is a fixed reimbursement of €3,50, regardless of the route taken.

## **Opening of the office**

The first person present in the morning puts off the alarm. Some employees are permitted to work at the office outside working hours. Those who are authorised to do so will receive instruction about the procedures to be followed, as well as information on their obligations and responsibilities. When it is icy in the winter, the employees from the logistics department have to sprinkle salt on the parking space in front of the office.

## **Visitors**

Visitors have limited access to the office, and only with the approval of the plant's management. They have to carry a pass handed out by the management's secretary. Visitors of the plant are given special recognisable and protective clothing.

## Use of the public spaces

The spaces in Bicsma's low-rise buildings are used for representation purposes. It is therefore important that these rooms are always clean and tidy. This means that no storage of products is allowed here, while during working hours outside the official breaks the area is off-limits for the production staff.

## Handling material

The organisation provides materials required for both the execution of the tasks and for personal protection. These materials should be treated in such a manner that neither damage nor wear and tear occur. If for whatever reason the material is impaired or if there are visible signs of wear and tear, this needs to be reported immediately to the person responsible, so that the appropriate measures can be taken.

## Locking the office

The last person present:

- checks whether all windows and doors are locked;
- checks whether all computers have been shut down;
- checks whether all lights are out and the sun screen is up;
- puts on the alarm when leaving the building.

## Personal protective equipment (PPE)

Whenever personal protective equipment is necessary for specific activities, Bicsma will provide these means. The employees must use this equipment. Not using or wearing PPE at places where this is required can lead to sanctions, varying from official warnings to immediate dismissal.

## Smoking

In accordance with the amendment of law dated 1 January 2005, it is prohibited to smoke at the workplace. This also applies to smoking in toilets, canteens, etc. It thus means that within the buildings smoking is no longer allowed. The smokers among us can practise their habit outside, where ashtrays have been placed. Cigarette butts must be disposed of in these trays and not on the street.

## Duty of identification

During working hours all employees must be in possession of their identification. They therefore have to carry a valid passport, a driver's license or an ID-card with them. Since the employer has to have a copy of the staff's ID, each employee has to provide the management with a new copy every

time his/her identity papers (passport, tourist card or ID-pass) are renewed. To enable the employer to check the copy's authenticity, it needs to be made at the office by the HR-staff member responsible for this task. Employees from outside the EU have to provide the employer with a copy of their working permit. Employees are not allowed to enter the work floor if the copies of these documents are not in possession of the employer.

## **Emergency situations**

Hopefully it will never happen but accidents can occur at any time. With respect to emergencies, Bicsma has several measures in place. It has its own emergency response team which in the case of a crisis functions as the first point of contact and carries out co-ordination activities. This implies matters such as calling the emergency service or giving directions with respect to evacuation of the building. Employees must follow the instructions of the emergency team. Furthermore, at several places fire extinguishers have been placed. Make sure to keep these free from obstacles, do not store items in front of them, and do not cover them. This also applies to the emergency exits.

## **First aid and extinguishers**

Each workplace always has a first aid kit. They are placed at several spots. Make sure that you know where you can find them, so that you do not have to look for one in the event of an emergency. Report the use of a first aid kit to the secretary, so it can be refilled immediately. The fire extinguishers have to be checked yearly, after which they are given a label with the next date of inspection.

## **Alcohol, drugs, and other stimulants**

Employees are strictly prohibited to perform their tasks under the influence of stimulants, such as alcoholic drinks and drugs. It is also forbidden to bring stimulants to the workplace. If this rule is violated, the employer will take the appropriate measures, varying from temporary suspension to immediate dismissal. In the case of medicine use, take note of possible side effects. Inform the employer if you use specific medicines, so that in the case of a calamity proper action can be taken.

## **Policies regarding sexual harassment, aggression and violence**

Aggression, violence, discrimination and sexual harassment against colleagues (both verbally and physically) are forbidden and will be punished with a sanction. This sanction entails a temporary suspension followed by a meeting with the board and a record in the employee's personnel file. If the offence is repeated, the employer has the right to dismiss the employee.

## **Private use of Internet and e-mail**

Within Bicsma's line of work the use of Internet and e-mail is indispensable. It is therefore undesirable if the employer's time is taken up by private use of these means. Employees are meant to work in this organisation and not solve their private issues. This is why the use of social media and



the visiting of websites are only allowed during breaks. Also note that visiting erotic, pornographic or gambling-related sites is prohibited. If this rule is violated sanctions will be imposed. In the most extreme case, this can lead to immediate dismissal. And while it may initially seem innocent or even funny, it is also not allowed to forward or send emails that are hurtful. Apart from the space used by these emails on Bicsma's network, all of them automatically include the organisation's name. And Bicsma does not want to be associated with these matters. To prevent abuse in this respect, the board will therefore perform regular checks. In carrying out this measure, however, the employees' privacy will not be breached.

## **Training**

To enable employees to continue to perform their jobs at a sufficient level, they are expected to maintain their expertise through training. Courses and training programmes that promote employees' job performance can be funded by the employer. The degree to which the costs are compensated is determined per case, while for each case an individual training arrangement is made.

## **Registration of working hours**

For an adequate administration of the work executed, the timetables have to be updated on a daily basis. Overtime can only take place via the approval of the manager directly responsible. Overtime sheets must be handed in to the manager no later than three days after the overwork has been done.

## **(Semi) accidents**

The employer is obliged to communicate any health or safety hazards in a timely manner. Furthermore, dangerous situations should be indicated or marked clearly. In the case of an accident, the employee has to report the event immediately to the manager directly in charge. Semi accidents must also be reported instantly to the one responsible. Moreover, the evaluation of semi accidents can prevent real accidents in the future! Whenever an accident has occurred, the employer must cooperate if an investigation is launched.

## **Health and safety service**

The employer is responsible for absence guidance and must create the opportunity for health inspections. Regarding these matters, arrangements have been made with a certified health and safety service. In the case of physical complaints, the employee is requested to contact a general practitioner as soon as possible. The employer likes to see that physical ailments due to work are discussed so that appropriate measures can be taken. In order to diminish or avoid these complaints, the aides made available have to be used to a maximum.

## Illness

In the case of illness the employee is expected to notify the employer at the first day of absence. In connection with the planning of the activities, sick employees are asked to indicate as soon as possible when they think they can resume their work. The employer delegates the tasks of supervision and guidance to the health and safety service. The employee must attend the medical consultations and inspections. The sanction for not doing so is that the employee is held accountable for the costs. The employee has to co-operate actively in a quick recovery and is not allowed to engage in activities that can have a negative influence on his/her recuperation. During the time of illness, the organisation has to be provided with the address where the employee is staying.

## Visit to a dentist, GP or specialist

Visits to a dentist or GP are only approved in the case of strict urgency. Employees are expected to make these appointments either early in the morning or late in the afternoon. After the appointment has been made, the employee must submit his/her request directly to the manager. Parttime employees have to plan these meetings in their own time.

## Activities matrix

An activities matrix can be found below as an example.

- Name of function: Engineer
- Organisational level: Falls under the ICT manager
- Reports to: Manager ICT
- Is reported by: All employees
- Gives supervision to: does not give supervision
- Is basically responsible for: The co-ordination, the quality, and the quantity of the activities to be executed.
- Authorised tasks: Independently performs Bicsma's policies within the general directives as stipulated by the board. Gives directions and advice to employees. Requests and gives user information (when asked and otherwise).

## Predominant tasks

- Provides the employees with basic guidance and coaching while stimulating their independence. Takes care of the preparation, co-ordination and execution of Bicsma's activities in accordance with the arrangements, directives and working methods, and occasionally performs supporting tasks.
- Guards and assesses the quality of the daily production and service provision, adjusts them if necessary and discusses deviations and bottle-necks with the ICT manager. Takes care of the execution of the policies formulated within the department for personnel, training, health and safety, and environment.

- Advises the ICT manager when asked or otherwise about the continuation and improvement of the quality of the services and production, offers suggestions for optimising the business processes and logistics.
- Commissions third parties within the frameworks defined.
- Maintains the structures of communication and the provision of information.
- Contributes to all processes by participating in the development of programme requirements in the field of ICT.
- Informs clients and employees; makes sure that in the case of divergencies or calamities the persons involved are warned in time.

## Contacts

- Internally: all employees
- Externally: relations, suppliers and external parties

## Education

- Level of education: Higher Vocational Education-ICT
- Vocational training required: none
- Additional training: none

## Job requirements

**Knowledge:** Is able to manage data that are relatively rare, and determine how they are related to the tasks at hand. Possesses, or knows how to gather knowledge of working with ICT-systems which are currently used or will be used in the future, and has the skills to make these systems function in an optimum manner.

**Independence:** this function requires a large degree of independency. The employee must be able to make choices and decisions, also if the results cannot be assessed in advance. Must be able to make quick decisions. Is capable of judging both one's own work and that of colleagues. Can take suitable measures.

**Social skills:** is able to interact tactfully with colleagues and third parties. Is able to create a team spirit function as an example how to be pro-active and customer-oriented. An attitude focussed on service provision is of the utmost importance in this context.

**Risks and responsibilities:** considerable chance of small damages, small chance of large damages.

**Expression skills:** possesses good verbal and writing skills in Dutch and English.

**Physical skills:** no requirements are made as regards physical skills

**Attentiveness:** there are prerequisites in terms of attentiveness and accuracy with respect to stagnations, derivations and incorrect information provision.

Other function requirements: high requirements are made as regards systematic thinking, orderliness, and hygiene. Is representative.

Inconveniences: Pressure when solving problems that cause stagnation of the production may lead to tension.

### 3. Terms of employment

Bicsma's employees are offered a contract for a definite or indefinite duration. Depending on the form, terms of employment are formulated which are always based on the following general regulations of employment.

#### 3.1

**1.1:** The employee will be employed by the employer beginning [date] on the basis of an employment agreement for [indefinite/definite] duration.

**1.2:** In the case of a contract for definite duration, the agreement will remain in effect for a period of [number of months] and will end automatically on [datum].

#### 3.2

**2.1:** The employee is employed in the position of [name function]. The activities are carried out in the production spaces of Bicsma N.V. The employer and the employee have come to the agreement that the latter works for a total of [number of hours]. The employer and employee have also agreed that these hours are flexible.

#### 3.3

**3.1:** The first month of the employment is a trial period according to article 7:652 of the Dutch civil code.

#### 3.4

**4.1:** The employment agreement can be terminated in between by both parties towards the end of the month with a term of notice period of one month in line with the Dutch legal requirements.

#### 3.5

**5.1:** The basic annual salary is € [Amount] gross per month starting [Date]. The salary is paid by the employer always before the end of the month.

**5.2:** The employee will be reimbursed € 0,19 per kilometre for travel expenses, provided that he/she shows a travel declaration. The maximum amount is in accordance with the net reimbursement as stipulated by law.

### 3.6

**6.1:** The employee is entitled to 20 holidays per year in the case of a full working week of 40 hours. The number of holidays to which one is entitled is proportional to the duration of the employment during the calendar year.

**6.2:** In addition, the employee is entitled to a maximum of 5 non-statutory holidays.

**6.3:** Moreover, the minimum number of leave days that can be taken is two, while only three weeks of holiday can be taken uninterruptedly.

### 3.7

**7.1:** The holiday allowance is 8% of the gross basic annual wage, calculated over the period of 1 June of any year up to and including 31 May of the next subsequent year. The allowance is paid in the month of May.

**7.2:** The entitlement to holiday allowance is based proportionally on the duration of employment.

### 3.8

**8.1:** In the case of illness the employee is entitled to a payment of 70% of his/her gross basic wage for a maximum of 104 weeks.

### 3.9

**9.1:** The employee will participate in the employer's pension scheme. The sum made available by the employer will be deployed to ensure a pension allowance on the pension date and an exemption from the payment of labour disability premium. If applicable, there is an additional pension for the surviving spouse, including the related guarantee of exemption from labour disability premium. The employee has the possibility of paying an additional premium amount. These issues conform the pension scheme.

### 3.10

**10.1:** During the employment and after its termination the employee must maintain secrecy towards third parties about any knowledge, information or data on the employer, company's affiliated to the employer or business relations of the employer, which have come to the employee's knowledge by reason of his/her employment, and whose secrecy has been stressed by the employer, or regarding which the employee can reasonably presume that they are of a confidential nature.

**10.2:** Non-compliance of the secrecy agreement of article 10.1 will result in the termination of the employment, whereby per incident both during the employment and after its termination a directly collectible fine of € 500 per day is to be paid by the employer, while the employer's right to payment of the actual damage incurred remains unabated.

### 3.11

**11.1:** Here the Collective Employment Agreement of the soft drink industry applies.

**11.2:** The employer conforms to the conditions as stipulated in the latest version of the Personnel Regulations of Bicsma N.V. The Personnel Regulations form an inseparable element of this labour contract.

### **3.12**

**12.1:** Unless the employer has granted a written consent to do so, the employee will not perform activities alongside his/her position, neither for third parties nor for him/herself.

**12.2:** The employer will not in any case grant consent and, if already given, reserves the right to withdraw this consent in retrospect if the activities • are competitive for the employer and/or the affiliated companies; • are incompatible with the employee's function; • put too much physical and/or mental pressure on the employee in combination with his/her own function; • harm the interests or good name of the employer and/or the affiliated companies.

### **3.13**

**13.1:** Regardless of their nature, all materials and written documentation made available to the employee, either via the employer or via affiliated companies, are and shall remain the property of the employer.

**13.2:** At the termination of the employment, or much earlier if this is desired by the employer, these items must be immediately returned to the employer.

### **3.14**

**14.1:** In the case of illness the employee must inform the company before 08:30 a.m. by contacting the Human Resources department in Breukelen.

**14.2:** The employee will state that the employer has provided him/her with: a copy of the labour contract signed by both parties plus a copy of the internal regulations of Bicsma B.V.

