



TEMP MANUAL

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CONTACT

WELCOME TO ACTIEF HARTMANNS

With this temp work manual we welcome you to Hartmanns. The manual contains information on practical matters that apply in connection with temp employment with Hartmanns.

ABOUT ACTIEF HARTMANNS

Actief Hartmanns is a Nordic consultancy in the job market with international partnerships around most of the world. We collaborate with 6,000 Danish and international organizations, municipalities and job centres annually. Furthermore, we meet 30,000 candidates face to face each year.

Actief Hartmanns covers all of Denmark with 12 offices nationwide.

TEMP WORK WITH ACTIEF HARTMANNS

When you work as a temp for Actief Hartmanns we are your employer. We pay your wages and function as any other normal employer.

Being a temp in Actief Hartmanns gives you freedom to choose, when you want to work. When you register in Actief Hartmanns' candidate bank, we help you keep an eye on the job market. You will be contacted when the right job shows up. Naturally, you

are also welcome to contact us, if we post a position that you find interesting. In this case, you apply directly for the position in question.

We arrange work to more than 14,000 temporary jobs annually. We compose temporary jobs based on your needs, wishes and qualifications. Your employer is Actief Hartmanns and we ensure that you receive your salary, holiday pay, Danish labour market supplementary pension etc. – in time.

As a member of the Federation of Staffing Agencies in Denmark, naturally we have working conditions under control, and we always follow existing agreements and legislation. In other words, you are in safe hands.



Our mission is *"To create winners at the modern labour market with passion"*

- > To contribute to a better labour market
- > To make the job contribute to the meaning of life for everyone



OUR TEMPS ARE OUR AMBASSADORS

Our temps are our ambassadors in the companies. We have continuous assessments with you about the temporary job, just as you are always free to contact your consultant in Actief Hartmanns. It is important to us, that you thrive in your temporary jobs.

We have temporary jobs in all of Denmark and within many business sectors. We experience, that many of our temps are affiliated to us in several years and various temporary jobs.

GENERAL INFORMATION

WHAT DO A TEMPORARY WORKER DO?

Every day you meet our temporary workers at reception desks, finance and HR departments, stores, behind the wheel, in the phone, in a storehouse or in the production at a large part of Danish companies and organizations.

WE DO NOT DO DISCRIMINATION

We assess our candidates equally no matter their age, gender, ethnic origin, social relations, or political views etc.

WORKING HOURS

When you work as a temp, the working hours may vary a great deal. In the beginning, you may be offered day to day temp work and as minimum four hours per shift. These temporary jobs will often be prolonged and may lead to 37 hours work per week or perhaps a Try & Hire process with possibility of a fixed position. If you wish so, you may also be offered evening, night and weekend work.

ASSOCIATION AGREEMENT

Before your first temporary job, we will enter an association agreement. Subsequently you will receive digital work confirmations on each individual temporary job.

The work confirmations will contain information about the workplace, address, start- and end time, together with information about salary and the collective agreement for the temporary job.



WHEN YOU SHOW UP AT THE WORKPLACE

Show up in time – introduce yourself – inform the workplace that you come from Actief Hartmanns. In the event you are delayed due to traffic or other matters, it is very important that you contact the workplace (or Actief Hartmanns) to inform them that you are on your way. When you work as a temp you should always have a presentable appearance.

SECRECY

You are bound to observe professional secrecy regarding internal matters that may come to your knowledge at Actief Hartmanns as well as the companies where you work as a temp.

ALCOHOL & INTOXICANTS

Consumption of alcohol, intoxicants or drugs during working hours is strictly forbidden and implies immediate expulsion from the workplace and from Actief Hartmanns.



THEFT

Theft from the workplace will be reported to the policy and will result in immediate expulsion from the workplace and from Actief Hartmanns.

SECURITY

You should always comply with the rules of the work place with regard to safety, clothing, smoking breaks, etc. If you are in doubt about the safety rules at the workplace, please take contact to the daily safety manager/HSE at the place of work.

EMERGENCY PREPAREDNESS

In general, we recommend that you make yourself familiar with the emergency procedures at the place of work in the case of accidents, fire and personal injury. So when you show up at the workplace, please check where you will find:

- > First aid equipment
- > Fire-extinguishing equipment
- > Heart starter
- > Emergency assembly area
- > Escape routes.



Typically, there will be a lay-out drawing in which the location of the above are marked – you will frequently find that at entrances, in the staff canteen or at common areas.

ILLNESS & ABSENCE

ILLNESS

If you get ill, always call Actief Hartmanns on:

+45 70 20 03 83.

The office's opening hours are from 06:00 to 17:00, where you can get in contact with a consultant. Notice of illness must be reported by phone - never text message or e-mail. If you work evening, night or weekend, you will get a 24-hour service number you can call – notice of illness shall be done 2 hours before shift start.

Remember to call us - every day

It is important, that you call us every day of your period of illness, as we inform the company you work at, that you are ill.

You must report fit for work at the latest at 14:00 the day before you go back to work.

Actief Hartmanns has the right to obtain a medical certificate from your doctor. Furthermore, Actief Hartmanns will send you a solemn declaration, which you must sign and send back to us.

Compliance with the above-mentioned rules is a requirement for being paid a compensation for illness if you are entitled to that – please see section about Sickness benefit.

SICKNESS BENEFIT

You will be paid compensation for illness in accordance with existing statutes.

If you have been employed by Actief Hartmanns in more than eight coherent weeks and during this period have been employed in a minimum of 74 hours, you will be paid compensation for illness from Actief Hartmanns.

If you have worked for less than 8 weeks, you will be paid compensation for illness from the municipality you live in if you are entitled.

Compliance of above-mentioned rule is the condition for getting paid compensation for illness from Actief Hartmanns.

HOLIDAY

Please inform your consultant at Actief Hartmanns of your holiday plans. This is done by logging in at [Candidate web](#), go to the calendar and submit your holiday. Then you will be listed as “unavailable” in our system, so we won't disturb you during your holiday.

WORK-RELATED INJURIES

In the unfortunate event that you are injured during working hours, you are covered by the liability and occupational injury insurance of the place of work that will report the incident to the industrial injury insurance. Remember also to inform Actief Hartmanns, if you get a work-related injury.

SALARY & REGISTRATION OF HOURS

Our experienced salary specialists guarantee, that you get the right salary on time.

REGISTRATION OF HOURS

The time sheet forms the basis of all salary payments. Please register your hours online at [Candidate web](#) in order to receive your salary. You can register your completed hours 24 hours a day. In addition, you will find a

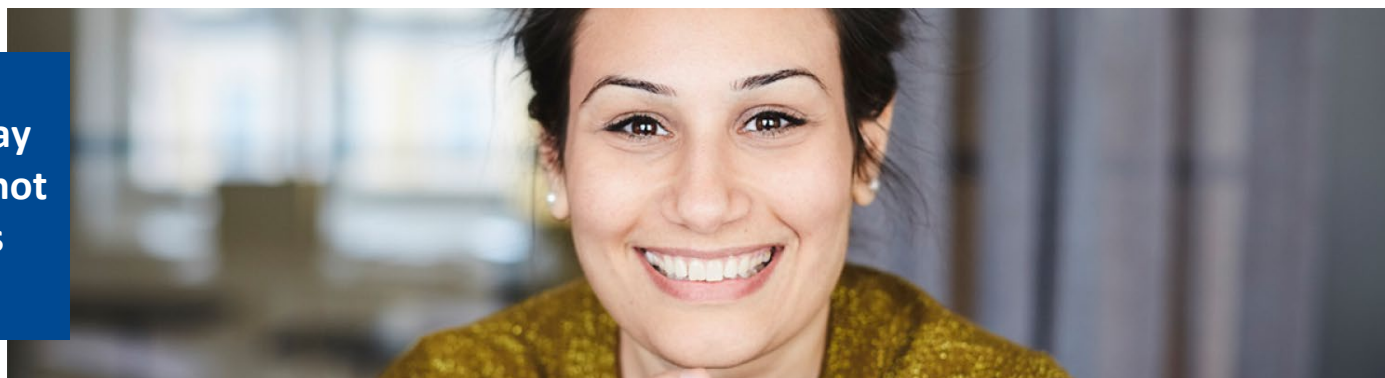
guide on how to register your hours correctly at the home screen of [Candidate web](#).

It is important that...

- > You register and approve the number of hours you have worked as a temporary worker no later than **Monday 8 o'clock** the week after the job is done.
- > The earliest time you can approve your timesheet for the week concerned is Friday at ten o'clock. If your agreed work schedule includes weekend work, you do not approve your hours before the end of your last workday of the week concerned.
- > Hour registration is approved each week, no matter the duration of the temporary job.
- > If you do not register your hours in time, the hours will be disbursed to the following salary payment.

Please note! You shall register hours on multiple timesheets online, if you have several different temp jobs during the same week or have many day to day temp jobs.

Registration of hours, pay slip and holiday pay are not as difficult as it sounds



SALARY

Salary payment is on Fridays in odd weeks and is calculated based on the keyed in registration of hours. The company, where the work is done, must approve the hours. Your salary is paid in arrears for your past 14 working days.

PAYSLIP

Your pay slip will be accessible through your [Candidate web](#), and will be there no later than the time of payment.

HOLIDAY PAY

Holiday pay will be paid to Feriekonto. Holiday pay amounts to 12.5 % of your gross wages. You accrue holiday pay in the calendar year from 1st January to 31st December. You must take your holiday during the holiday year starting 1st May and ending 30th April in the following year, where you can apply for getting your holiday pay disbursed. If you have further questions regarding holiday pay, or disbursement of these, please refer to [Borger.dk](#).

BANK AND TAX DETAILS

Actief Hartmanns receives all your tax details electronically directly from SKAT. You yourself are responsible to make sure that the wage tax card (A card/ B card) that is available at SKAT during the wage period is valid.

If you did not inform Actief Hartmanns of your bank details at the interview, you shall login to [Candidate web](#) and register your bank details. Please make sure that this is done before approving your first timesheet.

FREE-CHOICE ARRANGEMENT

If you are working subject to a collective agreement that entitles you to a free choice arrangement, you will accumulate the percentage given by the agreement of your holiday entitled wages. The amount is deposited along with your payment in June and December. Payment will take place regardless of whether you are working or not.

PENSION

If you have previously contributed to an occupational pension scheme, you are entitled to a pension from Actief Hartmanns when performing work covered by the collective agreement, without further requirements for earning hours in advance. In this regard, we need you to fill out a pension declaration, which you should send to us along with documentation. You can find the pension declaration via this link: <https://actief-hartmanns.dk/public-files/PensionserklaeringEngelsk.docx>

The form shall be submitted to ugesedler@actief-hartmanns.dk, attached documentation in the form of previous pay slip.

FIRST & SECOND UNEMPLOYMENT DAY (G DAYS)

In order to be entitled to first and second unemployment day you have to be unemployed, member of an unemployment fund, be entitled to receive unemployment benefits and have worked 74 hours via Actief Hartmanns within the past four weeks.

Secondly, you are not allowed to be sick, be on holiday, have refused a job offer, or take on other work during these three days.

If you are entitled to G days, please take contact to your consultant at Actief Hartmanns who will make sure you receive a form for you to fill out. Please return the form to Actief Hartmanns' accounting department at ugesedler@actief-hartmanns.dk.

ACTIEF HARTMANNS' CANDIDATE WEB

As a temp with Actief Hartmanns you can access your profile at [Candidate web](#) 24 hours a day, by signing in with your username and a password.

[Candidate web](#) is made in responsive design that enables you to sign in from your smartphone, tablet or computer.

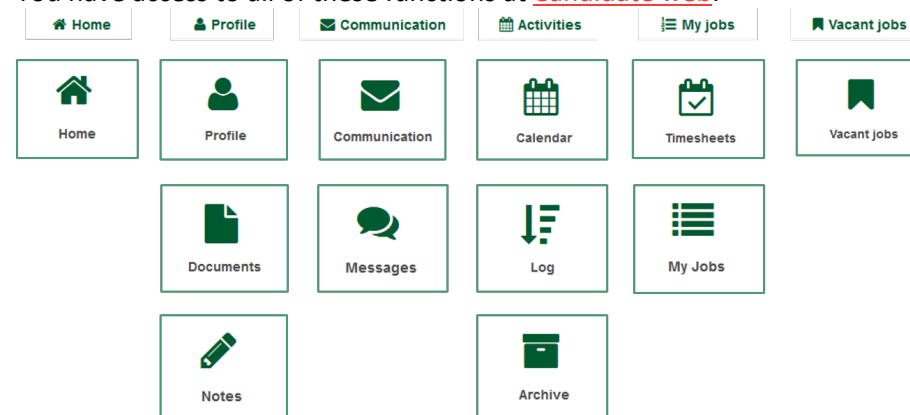


You are obliged to keep your profile updated and make sure that e.g. your telephone number, address and e-mail-address are correct at all times.

If you run into problems using our system, you may use the help function in the system, you are also welcome to call us at our main telephone number: **+45 70 20 03 83**

FUNCTIONS

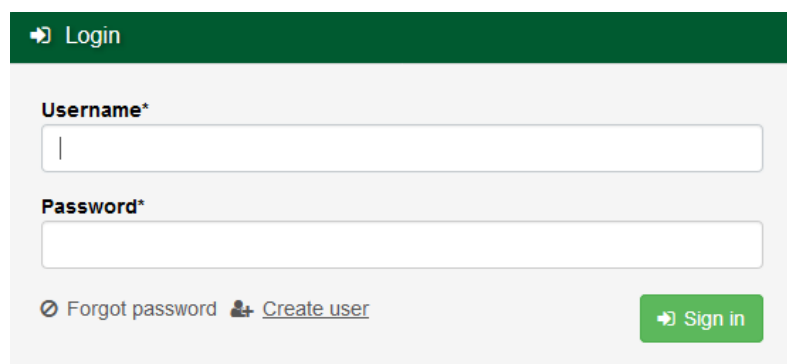
You have access to all of these functions at [Candidate web](#):



- > You can upload your CV and communicate with your consultant at Actief Hartmanns.
- > Via your calendar you can inform us when you want to work and when you want to take time of work.
- > You can register and approve timesheets.
- > You are able to see all written communication from Actief Hartmanns including work confirmations.
- > You can see and apply to job vacancies.

HOW TO LOG ON

- > Go to:
https://hartmannspt.peopletrust.dk/candidate/?module=user&page=Authentication&action=login&lang=en_US
- > Sign in with your username and password.

A screenshot of the login form. It has a dark green header with a white arrow icon and the word "Login". Below the header, there are two input fields: "Username*" and "Password*". Below the password field, there are two links: "Forgot password" with a circular arrow icon and "Create user" with a plus icon. At the bottom right, there is a green button with a white arrow icon and the text "Sign in".

PROFILE

Here you can edit all your basic data, such as address, mobile phone and e-mail. Besides that, it is important to maintain updated data on:

- > Bank information
- > Function areas - 1. Priority
- > Function areas - other priority
- > Geographical areas

- > Preferred workhours.

DOCUMENTS

Here you can upload relevant documents such as your CV, certificates, diplomas, etc.

COMMUNICATION

Here you can read all letters, e-mails and text messages dispatched from Actief Hartmanns to you, i.e. job offerings and work confirmations.

MESSAGES


You and your consultant from Actief Hartmanns are able to send and retrieve messages here.

CALENDAR


In your calendar, you are able to see all planned activities including shifts. It is very important that you keep your calendar updated with your preferences for when you want to work, and when you take time off, etc.

How to keep your calendar updated:

- > Keep your mouse over **"Menu"** In the top left corner.
- > Move your mouse over **"Activities"** og click on **"Calendar"**
- > Click on **"Set availability"**.
- > In pop up please set the date from and date to
- > Then please chose from the following:

 Vil gerne arbejde (Would like to work)

 Kan ikke arbejde (Can not work)

 Er på ferie (On vacation)

- > Complete your registration by clicking **"Add"**

TIMESHEETS

When you are working as a temp, a timesheet will automatically be generated for the current week. You shall register your working hours consecutively, you can e.g. do that on you way home from work. The timesheet shows all the planned working hours, so you just need to edit from, to and pause sections in order to register your actual working time.

Register hours:

1. Time is written in this format: TT:MM
2. Pause is written in minutes (i.e. 30 = ½ hour)

3. If you have not been working on a given shift, you shall tick the check box to the right beneath the trashcan and the shift will be cancelled.

TIMESHEET 1010217: BRIAN HERRESTRUP - WEEK 2018-09

Company	Top-Toy A/S	Settlement	Lageroverenskomsten 3F 2014-2016	Reference	
Planned	38.25 hours	Total	38.25 hours	Status	Open

Weekday	Date	Planned	From (NT)	To (NT)	Pause (min)	Total (NT)	From (OT)	To (OT)	Pause (OT)	Total (OT)	
Monday	26.02.2018	07:00 - 15:45 (8.75 hours)	07:00	15:45	30						<input type="checkbox"/>
Tuesday	27.02.2018	07:00 - 15:45 (8.25 hours)	07:00	15:45	30	8.25					<input type="checkbox"/>
Wednesday	28.02.2018	07:00 - 15:00 (7.50 hours)	07:00	15:00	30	7.50					<input type="checkbox"/>
Thursday	01.03.2018	07:00 - 15:00 (7.50 hours)	07:00	15:00	30	7.50					<input type="checkbox"/>
Friday	02.03.2018	07:00 - 14:15 (6.75 hours)	07:00	14:15	30	6.75					<input type="checkbox"/>
Total					150 min (+150 min)	38.25					

Remarks (Visible to the company)

+ Save

REMEMBER to end your registration by clicking **"Save"**.

Approve your timesheet:

The earliest time you can approve your timesheet for the week concerned is **Friday at ten o'clock**. If your agreed work schedule includes weekend work, you do not approve your hours before the end of your last workday of the week concerned. Please double-check all your registrations and click on:

+ Save & approve

Your timesheet is now sent for approval at the client from where the further payroll will happen.

NOTE! As soon you hit “**Save & Approve**” you will no longer be able to edit your timesheet. If you approved by a mistake, you shall contact Actief Hartmanns’ payroll department at ugesedler@actief-Hartmanns.dk.

VACANT JOBS

We publish all vacant positions at [Candidate web](#). Here you can also see which jobs you have applied for.

We hope that this manual will help you get an overview of what working as a temp for Actief Hartmanns is like.

We look forward to working with you in the future.





CONTACT

The doors are always open at Actief Hartmanns

We believe that relationships are the way to success. We care about our relationships to our temps.

You are more than welcome to contact us at our main number

+45 7020 0383

Our doors are almost always open. The best time to reach us is between 9-17 on weekdays.

Actief Hartmanns online: www.actief-hartmanns.dk/en