

Welcome to Manpower

Manpower Employee Handbook



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Welcome to Manpower

Manpower AS is a ManpowerGroup company. As a hired associate from Manpower, you are our ambassador with our clients. With us, you have the freedom to work as it suits you and your circumstances best. You yourself choose how much and for whom you want to work. This way of working provides numerous opportunities for learning and developing skills.

This staff manual includes information on your employment relationship, what you may expect of us, and what we expect of you. We are happy to have you on board, and wish you the best of luck with your assignments!



Sølvi Spilde Monsen
Managing Director Manpower

Manpower as an employer

You are permanently employed by Manpower to perform work for our clients from the time you have an active assignment. In the assignment you must comply with the guidelines that apply for the assignment, at the individual workplace, as well as the guidelines that apply to all Manpower employees. Your supervisor will inform you of which guidelines that apply for each individual assignment.

Our values

Manpower is a values-based organization, and our core values Personal, Competent and Innovative guide everything we do. It is expected that you identify with these values and live by them. Read more about our values on our website.

Our code of conduct

Everyone who works for Manpower is responsible for complying with our code of conduct. Our activities must take place in compliance with applicable statutes and regulations and our code of conduct applies to all employees, regardless of title or position.

Read more about our code of conduct on our [website](#).

Our environmental work

Manpower takes environmental work seriously and has initiated several measures to contribute to a better environment and increased awareness among our employees. We are a Green Dot member and have Eco-Lighthouse certification in Oslo and Trondheim.

Our privacy policy

As your employer, Manpower requires to keep certain information about you. Sensitive personal information is only recorded to satisfy statutory requirements, and otherwise only following your consent.

The information may be shared with all units in the ManpowerGroup in Norway and globally, as well as with customers in Norway and abroad. All administrative employees of the ManpowerGroup have signed a non-disclosure agreement. Breaches of the duty of confidentiality are punishable.

Pursuant to the Personal Data Act, you are entitled to access the personal information we have registered on you in our systems. Contact your Manpower supervisor if you want access or have any questions relating to how your personal information is handled. You may also send an e-mail to privacy@manpower.no

Read more about our privacy policy and our privacy ombudsman on our [website](#).

An inclusive employer (IA)

Manpower has signed an agreement on Inclusive Working Life (IA). Our action plan for IA states that your Manpower supervisor must have additional focus on IA work when following up associates. When selecting and hiring we focus on qualifications and suitability – not age, gender, religious belief or functional ability. We also continuously work towards lower sick leave rates and adaptation of work for individual associates as far as possible.

Your employment with Manpower

You are permanently employed by Manpower to perform assignment-based work for our clients. Manpower is your employer; we pay your wages and holiday pay, deduct your tax and pay the employer's contribution and pension scheme contribution.

Secrecy/Confidentiality

As a Manpower employee you may work for numerous clients and come into contact with many different people. You must therefore regard everything you get to know as confidential. Never discuss confidential information with anyone else than the client and your supervisor. The duty of confidentiality also applies on termination of your assignment.

Contract of employment

Prior to your first assignment, both you and Manpower must sign an employment contract. The employment contract includes general provisions pertaining to your employment. We have translated our employment contract into several languages – please notify us if you require the contract in a different language.

Assignment confirmation

When we have agreed on an assignment, you will receive confirmation of the assignment by e-mail. This will state the duration of the assignment, working hours, tasks, location, hourly wages, overtime terms and holiday pay rate.

Follow-up

We will follow you up regularly and provide feedback on your work. It is also important that you provide us with feedback on whether you are satisfied with your tasks, whether they are accordance with the agreement and whether you are looking for new challenges. Remember to update your CV at manpower.no when you have acquired new qualifications.

Extension of assignments and new assignments

If the client wishes to retain you beyond the agreed period, the client must contact us. We will subsequently approach you regarding an extension of the assignment. If the client does not require an extension, we will work to find other assignments for you. You are free to accept or decline new assignments or extensions of assignments that you are offered.

Termination of assignments prior to the agreed time

In some cases the client wishes to terminate the assignment prior to the agreed time. If you are notified of such by the client, you must notify your Manpower supervisor without undue delay. In order to receive salary for the entire agreed assignment period, you are obliged to accept suitable work with another client for the remainder of the assignment period.

Notice and period of notice

When you have accepted an assignment, you must remain at work for the entire duration of the assignment. If you wish to terminate work prior to the conclusion of the assignment period, a one month period of notice applies, from the first day of the month after notice has been given.

Manpower may terminate the employment relationship if there is just cause for notice or dismissal. In the case of termination, a one month period of notice applies, from the first day of the month following that in which notice was given. The employment relationship is concluded immediately in the event of dismissal. Also see the Working Environment Act's provisions concerning termination.

Performance review

When you have worked for 1000 hours in the last 12 months, you will be offered an annual appraisal in January/February. Both you and your Manpower supervisor can take the initiative for an appraisal, but it is our responsibility to ensure that the appraisal is conducted. The appraisal allows us to reconcile expectations and requirements from both parties.

Certificate of employment

If you terminate your employment relationship with Manpower, you are entitled to a certificate of employment. The certificate must include your name, date of birth and information on the type of work you have carried out and the duration of the employment relationship.

Wages and working conditions

Your wages and working conditions must comply with the equal treatment provisions of the Working Environment Act/Civil Service Act. The equal treatment provisions entail that you as a hired associate are entitled to the same wages and working conditions that you would have had as a direct employee (usually temporary) in a comparable position with the client. This entails that your wage terms may vary in different assignments, and these will be stated in your assignment confirmations.

Working hours

Your agreed working hours will be stated in the assignment confirmation.

Overtime

If you are ordered to work overtime, the general rule is that you get overtime pay in addition to the normal hourly rate. This compensation will be stated in your assignment confirmation. The duty to perform overtime work follows from the provisions of the Working Environment Act.

According to the Working Environment Act, the duration of overtime work may not exceed:

- 10 hours in the course of 7 days
- 25 hours in the course of 4 weeks
- 200 hours in the course of 52 weeks

Total working hours including overtime may not exceed 13 hours per 24 hours. If the client is bound by a collective agreement, other working and overtime arrangements may be agreed with the client's employee representatives. In this case, these rules will also apply to you.

Additional work

If you are working part-time, you must work a full working day and full working week (corresponding to a 100% position) in order to receive overtime compensation. Work beyond agreed working hours, but within the scope of a 100% position, is called extra work. Extra work is compensated at the regular hourly rate. The duty to perform extra work follows from the provisions of the Working Environment Act.

Shift work

If you are working a round-the-clock shift, a continuous shift or a rota system, working hours and any overtime will be agreed for each individual assignment.

Time sheets

Time sheet registration is done at our website www.manpower.no. If you have questions on time sheets or other wage-related issues, you may contact us on phone no. 22 01 80 00 or by e-mail: firstline@manpower.no

Disagreements

If there is disagreement with the client concerning time sheets, you must bring this up with your Manpower supervisor. Deliberate falsification of time sheets will be reported and will have consequences for the employment relationship.

Reimbursement of travel and subsistence expenses

Contact your supervisor as soon as you are aware that you are going on a business trip so that we may check that you have the necessary insurance for the trip. If you are going on a business trip, you may be entitled to a daily allowance subject to agreement. A travel expense form is available at www.manpower.no. The form must be signed by the client before being submitted to the payroll office.

Payroll withholding tax

The employer will obtain your tax deduction card electronically from the Tax Administration (this requires that we have received and registered your National ID number consisting of 11 digits). If you have table-based deductions and Manpower is your secondary employer (from who you expect the lowest payment), please notice us by sending a remark to lonninfo.mp@manpower.no.

We will then use the percentage rate on your tax deduction card.

If you use a free card and have several employers you need to decide how much of the free amount each employer should use by dividing the total amount between them.

Payment of wages

We must have your time sheet before the submission deadline in order to pay wages at the agreed time. If we receive the time sheet after the deadline, you must wait until the next payday for wages to be paid. Ordinarily we pay wages twice monthly, but for certain assignments one monthly payment may be agreed. You can find information on paydays and more at www.manpower.no.

Reduced tax deduction 9. December

On the salary payment on 9 December your tax deduction will be reduced as follows:
Time sheet for the period from 16.- 30. November. (half month) is paid without tax deduction.
Time sheet for the period from 1.- 30. November. (full month) is paid with half tax deduction.
Reduced tax deduction is only made for the salary payment on 9. December.

Payslip

Your payslip is available at www.manpower.no

Personal identification number/D-number

Manpower is unable to pay wages without your personal identification number or D-number.

Bank account number

The first time you submit your time sheet, you must register your account number in a separate field on the time sheet. If you wish to change the account number, you must enter this on the next time sheet.

Holiday

Your right to holidays and determination of holidays follow from the provisions of the Holiday Act. During an agreed assignment period you are bound by the same rules for holiday, holiday pay, days off and compensation on such days as the client would have used if you had been (usually temporarily) employed with the client. You are entitled to a minimum of 3 consecutive weeks holiday during the period 1. June to 30. September. Remember to agree on holiday in well in advance, both with your Manpower supervisor and the client.

Holiday pay

Holiday pay is paid pursuant to the provisions of the Holiday Act. The Holiday Act's provisions stipulate that you are entitled to 21 days of holiday per calendar year and that you are entitled to holiday pay from Manpower at a rate of 10.2% of your holiday pay basis. If you are on an assignment where the client has a higher holiday pay rate – for example 12% (corresponding to 5 weeks of holiday) – this holiday pay rate will be used for this assignment. The holiday pay rate may vary from assignment to assignment and will be stated on your assignment confirmation. Holiday pay is paid 9 June.

You may contact us on phone no. 22 01 80 00 or by e-mail: firstline@manpower.no to request early payment of holiday pay if you are going on holiday before 9. June. The size of the amount will depend on the length of the holiday. The remainder of earned holiday pay will be paid on 9 June.

If you are above the age of 60, you have a higher holiday pay rate by 2.3%. We are obliged to deduct tax from the extra holiday pay paid to employees above the age of 60. The higher holiday pay rate is paid on 9. September. If you terminate your employment, your final settlement may include earned holiday pay if you request this, and at the latest on 9. June in the year following termination.

Pay for public holidays (1. and 17. May)

You will receive wages if you are on assignment for at least 30 days around the public holiday. You must also be at work for the client on the last workday before and first workday after the public holiday. This does not apply if these days are on a Sunday or other holiday (by holiday it is meant red letter days in the calendar). It is also required that you were scheduled to work on the day of the week that the public holiday falls on.

Pay for movable holidays (1. January, Maundy Thursday, Good Friday, Easter Monday, Ascension Day, Whit Monday, Christmas Day and Boxing Day)

Your assignment confirmation will state whether you will be paid for movable holidays.

Other days in connection with festivals (e.g Wednesday before Maundy Thursday, Christmas Eve and New Year's Eve)

You will be paid the regular hourly rate for the time you are at work, unless otherwise agreed.

Time off for other religious holidays

If you are a member of a different religious community than the Norwegian Church, you are entitled to two days of holiday without pay per calendar year in connection with religious festivals.

You must notify your Manpower supervisor at least 14 days prior to the holiday(s).

First day of school, planning days and nursery school habituation

You may use holiday days or unpaid leave if this is agreed with the client and Manpower.

Moving day

You may use holiday days or unpaid leave if this is agreed with the client and Manpower.

Absence and/or illness

Notification

If you become ill or are otherwise unable to attend work at the agreed time, you must call your Manpower supervisor in the morning of the first day of absence. Text messages and e-mails will not be accepted, except if you are working evenings/nights. If you are unable to reach your supervisor, please call our switchboard on 22 01 80 00, which will connect you to the appropriate department.

In the case of absence due to illness beyond one day, you must call us every day. Failure to do so may void your right to sickness benefits. Any medical certificate must be submitted/sent to your supervisor as soon as possible, and within 14 days at the latest. In the case of an extension of the medical certificate, your supervisor must be notified on the same day.

Self-certification

You must have been employed for two months before you can use self-certification. These two months are called the entitlement period. You are employed by us from the moment you start your first assignment. If you have had a break between assignments of more than 14 days, you must earn a new entitlement period before you can use self-certification. If you are still sick beyond the self-certification period, we must have a medical certificate that applies no later than the first working day after the self-certification period. If not, you lose the right to sick pay – including for the self-certification days.

If there is just cause to suspect that self-certification is used without being ill, Manpower is entitled to revoke the right of self-certification for six months.

Sick note

You must have been employed for four weeks before a medical certificate entitles you to sick pay. These four weeks are called the entitlement period. If you have had a break between assignments of more than 14 days, which is not a statutory holiday, you must earn a new entitlement period before you can use a medical certificate.

Manpower pays sickness benefit to you for the period you are entitled to sickness benefit, but only for the employer period of 16 calendar days. After expiry of this period NAV pays sickness benefit to you as far as you have a legitimate claim to sickness benefit.

Sick leave in connection with occupational injury is covered from day one, regardless of how long you have worked for Manpower.

Sickness benefit and basis for sickness benefit

Sickness benefit is paid from the first day of absence. It is a requirement that notification of absence has been given to your Manpower supervisor on the first day of absence, and that a physician has been contacted the same day. Sickness benefit is paid as 100% of average income (not including overtime) for the last 4 weeks prior to absence, with an upward limit of 6 x G (G = national insurance base amount). If you work “irregularly,” a longer period is often used to calculate the average.

Self-certification/sick note in case of children's or babysitter's illness

In order to be entitled to self-certification/medical certificate when children are ill, you must also be entitled to sickness benefits in the case of own illness and have been employed for four weeks. This right applies up to the calendar year the child turns 12. It is also important that you contact your doctor on the first day of absence that can not be documented with self-certification. Self-certification in the case of sick children and babysitters may be used for up to 3 consecutive calendar days.

Follow-up of sick leave

As an employee you are obliged to cooperate to find solutions to prevent unnecessarily prolonged absence. If you become ill, we must cooperate in implementing appropriate adaptive measures. In the case of absence that is assumed to last for a prolonged period, we will summon you for follow-up meetings and prepare follow-up plans together. You have a responsibility to cooperate in the design and execution of follow-up plans. You are only obliged to provide information on your work ability.

If your absence is due to conditions at the workplace, we wish to be informed of this. Your role in Manpower's Inclusive Working Life work is to take responsibility and notify us if conditions in the assignment or your health indicate that we should do something to prevent future absence.

Follow-up activities:

Within 4 weeks: In the meeting we will assess the current working situation, the possibility of other tasks, adaptation and aids.

Within 7 weeks: Here we will look at the previous follow-up plan and look at measures that were implemented or agreed, assess which measures that have been effective and consider new measures.

Within 6 months: NAV will summon you and your Manpower supervisor to a meeting. Prior to this meeting, we must update the follow-up plan together.

Pregnancy control

If you are pregnant, you are entitled to time off with pay in connection with pregnancy control when this cannot be undertaken outside of working hours.

Time off for nursing mothers

A nursing mother is entitled to one hour paid when breastfeeding is necessary during the first year after giving birth. The requirement is that the mother works seven hours per day or more. If the mother still has the need to breastfeeding breaks after this year, she will still have the right to such breaks, but without pay.

Care of relatives

If you are caring for close relatives in the final stages of life, you are entitled to 60 days leave. Care benefit is granted by and paid by NAV. You are entitled to leave without pay for up to 10 days every calendar year to provide necessary care for parents, spouse, cohabitant or registered partner. The same applies if you are caring for a disabled or chronically sick child. This applies from the calendar year after the child turns 18.

Parental leave and parental benefit

Parental leave

In connection with the birth and care for children, parents are entitled to a total of 49/59 weeks* of leave**, depending on whether one selects 100% or 80% coverage. From July 1, 2014** are both the benefit period for the mother and the benefit period for the father 10 weeks. The final three weeks before term and the first six weeks following birth are ordinarily reserved for the mother. Other weeks may be shared between the mother and father in accordance with the provisions of the National Insurance Act.

(*In the case of adoption, 46/56 weeks applies)

(** Applies to births from 1. July 2014 or later)

Parental benefit

Women who have had pensionable income for at least six of the last ten months prior to leave, may be entitled to parental benefit. The benefit is paid by NAV. Parental benefit is paid up to 6G (G=national insurance base amount).

Personal days in connection with birth

In connection with birth, the father is entitled to two weeks of unpaid care leave to assist the mother. The leave must take place in “connection” with the birth and may not be split.

There are no statutory provisions that entitle fathers to wages or benefits during this leave.

Health, safety and environment (HSE)

Our HSE routines are intended to ensure that you have good working conditions. By good working conditions it is meant both the physical aspects of the working environment and a workplace that provides opportunities for well-being and development. Read more about our HSE routines in the HSE manual. [manpower.no](https://www.manpower.no)

Substance abuse policy

Manpower has zero tolerance towards the use of intoxicants. You must not be under the influence of alcohol or other intoxicants or anaesthetic substances during work hours, or have absence due to substance use. Breaches of this provision will have consequences for the employment relationship.

Manpower has an agreement with AKAN (the Workplace Advisory Center for issues related to alcohol, drugs and addictive gambling in the workplace). The purpose of our AKAN work is to prevent substance abuse problems among employees, prevent accidents, ensure quality and a good working environment, as well as help employees with substance abuse problems at the earliest possible time.

On certain assignments the client demands consent for testing for substances when this is required by statute or regulation, applies to a position which involves particularly high risk, or when the client deems it necessary to protect life or health. The need to demand testing for substances is ordinarily clarified prior to entering into assignment contracts, but it may also become a requirement in existing assignments. Questions concerning the client's access to this may be raised with your Manpower supervisor.

If you are in need of advice and guidance, you may enquire with your supervisor, who in turn will contact our AKAN supervisor. Such matters are confidential, and enquiries are not subject to registration.

Insurance

Occupational injury and illness

As an employee of Manpower you have occupational injury insurance. Occupational injury insurance applies when you are on assignment for us. The insurance covers injuries and/or illnesses inflicted upon you: while working, at the workplace and during working hours. If you are injured on the way to or from work, you might be covered by Manpower's insurance. Manpower's insurance does not cover injuries that occur in your free time.

If you are so unlucky as to experience an occupational injury or occupational illness, it is important that your Manpower supervisor is informed as soon as possible. Together with your supervisor you must complete an occupational injury form, which is sent to your local NAV office. NAV will consider whether the injury is approved as an occupational injury/illness or not. Once you have received a letter from NAV confirming such approval, you may apply for a refund for expenses incurred for public medical treatment from HELFO. Damage to clothes, objects, etc. are not refunded. Sick leave in connection with occupational injury is covered from day one, regardless how long you have worked for Manpower.

Offshore insurance

For those working offshore we have a separate offshore insurance. The insurance covers bodily injury or death as a result of an accident that occurs offshore. Compensation is provided in the event of death or permanent medical disability. The insurance amount is up to 45 G (G = national insurance base amount).

Business travel insurance

You are covered by our business travel insurance if you are a member of the Norwegian National Insurance and the trip does not last for more than 45 days. The insurance covers travel on behalf of the client in connection with assignments. "Natural free time" as a result of business travel is covered by the insurance, but holidays taken out during a business trip are not covered.

Pension

All employees who have turned 20 years, who work more than a 20% position and who are members of the Norwegian National Insurance, are enrolled in the Manpower's pension scheme with Storebrand. This means that Manpower pays an amount corresponding to 2% of your income between 1 G and 12 G (G = national insurance base amount).

The amount is not deducted from your wages, but is paid in addition to your wages.

You are enrolled from the first month you have submitted time sheets showing that you have worked at least 20% of a full month. You must have been a member of the scheme for 12 months in order to be entitled to a paid-up policy.

You can find an overview of your pension account at www.storebrand.no.

Here you may also choose to change the desired risk profile.

Remember to notify Storebrand if you move abroad.

Important to us that you know...

- Manpower is your employer. Raise issues with us, not the client.
- If you are unable to report for work, you must call your supervisor. Text messages and e-mails are not acceptable.
- We have entered into an employment agreement that has obligations for both parties. You yourself are responsible for being aware of the content of this.
- The client's guidelines also apply to you. When starting an assignment, it is essential that you familiarise yourself with the client's guidelines for use of telephone, Internet, e-mail and social media.
- Time sheets must be registered and submitted on time in order for you to receive pay.
- Report blameworthy conditions.
- It is our goal that you succeed in your work!