

GOVERNMENT GAZETTE

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Painters and Decorators, Finishing Contractors and Glaziers in the Netherlands 2019/2021 Application order for collective agreement provisions

THE MINISTRY OF SOCIAL AFFAIRS AND EMPLOYMENT

Resolution of the Minister of Social Affairs and Employment of 15 November 2019 to declare the provisions of the collective agreement for Painters and Decorators, Finishing Contractors and Glaziers in the Netherlands universally applicable

The Minister of Social Affairs and Employment;

Having read the request from the Landelijke Belangen Vereniging (LBV) also on behalf of the parties to the aforementioned collective agreement, pertaining to an order declaring the provisions of this collective agreement universally applicable;

Party I: de Koninklijke Vereniging Onderhoud.NL (Onderhoud.NL);

Party II: Landelijke Belangen Vereniging (LBV).

Having regard to Articles 2, 4 and 5 of the Dutch Collective Agreements (Declaration of Universally Binding and Non-Binding Status) Act;

Decides:

Operative Part I

Declares the following provisions of the aforementioned collective agreement to be universally applicable, in accordance with the provisions of operative parts II, III and IV;

CHAPTER 1 ABOUT THE AGREEMENT

Article 1 Scope

1. In accordance with the definitions referred to in this article and the restrictions set out in paragraphs 6 and 7 of this article, the provisions of this agreement apply to businesses at which and insofar as painting and decorating, finishing and glazing are the main activities or form an essential part of the business operations.
2. Within the scope of this collective agreement, “main activities” refer to carrying out painting and decorating, finishing and glazing activities, while the number of employees involved is more than the number of employees who perform work in the field of another branch of industry.
3. For the application of this agreement, an essential part refers to undertaking painting and decorating, finishing and glazing activities by a department of a business, which also undertakes activities in the field of another or other branches of industry, if the personnel of that department is, in general, not swapped with those of another department or departments that undertake activities in the field of another or other branches of industry or of that department can be considered a separate entity in administrative and/or organisational terms.

4. Undertaking painting and decorating, finishing and glazing activities refers to undertaking one or more of the following activities on a commercial basis:
 - a. applying paint, varnish, coatings or similar products to movable and immovable property, regardless of the application method or technique, as well as undertaking the associated activities for preparation and finishing purposes such as carrying out repairs, levelling, cleaning, pre-treating, cleaning, degreasing, removing rust, applying prime coats, bonding coats and intermediate coats, and transporting, erecting, assembling and disassembling objects;
 - b. putting up wallpaper and other adhesive finishing materials, protecting and embellishing walls and/or ceilings with wall-covering materials, but not including carpeting, panelling and curtains, as well as undertaking the associated activities for preparation and finishing purposes such as removing old wall covering, carrying out repairs and levelling walls and applying intermediate coats;
 - c. installing insulating or non-insulating glazing, glazing systems and glass structures (façades, walls, doors, windows) both in new and existing frameworks, as well as undertaking the associated activities for preparation and finishing purposes such as removing existing glass and sealant, installing emergency provisions, carrying out repairs on frameworks and/or frames, glazing beads, hinges and locks, finishing with sealant, sealing with rubber and cleaning;
 - d. insulating cavity walls, roof panels and floors on and in homes and buildings and other immovable property;
 - e. purchasing and/or ordering and/or stocking materials for the performance of the activities referred to under (a) to (d), as well as occasionally selling such materials;
 - f. erecting scaffolding if such is associated with the performance of the aforementioned activities;
 - g. being technically and/or organisationally in direct charge of employees during the performance of the aforementioned activities.
5. The businesses within the meaning of paragraph 1 of this article also includes natural persons and legal entities that carry out the painting work under their own management, such as within the framework of the management or use of houses or buildings, insofar as these businesses or organisations do not fall within the scope of another collective agreement or pay regulation.
6. The collective agreement also applies to businesses that are a member of OnderhoudNL and that fall within the scope of the collective agreement for the flat glass sector but that have been granted dispensation from the collective agreement for the flat glass sector.
7. The following are not considered to fall under undertaking painting and decorating, finishing and glazing activities:
 - a. industrial businesses applying paint, varnish or coating products on the products manufactured by those businesses;
 - b. running a ship-cleaning business - which refers to 'removing scale or rust and cleaning (not being painting work) and painting the bottoms of vessels and metal surfaces and metal structures of vessels (or directly associated with that) on a commercial basis. Cleaning also includes applying a first preservation coat in connection with the aforementioned cleaning activities' - unless these activities are undertaken at a business of which the painting and decorating, finishing and glazing activities are the main activities;
 - c. spraying motorcars, unless this is undertaken at a business of which the painting and decorating, finishing and glazing activities are the main activities.
 - d. in combination with running a glass wholesale business, installing insulating or non-insulating glazing, glazing systems and glass structures (façades, walls, doors, windows)

both in new and existing frameworks, as well as undertaking the associated activities for preparation and finishing purposes such as removing existing glass and sealant, installing emergency provisions, carrying out repairs on frameworks and/or frames, glazing beads, hinges and locks, finishing with sealant, sealing with rubber and cleaning.

Article 3 Definitions

1. In this collective agreement, the following terms are defined as stated below:
 - a. *Employer*: every natural person or legal entity which, for a commercial performance as referred to in Article 1 of this collective agreement, instructs one or more employees to perform labour in the Netherlands.
 - b. *Employee*: a person who works at a business or a department of a business in the Netherlands within the meaning of Article 1 of this collective agreement by virtue of an employment contract;
 - c. *OTA employee (operational, technical and administrative personnel)*: the employee, the person who works at a business or a department of a business in the Netherlands within the meaning of Article 1 of this collective agreement by virtue of an employment contract, who only or predominantly holds a position or undertakes activities as described in the following reference jobs: administrative assistant, secretary/management assistant, financial/administrative assistant, office manager, head of accounts, controller, materials manager, planning engineer, calculator, calculator/planning engineer, maintenance consultant/RGS consultant, head of the operations office, site manager, project leader or branch manager or similar positions.
2. The following are not considered employees within the meaning of this collective agreement:
 - a. guards, domestic staff, security staff, canteen staff, warehousemen and deliverymen;
 - b. interns;
 - c. directors, those who hold the post of director;
 - d. OTA employees who earn a gross annual wage, including holiday allowance, that exceeds the maximum income assessable for social insurance within the meaning of the Dutch Social Insurance (Funding) Act. Gross annual wage is the fixed wage agreed on by the employer and the employee on 1 January of the contract year. If employment commences in the course of the contract year, the gross annual wage is the wage agreed on as fixed wages by the employer and the employee on the employment commencement date;
 - e. holiday workers. This refers to employees who as a rule follow daytime classes and who work for an employer for a maximum of six weeks between May and August.
3. Other definitions in this collective agreement:
 - a. *Joint training centre*: a joint venture of employers recognised as a work placement company by the Cooperation Organisation for Vocational Education, Training and the Labour Market, where senior secondary vocational education students on a basic vocational learning pathway (BBL), with an employment contract or otherwise, or a pre-vocational learning pathway (BOL) are being trained, which themselves are also recognised as a work placement company by the Cooperation Organisation for Vocational Education, Training and the Labour Market;
 - b. *Student*: every natural person for whom or by whom a practical training agreement is concluded with a business or joint training centre, where the employer falls within the scope of this collective agreement;
 - c. *Trainee*: a student who works pursuant to an employment contract;
 - d. *Practical training agreement*: the agreement between the student, the employer and the school (regional training centre) within the framework of a basic vocational learning

- pathway (BBL) within the meaning of the Dutch Adult and Vocational Education Act (Bulletin of Acts and Decrees, volume 1995, no. 501;
- e. *PRIS hourly wage*: the hourly wage, including the job evaluation bonus (if any), that applies to the employee according to the collective agreement;
 - f. *Hourly wage*: the hourly wage in the employee's pay grade that applies to the employee;
 - g. *High season*: the period between weeks 13 and 44;
 - h. *Low season*: the period between weeks 45 and 12;
 - i. *Saved hours*: the hours worked outside normal working hours during the high season within the framework of staggered work, which are used and paid out during the low season;
 - j. *Student grade*: the step on the pay scale to which the trainee may be assigned by his employer during his studies, taking into account the level of education followed by the student;
 - k. *Preliminary salary scale*: the step associated with the position to be held by the employee in time and for which he does not have the required skills and/or competencies yet;
 - l. *Job evaluation bonus*: the bonus consisting of the difference between the employee's wage until 05 April 2013 and the maximum of the pay grade that forms a part of his job category, with effect from 06 April 2013;
 - m. *Additional hours worked*: hours worked by the employee outside normal working hours, within the framework of the Working hours consultation scheme;
 - n. *By mutual agreement*: the employer and the employee consult and reach an agreement.
4. Whenever this agreement refers to positions, it refers to these positions being held by both men and women; also, whenever this collective agreement refers to employees, it refers to both men and women.
5. Whenever this collective agreement refers to spouse, those who have entered into a registered partnership and cohabitants are equated with that. Cohabitant refers to an employee aged 18 and over who is single and who runs a long-term joint household with another single natural person, not being the parents or foster parents. An employee is considered to be running a joint household only if he:
- a. has run such a household with the same person for at least one and a half uninterrupted years and they were registered against the same address in the municipal personal records database during that time, or;
 - b. has run a joint household for at least one uninterrupted half year and can submit a notarial cohabitation contract.
6. The provisions of this collective agreement, with the exception of the provisions about travel allowances, will be applied in proportion to the number of working hours.
7. The (employment) provisions of this collective agreement apply to both the employees referred to in paragraph 1.b of this article and to the OTA employees referred to in paragraph 1.c of this article, unless a provision explicitly stipulates this is not the case.

Article 4 Foreign employees

1. In accordance with the Dutch Posted Workers in the European Union (Working Conditions) Act, the provisions of this collective agreement declared universally applicable to the areas listed below also apply to assigned employees who perform labour in the Netherlands temporarily and whose employment contract is governed by laws other than Dutch law.

2. An assigned foreign employee is every employee who temporarily works in the Netherlands but who habitually works in another country of the European Union.
3. It concerns the following areas:
 - a. the maximum hours of work and minimum rest hours;
 - b. the minimum number of holidays, during which the employer is obliged to pay wages, and extra holiday-related allowances;
 - c. the minimum wages which, in any case, include:
 1. the applicable period salary in the scale;
 2. the applicable reduction of working hours per week/month/year/period;
 3. allowances for overtime, transferred hours, irregular hours allowance including official holiday allowance and shift allowance;
 4. interim pay rise;
 5. expense allowance: travel expenses, accommodation expenses and remuneration for hours travelled, board and lodging costs and other costs necessary for the fulfilment of the position;
 6. increments;
 7. extra holiday-related allowances,while the following do not form a part of this minimum wage: entitlements to supplementary corporate pension schemes and social security entitlements in excess of the statutory entitlement and allowances on top of the wages for secondment-related expenses incurred by the employee for travel, accommodation or meals;
 - d. the conditions for the assignment of workers;
 - e. the health, safety and hygiene at work;
 - f. the protective measures in connection with the terms and conditions of employment and working conditions for children, young people, pregnant women and women who gave birth recently;
 - g. the equal treatment of men and women, as well as other provisions about non-discrimination.
4. Appendix 6 to this collective agreement describes the applicable articles or article sections for every area in detail.

Article 8 Agency workers

1. When employing agency workers, the employer referred to in Article 1 of this collective agreement will only use employment agencies that are registered with the Labour Standards Foundation and carry the quality mark of that foundation. The employer ensures this is the case.
2. Agency workers will be remunerated in accordance with the applicable collective agreement for agency workers.
3. If the employer borrows agency workers, he will check if the employment agency abides by the applicable collective agreement in terms of wages and allowances.

Article 9 Dispensation

1. The parties to this collective agreement are jointly authorised to grant dispensation from the application of one or more provisions of this collective agreement.
2. The parties to this collective agreement transfer the processing of dispensation requests to the dispensation committee in which a maximum of two members of each of the parties to this

collective agreement have a seat. The members are appointed by the parties to this collective agreement.

3. The employer in question must submit a substantiated dispensation request to the secretariat of the parties to this collective agreement.
4. The following information must be included in the dispensation request:
 - a. the name, address and residence details of the employer if dispensation is requested for all employees;
 - b. the name, address and residence details of the employer and employees if an employer requests dispensation for some of his employees;
 - c. from which provisions of the collective agreement dispensation is requested;
 - d. a detailed description of the nature and scope of the dispensation request;
 - e. the period for which dispensation is requested;
 - f. the reason for the request.
5. The dispensation committee will send the party submitting a dispensation request confirmation of receipt within two weeks of receiving the request, also explaining when the dispensation committee will process the request.
6. The dispensation committee will make a reasoned, written decision about the dispensation request within 13 weeks of receiving the request. Within this term, the dispensation committee can ask the employer and the employees in question for more (oral) information. A request for such further information is automatically extended by the term, counting from the request until the further information being received.
7. A dispensation request can be granted only if:
 - a. the criteria set out in the provision or provisions from which dispensation is requested are met;
 - b. the employer demonstrates that there are circumstances of such a compelling nature that he cannot reasonably be expected to have one or more provisions of this collective agreement being applicable to him;
 - c. the terms and conditions of employment proposed or applied by the employer do not violate statutory provisions.
8. If a dispensation request is granted, such dispensation applies from the date on which it is granted and it has no retrospective effect. The decision about a dispensation request is final.
9. If a dispensation request is not granted, the requester can submit a complaint to the parties to this collective agreement within six weeks. This complaint contains well-founded arguments which, in the requester's opinion, demonstrate that the rejection was made on incorrect grounds.
10. The requester or requesters do not owe any costs for submitting and the processing of a dispensation request.
11. The parties to this collective agreement and the dispensation committee make no statements to third parties about a submitted dispensation request.
12. The dispensation committee can grant dispensation from this collective agreement to an employer who is a member and who already was a member of Bouwend Nederland, GBO section, on 28 May 2018 and who is also affiliated and who was already affiliated with the

sectoral pension fund for the flat glass wholesale sector, the paints wholesale sector, the glass-processing and glaziers sector on 28 May 2018 and who falls within the scope of this collective agreement.

13. The dispensation committee keeps a list of dispensation decisions.

CHAPTER 2 ABOUT THE LABOUR

Article 10 Employment contract

1. The employee receives a written employment contract co-signed and dated by the employee, which contains the following, at least:
 - a. the name and address of the employer and the employee;
 - b. the nature and term of the employment contract;
 - c. the date of employment;
 - d. the position of the employee, the job classification and/or the nature of the labour;
 - e. the operational base;
 - f. the trial period;
 - g. the notice periods to be observed;
 - h. the wage and the method and moment of payment;
 - i. the working hours per day, per week, per four weeks or per month;
 - j. the right to holidays and holiday allowance;
 - k. participation in a pension scheme;
2. The employee returns a signed copy to the employer.
3. **Fixed-term employment contract for employees up to job category 6**
 - a. Both the commencement date and the end date of the employment contract are stipulated. The employment contract ends by operation of law when the agreed period has expired. No prior notice of termination is required.
 - b. The employment contract can be terminated in the interim if such a right is agreed on in writing in the employment contract. The termination of the employment contract is subject to the provisions of the Dutch Civil Code.
 - c. The nature of the business operations in the branch of industry is characterised by project-based work and associated financing, and the dependency on climate and natural circumstances that are largely determined by the seasons. With this in mind, the following applies to all positions up to job category 6 - with the exception of positions that concern office-bound activities - in derogation from the provisions of Section 7:668a, subsection 1, of the Dutch Civil Code:
 1. the total term of the employment contract or a chain of employment contracts is no more than 48 months;
 2. the employment contract can be extended a maximum of five times, each time by operation of law, without prior notice of termination being required. When the employment contract is continued after five extensions, this seventh employment contract is by operation of law considered to have been concluded for an indefinite period of time. The employer can conclude a maximum of six employment contracts;
 3. to determine the total duration of a chain of employment contracts, interruptions of no more than three months are included.
4. **Fixed-term employment contract for employees from job category 7 and positions that concern office-bound activities**

- a. Both the commencement date and the end date of the employment contract are stipulated. The employment contract ends by operation of law when the agreed period has expired. No prior notice of termination is required.
- b. The employment contract can be terminated in the interim if such a right is agreed on in writing in the employment contract. The termination of the employment contract is subject to the provisions of the Dutch Civil Code.
- c. The total term of the employment contract or a chain of employment contracts is no more than 24 months. To determine the total duration of a chain of employment contracts, interruptions of no more than six months are included.
- d. the employment contract can be extended a maximum of two times and will each time end by operation of law in accordance with paragraph 8 of this article. When the employment contract is continued after two extensions, this fourth employment contract is by operation of law considered to have been concluded for an indefinite period of time. The employer can conclude a maximum of three employment contracts.

5. Open-ended employment contract

Only the commencement date of this employment contract is fixed. The termination of the employment contract is subject to the provisions of the Dutch Civil Code.

6. Employment contract for trainees on BBL

The provisions on succession of fixed-term employment contracts do not apply to employees who have concluded an employment contract in connection with a basic vocational learning pathway (BBL) by virtue of Article 7.2.2 of the Dutch Adult and Vocational Education Act.

7. Trial period

- a. A trial period must be agreed on in writing in the employment contract.
- b. Depending on the agreed term of the employment contract, the following maximum trial period applies:
 - 1. in the case of a fixed-term employment contract of six months or less, no trial period applies;
 - 2. in the case of a fixed-term employment contract of more than six months and less than 12 months, a trial period of one month applies;
 - 3. in the case of a fixed-term employment contract of 12 months or more, as well as for open-ended employment contracts, a trial period of two months applies;
 - 4. a shorter or no trial period must also be agreed on in writing in the employment contract.
- c. During the trial period, both the employer and the employee can terminate the employment without having to observe a notice period.
- d. When extending a fixed-term employment contract for the same position, no new trial period can be agreed on.

8. Notification period

- a. The employer is obliged to notify the employee in writing if the employment contract will be extended and under which conditions and do so at least one month before the end of an employment contract with a term of six months or more.
- b. If he fails to send this notification in time, the employer will owe compensation. This compensation is calculated in proportion to a maximum of one gross monthly wage.
- c. The employee must claim this compensation from the employer within two months of the end of the employment contract.

9. Notice period

- a. Notice of termination must be given in writing before the end of the month. This differs when the parties have agreed otherwise in the employment contract.
- b. The notice period to be observed by the employer for the following employment contracts is as follows:
 - 1. an employment contract with a term of less than five years: one month;
 - 2. an employment contract with a term of five years or more: two months.
- c. The notice period for the employee is one month, unless the parties have agreed on a different term in the employment contract.

Article 11 End of the employment contract

- 1. The employment contract ends:
 - a. on account of instant dismissal;
 - b. on account of termination during the trial period;
 - c. when the employee dies;
 - d. on account of the employment contract being set aside by the courts;
 - e. by mutual agreement;
 - f. on account of termination by the employer, giving the reasons, after obtaining a dismissal permit from the Employee Insurance Agency;
 - g. by operation of law on the day on which the employee reaches state pension age;
 - h. by operation of law on the end date of a fixed-term employment contract.
- 2. The employer must terminate the employment in accordance with the notice period referred to in Articles 10.9 and 10.10 of this collective agreement.
- 3. At the end of the employment contract, the employer must give the employee a testimonial, when asked. The testimonial states the following:
 - a. the nature of the activities and the daily or weekly working hours;
 - b. the date on which the employee joined and left the company;
 - c. how the employee fulfilled his obligations;
 - d. how the employment contract was terminated.

Article 12 Working hours

- 1. If and insofar as the collective agreement does not stipulate otherwise about hours of work, the provisions of the hours of work scheme set out in Appendix 8 to this collective agreement apply in full. Employees under the age of 18 are subject to additional provisions of the hours of work scheme for employee aged 16 and 17 in Appendix 8 to this collective agreement.
 - a. The normal working hours are: 7.5 hours per working day, i.e. 37.5 hours per working week.
 - b. The working week runs from Monday to Friday.
 - c. If an annual model, the overtime scheme or the hours of work consultation scheme applies, the normal hours of work can be extended.
 - d. The maximum number of hours to be worked each day (including breaks, overtime and travel time) is 12 hours.
 - e. The maximum number of hours to be worked every four-week wage period is 180 hours.
 - f. A normal working day lies between 06:00 and 19:00. The provisions of this paragraph can be deviated from in the case of shiftwork.
 - g. In derogation from the provisions of (f) of this article, the daily hours of work and rest times for OTA employees are determined by the employer in fair consultation with the OTA employee, in accordance with the hours of work scheme set out in Appendix 8 to this collective agreement.

2. If an employee is expected to work outside the norms set out in paragraph 1 of this article, the following applies:
 - a. the employer and the employee decide when work is carried out;
 - b. when preparing the rota, the employer will take the personal circumstances of the employee into account to the greatest possible extent.
3. If by showing a medical certificate or in connection with care duties, the employee can prove that he cannot work outside the norms referred to in paragraph 1 of this article at certain times, the employer is obliged to take this into account.
4. In the case of scheduled shiftwork, the working hours referred to in this article can be deviated from in consultation with the employee or employees, on the understanding that the normal working hours must lie between Monday morning 00:00 and Friday evening 24:00 and that they cannot be more than 75 hours every two weeks, or 85 hours if the employee works eight hours per day.

Article 13 Extra time worked

1. By mutual agreement between the employer and the employee, the latter can work eight hours per day. The time worked between seven and a half and eight hours can be paid out in money or compensated in time. The time and manner in which this is done will be determined by mutual agreement between the employer and the employee.
2. Payment of the hours referred to in paragraph 1 of this article is made on the basis of 100% of the PRIS hourly wage, including pension accrual, while the pension accrual concerns the total pension contribution (50% for the employer and 50% for the employee).
3. On or with the payslip, the employer provides a breakdown of the hours worked between seven and a half and eight hours per day, the chosen compensation method, the number of hours used and paid out and the balance of these hours.

Article 14 Hours of work consultation scheme

1. In derogation from the normal hours of work set out in Article 12 of this collective agreement, a business may apply the hours of work consultation scheme, subject to the conditions set out in the paragraphs below. The following limits apply:
 - a. maximum working hours per day: 9 hours;
 - b. maximum working hours per week: 45 hours;
 - c. maximum working hours per quarter: 13 x 42.5 hours.

Collective

2. At a business, the employer and the works council or the employee representative body or, failing that, the staff meeting can jointly decide to use the hours of work consultation scheme if at least two-thirds of the number of employees concerned agree with this. The decision is valid for one year and can be extended with one year each time, provided that again at least two-thirds of the employees agree. The employees always vote in writing and anonymously. The decision is determined by the employer.

General

3. If a business applies the hours of work consultation scheme, the hours worked outside the normal working hours referred to in Article 12 of this collective agreement are additional hours worked.

4. Additional hours worked are intended to bridge periods when there is less work during the low season. The balance of additional hours worked is never more than 150 hours. In accordance with paragraph 8 of this article, the number of hours to be worked per year is no more than the number of working days in one year times seven and a half hours in the case of fulltime employment.
5. No wage is paid for additional hours worked, instead, a time-for-time scheme applies. The full salary is paid on the hours during which the employee uses the saved additional hours worked in his spare time, while all premiums and contributions are paid. This means that the salary payment is still based on a regular working week of 37.5 hours.
6. Additional hours worked are, in principle, taken as full days. This can be deviated from by mutual agreement between the employer and the employee. Additional hours worked do not expire if the employee is off sick.
7. With every salary payment, on or with the payslip, the employer provides the employee with an overview of the additional hours worked that were accrued and used.
8. At the end of the employment, if the hours of work consultation scheme is not continued or at the end of the low season (week 13), any remaining additional hours worked are paid out to the employee. By mutual agreement between the employer and the employee, a maximum of 75 additional hours worked can be carried over to the next year.
9. A rota is used that will be announced to the employee at least one full working week in advance. Preferably two weeks before the employer announces the rota, the employee can express his wishes in connection with the rota.
10. When preparing the rota, the employer will take the personal circumstances of the employee into account to the greatest possible extent. The employer will fairly consider an employee's request not to be included in the hours of work consultation scheme. If by showing a medical certificate or in connection with care duties, the employee can prove that he is unable to take part in the hours of work consultation scheme or the proposed rota, the employer is obliged to take this into account.
11. If the work on a particular day takes less time to complete than the maximum of one week for which the employee was scheduled in, the scheduled hours rather than the hours worked will be considered additional hours worked. This is not the case if the project or the assignment in question is completed sooner.
12. Saturday is not a normal working day and can be scheduled in only with the consent of the employee in question. Additional hours worked on a Saturday are subject to an allowance of 25%. When working on Saturdays outside the limits of paragraph 1 of this article or outside the predetermined rota, those hours are not additional hours worked but they will be subject to the overtime allowance within the meaning of Article 30 of this collective agreement.
13. If the working hours exceed eight hours on one day, an additional 15 minutes of break time is scheduled in for that day. The number of work hours plus travel time amounts to a maximum of 12 hours per day.

14. The employment contract of an employee who worked in accordance with the hours of work consultation scheme during a quarter, cannot be terminated before the additional hours worked have been used.
15. When hiring flex workers, the employer will agree that these flexible workers are subject to the same hours of work as employees who use the hours of work consultation scheme.

Article 15 Working on Saturdays, Sundays and recognised public holidays

1. Working on Saturdays, Sundays and recognised public holidays means carrying out work on those days between 00:00 and 24:00.
2. The employee is not obliged to work on Saturdays, Sundays and recognised public holidays. If the employer wishes to deviate from this, such will be possible by mutual agreement with the employee only.

Article 16 Overtime, shifted working hours and on-call duty

1. Overtime is work being carried out by the employee at the request of the employer after 170 hours per four-week wage period or after the number of hours agreed on in the hours of work consultation scheme or an annual model. The following applies:
 - a. an employee cannot be forced to work overtime.
 - b. for the sake of spreading employment, overtime is reduced to a minimum.
2. Structural overtime is not permitted, except in special cases, which will be at the discretion of the parties to this collective agreement, with structural overtime being taken to mean overtime that occurs with fixed frequency during several consecutive weeks.
3. Shifted working hours refers to working during the normal working hours per day but exceeding the limits of the normal working day (between 06:00 and 19:00) and/or the normal working week (Monday to Friday).
4. On-call duty refers to the fact that the employee must be available to carry out work on an on-call basis as soon as possible outside the normal hours of work mentioned in Article 12.1 of this collective agreement.
5. In the case of on-call duty from Monday to Friday, the employee must be available to carry out work on an on-call basis as soon as possible on as yet to be determined days between Monday morning 06:00 and Saturday morning 06:00, outside the normal hours of work.
6. In the case of on-call duty during the weekend, the employee must be available to carry out work on an on-call basis as soon as possible between Saturday morning 06:00 and Monday morning 06:00.

Article 23 Annual model

1. Businesses can use an annual model one year each time, which means the employee works a maximum number of hours of 7.5 times the number of working days in a year between week 13 of one year and week 12 of the next.
2. Working according to an annual model is subject to the model set out in Appendix 9 to this collective agreement.

3. Making arrangements about taking part in the annual model is voluntary, which means it cannot be enforced by either the employer or the employee.
4. A business may decide to take part in the annual model if the majority of the employees working at the company agree to do so. During the decision-making process, employees can be assisted by representatives of the employees' organisation. The employer may be assisted by the employers' organisation.
5. An employee who works according to the annual model cannot be fired by the employer during the year to which the annual model applies, unless there is an urgent or compelling reason. A reduction or discontinuation of the work does not constitute a reason for dismissal.
6. The concluded annual model must comply with the model set out in Appendix 9 to this collective agreement. If the agreed annual model does not meet the provisions of Appendix 9 to this collective agreement, the employer must submit a request for dispensation to the secretariat of the parties to this collective agreement, in accordance with the provisions of Appendix 9 to this collective agreement. Dispensation is granted if the following conditions are met, at least:
 - a. the employer and the employee or employees have agreed in writing on the proposed deviations;
 - b. the number of hours to be worked during the high season will remain within the limits of the hours of work consultation scheme.
7. The annual model sets out the following, among other things:
 - a. the hours of work during the high season and the hours of work during the low season;
 - b. the extent of the saved leave that will be used during the low season;
 - c. the number of leave days to be purchased by the employees, if applicable;
 - d. other sources for saving leave such as travel hours and overtime and the valuation of these sources.
8. Within the framework of an annual model to be concluded, the employee can purchase no more than nine leave days. When purchasing leave days, the weekly payment of wages is based on:
 - a. 37.5 hours when purchasing zero leave days;
 - b. 37 hours when purchasing three additional leave days;
 - c. 36.5 hours when purchasing six additional leave days;
 - d. 36 hours when purchasing nine additional leave days.
9. To compensate the purchased leave days, the employee is paid a bonus to be agreed on in the annual model. The table below shows the minimum bonus amount per hour:

| HOURLY WAGE | FOR THREE DAYS | FOR SIX DAYS | FOR NINE DAYS |
|------------------|----------------|--------------|---------------|
| < 18.14 | 0.15 | 0.28 | 0.42 |
| 18.14–18.90 | 0.15 | 0.28 | 0.45 |
| 18.90–19.28 | 0.15 | 0.30 | 0.45 |
| 19.28–19.66 | 0.16 | 0.30 | 0.45 |
| 19.66 and higher | 0.16 | 0.30 | 0.48 |

10. By mutual agreement between the employer and the employee, unused hours can be contributed to a subsequent annual model up to a maximum of 37.5 hours.
11. The employer is obliged to keep time records in accordance with the provision of the Dutch Working Hours Act, which records demonstrate the number of hours worked and the number of compensation hours. Every payslip the employee receives from the employer also states the number of hours saved or used, as well as a balance.

CHAPTER 3 ABOUT THE WAGES

Article 24 Payslip

Every time the employer pays the employee his wages, he provides a written breakdown that meets the statutory requirements and, if applicable, which also contains a statement of travel allowances and other allowances paid.

Article 25 Functional structure

1. There are 36 reference jobs, divided across 11 job categories. The reference jobs and the job categories are included in Appendices 1 and 2 to this collective agreement. The job descriptions are included in Appendix 3 to this collective agreement.
2. If an employee's job description is not in line with the reference jobs given in this collective agreement, the employer can draw up a company-specific job description that deviates from the reference jobs referred to in paragraph 1 of this article.

Article 26 Pay scales

1. The employee's wages are grouped in one of the job categories referred to in Appendix 2 to this collective agreement and are, at least, equal to one of the amounts given in Appendix 5 to this collective agreement.
2. An employee whose employment contract ends and who returns to his most recent employer within six months, will upon his return to the same job receive wages that are at least as high as those when his employment contract ended, including any job evaluation bonus. Also, the system of awarding steps continues unchanged.
3. An employee who fulfils a higher position for more than one pay period (a pay period = four weeks or a month), will be paid wages that correspond with this position based on horizontal grading in the corresponding higher pay grade (the same step as the original pay grade). These wages are paid for the duration of the replacement and with effect from the second pay period.
4. The transition to the next step in the pay grade is made up to the middle step of the pay grade based on the following system:
 - a. in odd years, automatically. The assessment does not affect the move to the next step in the pay grade;
 - b. in even years, based on the assessment;after the middle step of the pay grade, based on an annual assessment.
5. A transition to the next step is made with effect from week 25. If no assessment is made or if it was made late, the employee is automatically entitled to move to the next step up to the maximum of his pay scale.
6. If an employee has not been employed with the employer for six months yet, the assessment or the transition to the next step with effect from week 25 will not take place.
7. If an assessment was held, it has to, at least, comply with the guidelines for such an assessment. The assessment guidelines are included as Appendix 4 to this collective agreement.
8. An (OTA) employee will never be paid less than the statutory minimum wage applicable to him.

Article 28 Changes, indexation and increases

1. Changes to, indexation of and increases in the hourly wages in this collective agreement will take effect from the start of the four-week period of the full week in which the change date falls.
2. The hourly wages in the pay scales and, if applicable, the job evaluation bonus, are increased as follows:
 - f. week 25 of 2019, by 2.0% structurally;
 - g. week 41 of 2019, by 1.0% of the gross annual wage from week 41 in 2018 in the form of a lump-sum payment;
 - h. week 25 of 2020, by 2.25% structurally.
3. When determining the increases in the hourly wages, percentage-wise allowances are maintained and allowances presented as amounts are not changed.
4. The pay increase for the period from 01 January 2021 until 31 December 2021 will be agreed on by the parties to this collective agreement before or at the latest on 01 December 2020.

Article 29 Overtime allowance

1. Overtime is work being carried out by the employee at the request of the employer after 170 hours per four-week wage period or after the number of hours agreed on in the hours of work consultation scheme or an annual model.
2. If the employee asks the employer to occasionally or structurally swap a day that forms a part of the regular working week for a Saturday, in this case too, work is considered overtime if the number of hours worked during a four-week wage period (20 days) exceeds 170 hours.
3. For every hour of overtime worked, the employer pays an allowance of 25% on top of the PRIS hourly wage, but no more than the hourly wage that is equal to the middle of the pay grade that applies to the employee.
4. This article does not apply to OTA employees.

Article 30 Allowance for working on Saturdays, Sundays and recognised public holidays

1. If the employer asks the employee to work on a Saturday, a Sunday or a recognised public holiday, the employee is on Saturdays entitled to a 40% allowance of his PRIS hourly wage but no more than the hourly wage that is equal to the middle of the pay grade that applies to the employee. On Sundays and recognised public holidays, the employee is entitled to a 100% allowance of the PRIS hourly wage, but no more than the hourly wage that is equal to the middle of the pay grade that applies to the employee.
2. If the employee asks the employer to work on a Saturday, a Sunday or a recognised public holiday and the employer honours this request, no allowance is paid.
3. If the employee asks the employer to swap a Saturday, a Sunday or a recognised public holiday with a non-recognised public holiday and the employer honours this request, no allowance is paid.

Article 31 Shiftwork allowance

1. For employees who work in shifts, the PRIS hourly wage, but no more than the hourly wage that is equal to the middle of the pay grade that applies to the employee, will be increased with a 10% allowance in the case of two-shift work and with a 15% allowance in the case of three-shift work.
2. For shiftwork hours between 18:30 and 06:00 the next morning, the PRIS hourly wage, but no more than the hourly wage that is equal to the middle of the pay grade that applies to the employee, will be increased by 25% in total. The allowances referred to in paragraph 1 of this article are expected to be included in this percentage, so no cumulation will take place.
3. This article does not apply to OTA employees.

Article 32 On-call duty allowance

1. An employee on on-call duty is entitled to an allowance.
Fully competent employee:
 - a. EUR 10 gross or 30 minutes off per day for shifts on Monday to Friday;
 - b. EUR 25 gross or 75 minutes off per day for shifts during the weekend and on public holidays.**Employees in a student or preliminary salary scale:**
 - c. EUR 5 gross or 30 minutes off per day for shifts on Monday to Friday;
 - d. EUR 12.50 gross or 75 minutes off per day for shifts during the weekend and on public holidays.
2. If an employee is, indeed, called (call-out) when on on-call duty, he is entitled to the following allowance.
Fully competent employee:
 - a. EUR 30 gross or 90 minutes off for a call-out on Monday to Friday;
 - b. EUR 45 gross or 135 minutes off for a call-out during the weekend and on public holidays.**Employees in a student or preliminary salary scale:**
 - a. EUR 15 gross or 90 minutes off for a call-out on Monday to Friday;
 - b. EUR 20 gross or 135 minutes off for a call-out during the weekend and on public holidays.
3. A call-out is expected to last a maximum of 75 minutes, counting from the employee's home address. If the call-out takes more than 75 minutes, the allowance is doubled.
4. By mutual agreement, the employer and the employee determine if the allowance for on-call duty or an actual call-out will consist of money or time off. If the allowance consists of time off, the employer and the employee determine by mutual agreement when this time off will be taken. If taking time off is not possible because of compelling reasons, the allowance will be paid out after all.
5. This article does not apply to OTA employees.

Article 33 Shifted hours of work allowance

1. In the case of shifted hours of work, the employee, for hours that fall outside the normal working day (between 06:00 and 19:00) and/or the normal working week (Monday to Friday) will receive a 25% allowance on top of the PRIS wage, but no more than the hourly wage that is equal to the middle of the pay grade that applies to the employee.
2. This article does not apply to OTA employees.

CHAPTER 4 ABOUT THE ALLOWANCE FOR WORKING TIME NOT WORKED

Article 34 Incapacity for work

1. In the event of incapacity for work, the employee, in accordance with the statutory minimum wage, is entitled to full pay in accordance with Section 7:629, subsection 1 of the Dutch Civil Code, based on the following graduated scale:
 - a. 1st period of 26 weeks: 95%;
 - b. 2nd period of 26 weeks: 90%;
 - c. 3rd period of 26 weeks: 85%;
 - d. 4th period of 26 weeks: 70%.
2. During the first year of incapacity for work, the employee is entitled to full pension accruals as he was when he was working. In the second year of incapacity for work, the pension accruals are non-contributory.
3. If the incapacity for work is caused by a failure to use personal protection equipment or failing to follow written instructions from the employer or an occupational consultant hired by the employer, the employer's obligation to continue to pay wages is - in derogation from paragraph 1 of this article - limited to 70% of the wages from the first day of incapacity for work. During the first 52 weeks, the employee is, at least, entitled to the statutory minimum wage that applies to him.
4. When an employee calls in sick for a second and third time within one calendar year, the employer is entitled to apply one waiting day each time. With effect from 1 October 2019, when an employee calls in sick for a first, second and third time within one calendar year, the employer is entitled to apply one waiting day each time. The employer does not have to pay wages on waiting days. Within this context, periods of incapacity for work are added up if they follow each other within four weeks.

The accrual of holidays during incapacity for work

5. With effect from 1 January 2012, the statutory holidays will also be accrued during incapacity for work.
6. The accrual of holidays in excess of the statutory entitlement is limited to a maximum of half a year per case of illness. A case of illness ends when the employee has fully resumed his duties.
7. If the employee partially resumes his duties when unfit for work, he will accrue holidays in excess of the statutory entitlement for that part.
8. If the employee's incapacity for work is caused by an event for which a third party is liable, the employer can recover the wages paid based on paragraph 1 of this article, from this liable third party in accordance with the provisions of Section 6:107a of the Dutch Civil Code. The employee is obliged to cooperate with the employer in a recourse action brought by this employer.

Disability pension

9. The Pension Fund for Painters and Decorators, Finishing Contractors and Glaziers provides for a disability pension for the employee, who was given the right to or receives an old-age pension on or since 25 January 1994.

Death

10. In the event that the employee dies whilst at work or on his way to or from work, the employer will compensate the employee's surviving relatives or those who incur or have incurred the costs of transporting the employee's body to his place of residence. This does not apply if the employee's place of residence is outside Dutch territory.
11. In the event of the employee's death, the employee's surviving relatives will receive the full wages for the month during which the employee died, plus an amount equal to two months' wages. For the application of this provision, the law stipulates that the term surviving relatives refers to the surviving spouse with whom the employee lived whilst not permanently separated and failing that, the underage legal or natural children or failing that, the person whom the employee looked after.

Article 36 Unworkable weather and frost

1. By reasonable agreement with the employees concerned, the employer assesses when and for how long work cannot be carried out due to unfavourable weather conditions or insufficient light. If the employer believes that he has installed sufficient lighting, the employee is obliged to carry out his work during the normal hours of work. In the event the work is impeded, the employer will pay the full wages.
2. In the event that the employer assigns other suitable work to the employee during the time referred to in paragraph 1 of this article, the employee is obliged to carry out such work, provided the employer is prepared to pay the wages stipulated in this agreement for his usual work or, if the wage for the other work is higher pursuant to this agreement, this higher wage.
3. An employee who leaves the worksite without permission is not entitled to the remuneration stipulated in this article.
4. The employer is not permitted to end the employee's employment - on account of a reduction in work, among other things - during a frosty period or because of the consequences of frost, with the exception of termination for compelling reasons within the meaning of Section 678 of Book 7 of the Dutch Civil Code.
5. The employee has the right to stop working if the wind chill temperature is -6° C or lower. The wind chill temperature given by Infoplaza for the region where the project is located is the determining factor.
6. Paragraph 5 of this article does not apply to fitting glass or emergency provisions if the work is necessary and of a short-term nature.

Article 37 Holidays

1. The holiday year coincides with the calendar year. An employee who is in fulltime employment at the start of the calendar year is entitled to the following every calendar year:
 - a. < 18 years of age with starting qualification: 29 days;
 - b. 18 and older: 25 days.
2. When an employee joins or leaves the company in the course of a year, he is entitled to a proportional number of the holidays that accrue to him. If the calculation results in an

entitlement of less than half a day, it is rounded down and if it is more than half a day, it is rounded up.

3. The employee is entitled to an uninterrupted summer holiday of three weeks, provided he has accrued enough holidays. The holiday is determined by the employer in accordance with the employee's wishes, unless compelling reasons such as a business closure or an insufficient number of managers dictate otherwise.
4. The Friday after Ascension Day is a compulsory day off.

Article 38

1. Collective winter closure until 2021

- a. The employee is entitled to three weeks off during the winter period, two weeks of which are stipulated in the collective agreement.
- b. In the event that the company applies a winter closure of three weeks, the third week, five holidays or days off in connection with the reduction in working hours scheme (ATV days), are taken right after the first two weeks.
- c. In the event that the company applies a winter closure of two weeks, the third week is taken no later than week 10, by mutual agreement between the employer and the employee.
- d. By mutual agreement between the employer and the employee, the employer can deviate from the collective winter closure if such is necessary to meet the clients' wish to carry out work during the collective winter closure. The collective winter closure can also be deviated from if the work performed by an OTA employee is necessary during the period of the year to be able to guarantee the progress of the business operations. The employer will enable an OTA employer to take any missed holidays consecutively, no later than the first week 10, after all.

5. Collective winter closure in 2019

During the collective winter closure in 2019, two weeks off must be taken in 2019. One week at the end of the year. The employee uses three ATV days on 23, 24 and 27 December 2019.

6. Collective winter closure in 2020

During the collective winter closure in 2020, two weeks off must be taken in 2020. One week at the start of the year. The employee uses one holiday on 30 December 2019 and three ATV days on 31 December 2019 and on 2 and 3 January 2020. One week at the end of the year. The employee will use four ATV days on 28, 29, 30 and 31 December 2020.

7. Collective winter closure in 2021

During the collective winter closure in 2021, two weeks off must be taken in 2021. One week at the start of the year. The employee uses two holidays on 4 and 5 January 2021 and three ATV days on 6, 7 and 8 January 2021. One week at the end of the year. The employee uses one holiday on 27 December 2021 and four ATV days on 28, 29, 30 and 31 December 2021.

Article 40 Four-day working week

1. An employee who reaches the age of 60 before 1 January 2017, can, up to a maximum of 25 additional leave days in proportion to this right, realise a four-day working week during the year before his retirement (pre-pension or old-age pension).

2. The employee referred to in paragraph 1 of this article who already makes use of this scheme in 2016 is paid a maximum of 25 additional leave days.
3. An employee who reaches the age of 60 after 1 January 2017 but who did not yet make use of this scheme in 2016, reserves the right to realise a four-day working week during the year before his retirement (pre-pension or old-age pension) by:
 - a. using days off (always taking into account the number of days off needed for the winter and summer closure of the company at which the employee works);
 - b. using additional hours worked and/or taking unpaid leave;
 - c. changing the employment contract from five to four days per week.
4. An employee who has reached the age of 60 before 1 January 2017 and who starts working in the same sector again after a period of unemployment can no longer exercise the right to a four-day working week.
5. Any days not taken during the year before retirement will expire upon retirement.

Article 41 Phasing-out scheme age-related leave with effect from 1 January 2017

1. An employee who has reached the age of 55 before 1 January 2017, who was subject to the collective agreement before 1 January 2017 and has, since then, remained subject to it without interruption whilst employed for the same employer, falls within the scope of this phasing-out scheme for age-related leave. Under this scheme, any age-related leave accrued in 2016 is 'frozen' until retirement age.
2. An employee who has not been employed the entire year or who works part-time has a proportional right to age-related leave or the associated allowance.
3. By mutual agreement with the employer, the employee will stagger the age-related leave, which must be taken within the calendar year in question.
4. The employee cannot be forced to take his age-related leave nor can the employer be forced to pay unused leave.
5. An employee who leaves the sector before 2021 loses his right to age-related leave.
6. An employee who reached the age of 55 to 59 in 2016:
 - a. is until 2021 entitled to five days of age-related leave per year, while the fixed allowance is EUR 75 gross per day;
 - b. is until 2021 entitled to an allowance for unused age-related leave. The allowance, which is paid out every year in week 48, is as follows:
 1. 55 years old in 2016: 150 Euros gross (two days of age-related leave);
 2. 56 years old in 2016: 225 Euros gross (three days of age-related leave);
 3. 57 years old in 2016: 300 Euros gross (four days of age-related leave);
 4. 58 years old in 2016: 375 Euros gross (five days of age-related leave);
 5. 59 years old in 2016: 450 Euros gross (six days of age-related leave).
7. An employee who reached the age of 55 to 59 in 2016 is, with effect from 1 January 2022, entitled to the unpaid age-related leave listed below:
 - a. 55 years old in 2016: seven unpaid days of age-related leave;
 - b. 56 years old in 2016: eight unpaid days of age-related leave;
 - c. 57 years old in 2016: nine unpaid days of age-related leave;

- d. 58 years old in 2016: ten unpaid days of age-related leave;
 - e. 59 years old in 2016: eleven unpaid days of age-related leave.
8. An employee who reached the age of 60 in 2016:
- a. is until 2021 entitled to ten paid days of age-related leave per year, while the fixed allowance is EUR 75 gross per day;
 - b. is until 2021 entitled to an allowance for unused age-related leave. The allowance amounts to 150 Euros gross in week 48 of every year (two days of age-related leave);
9. The following applies to OTA employees:
- a. an OTA employee who reached the age of 60 in 2016, falls within the scope of this phasing-out scheme of age-related leave;
 - b. an OTA employee who is 60 on 1 January 2017, falls outside the scope of this phasing-out scheme of age-related leave;
 - c. by mutual agreement with the employer, the OTA employee will stagger the age-related leave, which must be taken within the calendar year in question.
 - d. The OTA employee cannot be forced to take his age-related leave nor can the employer be forced to pay unused leave.
 - e. An employee who leaves the sector before 2021 loses his right to the allowance for unpaid leave days.
10. An OTA employee who reached the age of 60 in 2016:
- a. is until 2021 entitled to ten paid days of age-related leave per year, while the fixed allowance is EUR 75 gross per day;
 - b. is until 2021 entitled to an allowance for unused age-related leave. The allowance amounts to 150 Euros gross in week 48 of every year (two days of age-related leave).

Article 42 Schematic overview of age-related leave (not for OTA employees)

| AGE | | 2019 | | 2020 | |
|---------|---------------------|---|----------|----------------------|----------|
| IN 2016 | entitlement in days | time off on full pay | paid out | time off on full pay | paid out |
| 55 | 7 | 5 | 2 | 5 | 2 |
| 56 | 8 | 5 | 3 | 5 | 3 |
| 57 | 9 | 5 | 4 | 5 | 4 |
| 58 | 10 | 5 | 5 | 5 | 5 |
| 59 | 11 | 5 | 6 | 5 | 6 |
| 60 | 12 | 10 | 2 | 10 | 2 |
| 61 | 12 | 10 | 2 | 10 | 2 |
| 62 | 12 | 10 | 2 | 10 | 2 |
| 63 | 12 | 10 | 2 | | |
| 64 | 12 | | | | |
| 65 | 12 | | | | |
| 66 | 12 | At age 66, the right to age-related leave applies proportionally. | | | |

| AGE | 2021 | |
|---------|---------------------|----------|
| IN 2016 | entitlement in days | paid out |
| 55 | 7 | 2 |
| 56 | 8 | 3 |
| 57 | 9 | 4 |
| 58 | 10 | 5 |
| 59 | 11 | 6 |
| 60 | 12 | 2 |
| 61 | 12 | 2 |

Article 43 Schematic overview of age-related leave (for OTA employees)

| AGE | | 2019 | | 2020 | |
|---------|---|----------------------|----------|----------------------|----------|
| IN 2016 | entitlement in days | time off on full pay | paid out | time off on full pay | paid out |
| 60 | 12 | 10 | 2 | 10 | 2 |
| 61 | 12 | 10 | 2 | 10 | 2 |
| 62 | 12 | 10 | 2 | 10 | 2 |
| 63 | 12 | 10 | 2 | 10 | 2 |
| 64 | 12 | 10 | 2 | | |
| 65 | 12 | | | | |
| 66 | At age 66, the right to age-related leave applies proportionally. | | | | |

| AGE | | | 2021 |
|---------|---------------------|----------------------|----------|
| IN 2016 | entitlement in days | time off on full pay | paid out |
| 60 | 10 | 10 | 2 |
| 61 | 10 | 10 | 2 |
| 62 | 10 | 10 | 2 |

Article 44 Recognised public holidays

1. In principle, no work is carried out on recognised public holidays. The employee is entitled to a day off on full pay.
2. The employee cannot be forced to work on a recognised public holiday, unless business interests dictate otherwise.
3. The employee can consult with his employer about swapping a recognised public holiday for a non-recognised public holiday.
4. Recognised public holidays include:

| | 2019 | 2020 | 2021 |
|----------------|-------------|-------------|------------|
| New Year's Day | | 01 January | 01 January |
| Good Friday | 19 April | 10 April | 02 April |
| Easter Sunday | 21 April | 12 April | 04 April |
| Easter Monday | 22 April | 13 April | 05 April |
| King's Day | 27 April | 27 April | 27 April |
| Ascension Day | 30 May | 21 May | 13 May |
| Whit Sunday | 09 June | 31 May | 23 May |
| Whit Monday | 10 June | 01 June | 24 May |
| Christmas Day | 25 December | 25 December | |
| Boxing Day | 26 December | 26 December | |

Article 46 Holiday allowance until 2021

1. The holiday allowance year starts in week 25 of any one year:
 - c. 2019: between 18 June 2018 and 14 June 2019;
 - d. 2020: between 17 June 2019 and 12 June 2020
 - e. 2021: between 15 June 2020 and 18 June 2021
2. Each company can determine a different period, which must be confirmed to the employee in writing.

3. Every year, the employee is paid a holiday allowance of 8% (= 156 times the PRIS hourly wage). No holiday allowance is calculated on additional hours and overtime, while on the basis of Article 16.2 of the Dutch Minimum Wage and Minimum Holiday Allowance Act, the sum of the wage and the holiday allowance must be 108% of the minimum wage, at least.
4. Each year, OTA employees are paid a holiday allowance of 8% of the fixed agreed wage enjoyed at the employer during the past holiday allowance year. No holiday allowance is calculated on additional hours and overtime, while on the basis of Article 16.2 of the Dutch Minimum Wage and Minimum Holiday Allowance Act, the sum of the wage and the holiday allowance must be 108% of the minimum wage, at least.
5. The holiday allowance is paid no later than the month of June.
6. When the employment is terminated, the employee will receive the holiday allowance amount he is entitled to until that date or any amount paid in excess will be settled with him.

Article 48 Reduction of working hours (ATV)

1. During the collective winter closure, employees are entitled to seven not freely available ATV days. Some of these days are used at the start of the year, the others at the end of the year. These days are included in Article 38 of this collective agreement.
2. If the employee is unable to use these days, referred to in paragraph 1 of this article, because of a request from the employer, these days must be used no later than the next week 10.
3. If the employee cannot work on these days because of incapacity for work, the right to these days expires.

Article 49 Unpaid leave

1. In derogation from the provisions of Chapter 4 of the Dutch Work and Care Act, the employee is not entitled to full pay for periods of emergency and short-term leave.
2. Apart from the circumstances mentioned in the Dutch Work and Care Act, the employee is also entitled to unpaid leave in the following circumstances:
 - a. for the employee's civil or church wedding or registered partnership: **2 days**;
 - b. for the employee's 25th and 40th wedding anniversary or registered partnership and the 25th, 40th and 60th wedding anniversary of his parents/in-laws: **1 day**;
 - c. for the civil or church wedding of one of the parents, brothers, sisters, children, brothers-in-law, sisters-in-law and foster children, half-brothers or half-sisters: **1 day**.

Article 50 Leave on full pay

1. The employee is entitled to a maximum of ten days of palliative leave on full pay, being the PRIS wages, in connection with the terminal care for a member of the household who is terminally ill. The days of palliative leave can be taken by mutual agreement between the employer and the employee, either consecutively or in partial days.
2. The employee is entitled to ten days of bereavement leave on full pay, being the PRIS wages, in connection with the death of his partner, child or parent. At the time of death, the parent must reside at the same address as the employee. Bereavement leave must be taken right after the emergency leave and short-term leave referred to in Article 49.1 of this collective agreement.

3. After his partner has given birth, the employee is, until 31 December 2018, entitled to three working days of paternity leave on full pay of the PRIS wages. With effect from 1 January 2019, the right to three working days of paternity leave is converted into five working days of birth leave on full pay of the PRIS wages. The employee must use these days following on from the maternity leave referred to in Article 49.1 of this collective agreement but within four weeks of childbirth.
4. Employees with a chronic disease are - if they need treatment for their disorder more than three times in a calendar year - with effect from the fourth treatment entitled to leave on full pay for the duration of the actual absence needed for the specialist treatment they must undergo and which can take place during working hours only. The employer may ask the employee for a doctor's certificate. The term chronic disease relates to an illness referred to as such by the National Institute for Public Health and the Environment (RIVM).

CHAPTER 5 ALLOWANCES

Article 51 Travel allowance

1. If the employer believes that the employee has to use his own mode of transport to get to and from work and/or if the employee uses it during and for his work, he will be paid a mode of transport allowance.
2. The allowance in Euros is:

| MODE OF TRANSPORT | PER KILOMETRE |
|--------------------------|----------------------|
| Moped | 0.11 |
| Car | 0.30 |

3. In the event that the employer makes transport available or if the employer has not told the employee to use his own mode of transport and instead, the employee prefers to use his own mode of transport, he is not entitled to a kilometre allowance.
4. If the employer believes that the employee has to use public transport to get to and from work or during and for his work, the employer will pay the travel expenses (second class or a similar class).
5. For a trainee, the first ten kilometres to work and the first ten kilometres back home do not qualify for a travel allowance.
6. The employer is obliged to provide a breakdown of the travel costs to be paid out. If the employee does not agree with the travel allowance specified, he has to complain within four weeks of receiving the breakdown. After these four weeks, the allowance paid out in accordance with the breakdown is deemed to be correct and the employee can no longer exercise the right to have the allowance adjusted.
7. If the employer does not issue a breakdown and if he does not pay travel allowance in accordance with paragraph 2 of this article based on one of the modes of transport mentioned in paragraph 2 of this article, the travel allowance based on the lowest class of public transport will apply, in accordance with the provisions of paragraph 10 of this article.

8. If an employee visits a working conditions service appointed by the employer, the travel expenses must be reimbursed by the employer based on the lowest class of public transport and subject to presentation of the ticket used. The employer pays the travel hours referred to in Article 53 of this collective agreement. If the employee visits the working conditions on his own initiative, he must consult with the employer first.
9. The employer will reimburse the travel expenses incurred for a medical examination into occupational diseases based on paragraph 2 of this article.
10. No travel allowance applies to transport by means of a mode of transport made available at the expense of the employer.
11. Apart from the kilometre allowance referred to in paragraph 2 of this article, the employer is obliged to fully reimburse the true costs incurred for the commute, such as parking costs and toll money. To have these expenses reimbursed, the employee will be asked to present proof of payment to the employer.

Article 52 Travel allowance for trainees

1. For a trainee, the first ten kilometres to work and the first ten kilometres back home do not qualify for a travel allowance.
2. If the employer believes that the trainee must use a moped or car, the employer will pay the trainee an allowance for this. In that case, the allowance is:

| MODE OF TRANSPORT | PER KILOMETRE |
|-------------------|---------------|
| Moped | 0.11 |
| Car | 0.30 |

3. If the employer believes that the trainee does not have to use a moped or car, the employer will not pay a kilometre allowance.
4. If the employer makes a mode of transport available to the trainee, no travel allowance applies.
5. If the employer believes that a trainee must use public transport to and from work, the employer will reimburse the trainee for the costs of the ticket based on second class, while the trainee and the employer make appropriate arrangements about the agreement in the collective agreement that the first ten kilometres to work and the first ten kilometres back home do not qualify for a travel allowance.
6. The employer is obliged to give the trainee a breakdown of the travel expenses reimbursed to the trainee. If the trainee does not agree with this breakdown, he has to notify the employer within four weeks. If he does not, he is deemed to have agreed with the travel allowance paid to him.
7. Apart from the kilometre allowance, the employer is obliged to fully reimburse additional costs incurred by the trainee to be able to fulfil his duties, such as parking costs and toll money. To have these expenses reimbursed, the trainee will be asked to present proof of payment to the employer.

Article 53 Travel time allowance

1. The employer pays a fixed gross allowance of 10 Euros per hour for the duration of the commute by public transport, a mode of transport made available by the employer or the employee's own mode of transport, with the exception of the first 60 minutes per day, which are not reimbursed by the employer.
2. Until the age of 21, the employee is entitled to a travel time allowance of 50% of his gross wages, apart from the first 60 minutes.
3. If an employee acts as the driver of a car with passengers, he will be reimbursed for the first 60 minutes of travel time as well. The allowance for the driver is 12.50 Euros gross per hour.
4. 'Duration of the commute' in paragraph 1 of this article refers to the time lapsed between the mode of transport leaving for work and arriving at work, as well as to the time lapsed going back home. The travel time is determined by using a reliable route planner.
5. The employer is obliged to provide a breakdown of the travel time. If the employee does not agree with the travel time allowance specified, he has to complain within four weeks of receiving the breakdown. After these four weeks, the allowance paid out in accordance with the breakdown is deemed to be correct and the employee can no longer exercise the right to have the allowance adjusted.
6. If the employer does not provide a breakdown and does not pay a travel time allowance, the travel allowance based on public transport will apply.
7. If the total duration of the work, resting and travel time, counted from the moment a mode of transport as referred to in paragraph 1 of this article leaves until the moment it returns, is more than 12 hours, the normal hours of work must be reduced by the multiple.
8. In accordance with the provisions of Article 9 of this collective agreement, the parties to this collective agreement can, on request, grant dispensation for a deviating scheme that was agreed on in consultation with the works council, the employee representative body or staff meeting and which deviates from the agreements in the provisions of the previous paragraphs of this article.
9. To determine the various times at which the work, rest and travel times start and end, the employer will consult with the employees in question.

Article 54 Travel time allowance for trainees

1. 'Duration of the trip' refers to the time needed to travel from home to work and vice versa. For a trainee, the first ten kilometres to work and the first ten kilometres back home do not qualify for a travel time allowance.
2. The travel time is determined by using a reliable route planner.
3. Until the age of 21, the trainee is entitled to a travel time allowance of 50% of his gross wages.
4. The employer is obliged to give the trainee a breakdown of the travel time reimbursed to the trainee. If the trainee does not agree with this breakdown, he has to notify the work experience company within four weeks. If he does not, he is deemed to have agreed with the travel time allowance paid to him.

Article 55 Equipment allowance

1. With the exception of OTA employees, the employer will pay employees a tax-free equipment allowance of 1.60 Euros per worked day in connection with:
 - a. work clothing, including shoes;
 - b. maintenance and washing of work clothing, including shoe care;
 - c. extraordinary cleaning products.
2. In special working conditions - such as extremely dirty work - the employee may be given or reimbursed for an additional boiler suite, etc. The employer will make tools available to the employee.
3. When work clothing is made available, the equipment allowance referred to in paragraph 1 does not apply. In that case, the employee is paid a wash allowance instead. In total, the clothing set made available and wash allowance will represent a value similar to the value of the wash and clothing scheme in place at the company before the introduction of the work-related expenses scheme, subject to a minimum of the extent of the allowance referred to in paragraph 1 of this article. The wash allowance remains outside the discretionary margin of the work-related expenses allowance up to 1 Euro per day.
4. Work clothing that was 'made available' remains the property of the employer.
5. This tax scheme is subject to approval from the Tax and Customs Administration.

Article 56 Meal allowance

In the event of overtime within the meaning of Article 16 of this collective agreement, the employer pays a meal allowance. This allowance is 8 Euros per day.

Article 57 Temporary accommodation elsewhere

1. If the work for which the employee was hired is located at such a great distance from his place of residence that the employer and the employee believe the employee cannot return home, the employer will arrange and pay for appropriate accommodation and meals.
2. These employees can return home once a week, in accordance with the provisions of Article 12 of this collective agreement or, if applicable, Article 13 or Article 14 of this collective agreement regarding the weekly working hours.
3. The employee is still entitled to free accommodation and meals if he becomes unfit for work due to illness or an accident, for as long as he lives in the location to which he was assigned. The employer has the right to transport the employee to his place of residence at the former's expense, if such transport is deemed medically responsible. If transport to the place of residence is, nevertheless, medically required, the employer is obliged to bear the costs.
 - a. as long as the employee - as a result of his assignment outside his place of residence - is nursed in a location in the Netherlands other than where he lives, the spouse of the employee in question can visit him once a week at the expense of the employer;
 - b. this also applies to the parents of an employee who lives at home with his parents and is single;
 - c. the employer will reimburse the travel costs incurred for using public transport, second class or a similar class.

CHAPTER 6 AGREEMENTS ABOUT STUDENTS

Article 58 Wages of the trainee

1. A trainee is trained on three different levels, namely:
 - a. level 1: Assistant painter;
 - b. level 2: Painter;
 - c. level 3: Mate.
2. A trainee who is new to the study programme is placed on the lowest step of the student scales, corresponding to the level of his study programme referred to in paragraph 1 of this article.
3. A trainee will never be paid less than the statutory minimum wage applicable to him.
4. A trainee who obtains his diploma and moves to the next level makes a horizontal step on the pay scale (the same step in the next column).
5. A trainee who joins will be grouped in accordance with the pay scales mentioned in paragraph 6 of this article, with effect from the first possible pay period.
6. These pay scales are in force.

Week 25 of 2019 (17 June 2019), including an increase of 2.0%

| LEVEL 1 (BBL-1) | LEVEL 2 (BBL-2) | LEVEL 3 (BBL-3) |
|-----------------|-----------------|-----------------|
| | | 10.85 |
| | 7.93 | 8.36 |
| | 6.33 | 6.68 |

Week 25 of 2020 (15 June 2020), including an increase of 2.25%

| Ages 15 to 19 | | |
|-----------------|-----------------|-----------------|
| LEVEL 1 (BBL-1) | LEVEL 2 (BBL-2) | LEVEL 3 (BBL-3) |
| | | 11.09 |
| | 8.11 | 8.55 |
| 5.81 | 6.47 | 6.83 |

Week 25 of 2020 (15 June 2020), including an increase of 2.25%

| Age 20 | | |
|-----------------|-----------------|-----------------|
| LEVEL 1 (BBL-1) | LEVEL 2 (BBL-2) | LEVEL 3 (BBL-3) |
| | | 11.09 |
| | 8.11 | 8.55 |
| 6.26 | 6.47 | 6.83 |

| Week 25 of 2020 (15 June 2020), including an increase of 2.25% | | |
|--|-----------------|-----------------|
| Ages 21 and older: | | |
| LEVEL 1 (BBL-1) | LEVEL 2 (BBL-2) | LEVEL 3 (BBL-3) |
| | | 11.09 |
| | 10.18 | 10.18 |
| 10.18 | 10.18 | 10.18 |

- a. The wages of the trainee, who is paid a higher wage than indicated in the pay scale from week 25 of 2019 at his training level, are frozen until future increases in the wage of the pay scale have caught up with his wages.
 - b. A trainee who starts with a BBL study programme (BBL-1, 2 or 3) is given a work placement contract for the term of one month, entitled 'introduction to the profession'. If this first period is concluded successfully, the trainee is given a work placement contract for a maximum of six months, entitled 'working on the basis'.
 - c. If this period is also concluded successfully, the trainee is given a work placement contract for the remainder of the study programme, entitled 'customisation'. Depending on the trainee's performance and progress during his studies, he may be offered a work placement contract sooner.
 - d. A trainee who moves on to a BBL study programme at a higher level, from BBL-1 to 2 or from BBL-2 to 3, is given a work placement contract for the duration of the study programme.
 - e. Apart from the pay scales in this article, a trainee will, in week 41 of 2019, receive the lump-sum payment referred to in Article 28.2(g) of this collective agreement when the trainee:
 1. joined the company with effect from the 2018-2019 academic year and is still being trained on level 2 (BBL-2) in week 41 of 2019;
 2. joined the company with effect from the 2016-2017, 2017-2018 or 2018-2019 academic year and is still being trained on level 3 (BBL-3) in week 41 of 2019.
7. A trainee who has a work placement contract:
- a. receives wages for the number of hours worked (in principle, four days a week, 7.5 hours per day is 30 hours per week) and accrues holiday entitlements for that;
 - b. does not receive wages for the days he has to attend school and does not accrue any holiday entitlements for that.

Article 59 The apprentice trainer

1. The employer will enable the apprentice trainer to invest enough time in coaching the trainee. 'Enough time' is understood to mean enough time needed to train the trainee to become a good professional.
2. Depending on the workplace where the trainee receives his training, the work experience company may be forced to put a limit on the number of hours per day available to the apprentice trainer to coach the trainee.

Article 62 Training costs

1. In principle, all training costs are payable by the employer. Costs for time lost during training are payable by the employee.
2. If the training initiative lies with the employee and he wishes to complete this training during working hours, he will consult the employer about it beforehand. Training during working hours at the initiative of the employee is possible only with the consent of the employer.
3. If the training is followed at the initiative of the employee, the employer and the employee will consult each other about any contribution towards the costs by the employer.
4. The employer and the employee may agree that the employer cannot terminate the employment contract during the training period or that the employee must remain employed for a certain time after his exam.
5. An employee who terminates his employment prematurely is obliged to repay the training costs to the employer. Among other things, these training costs may consist of the continued payment of wages during training days (if applicable), school fees and travel expenses.
6. The training costs agreement is concluded in writing before the employee's participation in schooling, course, training, etc.
7. Some of the training costs will be payable by the employee if the employment contract is terminated other than by mutual consent:
 - a. within one year of obtaining a diploma or certificate: 100%;
 - b. within two years of obtaining a diploma or certificate: 50%;
 - c. within three years of obtaining a diploma or certificate: 25%.

CHAPTER 7 WORKING CONDITIONS

Article 63 Sustainable employability

1. Within the framework of sustainable employability, the employee is entitled to a periodic occupational health examination, a career check and a consultation in the manner set out in the Painters and Decorators, Finishing Contractors and Glaziers Collective Agreement Implementing Rules.

Article 64 Information and occupational healthcare

1. The employee is entitled to information and examinations in the field of health and safety.
2. The employee is entitled to full pay for the duration of the actual absence needed for medical examinations at the employer's request or for a periodic occupational health examination.

Article 65 Pre-employment medical examination

1. If the fulfilment of the position must be subject to particular requirements in terms of medical suitability, the employer and the employee may in the following situations - before concluding an employment contract - agree on a pre-employment medical examination that will decide if the employee is suitable for the position in question:
 - a. this is the first time the employee joins an employer in this branch of industry;
 - b. after previous employment in this branch of industry, the employee did not work in the branch of industry for at least three consecutive years;

- c. while formally preserving or not preserving his job with an employer in the branch of industry, the employee did not effectively work in the branch of industry for a consecutive period of at least three years.
2. The pre-employment medical examination serves to determine if an employee is medically suitable to carry out the intended job within the branch of industry. Particular requirements must be attached to medical suitability in the event of particular job requirements. This means there are aspects that pose a risk to the health and/or safety of the employee and/or third parties. These risks cannot be mitigated to an acceptable level with customary measures.
3. The pre-employment medical examination referred to in paragraph 1 must be carried out by a working conditions service.
4. The result of the pre-employment medical examination is “suitable”, “suitable subject to conditions” or “unsuitable”. This result must be announced to the employee and, with the former's consent, to the employer.

Article 66 Working conditions policy

1. For the statutory hazard identification and risk assessment (HIRA), employers can use a sector-specific HIRA developed for this branch of industry.
2. In subcontracting agreements with employers, the employer is obliged to document the collaboration agreements about the working conditions policy and the measures to prevent risks on the construction site, preferably in writing.
3. Within the sector, employer and employee representatives have set out how an employer can comply with the government-imposed target requirements about health and safety in the workplace. This is done in a working conditions catalogue for painting and property maintenance, a working conditions catalogue for glaziers and a working conditions catalogue for metal preservation.
4. Within his company, the employer has to implement the measures set out in the working conditions catalogues referred to in paragraph 3 of this article or demonstrably take such measures that he does, at least, meet the level of protection stipulated in working conditions legislation, the relevant working conditions catalogues and this collective agreement.

Article 67 Working conditions

1. The employer will take measures so that between 1 November and 1 April, relevant areas on construction sites where work must be carried out indoors are kept draught-free as well as possible, if necessary. Draught-free means that the areas are sealed off all around with glass or another material.
2. Glass that weighs 25 kilos or more must be fitted by at least two persons. Glass that weighs more than 50 kilos can be transported and fitted with equipment only. The employer is obliged to make such equipment available. The basic principle is that glass that weighs more than 50 kilos cannot be lifted manually. Anything that weighs more than 100 kilos must be moved with mechanical equipment at all times.
3. In exceptional cases, glass can be lifted manually up to a maximum of 100 kilos, provided all conditions set out under (a) to (g) of this paragraph are met:

- a. only for repairs or refurbishments (development projects must be such that mechanical lifting is possible at all times);
 - b. if the use of a crane or other equipment is demonstrably not possible or even unsafe;
 - c. the employees, four at least, must interact with each other well; one employee is responsible for giving instructions;
 - d. every employee must have enough room to move around and they should not be in each other's way;
 - e. everything must be freely accessible without differences in height of more than 30 cm such as steps, stairs and ladders;
 - f. it is possible to hold on to the material well, preferably using glass suction pads;
 - g. manually handling loads between 50 and 100 kilos is subject to a maximum of twice (= two window panes) per day.
4. When working on a ladder, objects of no more than five kilos in weight or no more than 1 m² can be transported. This restriction does not apply to glass fitting.
5. If the use of all-weather clothing is necessary on the job, the employer will make this available to the employee on loan.

Article 68 Personal protective equipment

1. The employer is obliged to make personal protective equipment available to his employees. If the employer does not make such personal protective equipment available, employees are entitled to interrupt their work until the employer fulfils his obligations after all. During this interruption, the employee is entitled to full pay.
2. If the employee does not use the personal protective equipment made available by the employer or if the safety instructions announced to the employee are not observed, the employer is entitled to impose one of the following sanctions on the employee:
 - a. first violation: a first written warning;
 - b. second violation: a second written warning and a fine of 100 Euros;
 - c. third violation: a third written warning and a fine of 250 Euros;
 - d. fourth violation: may be a reason for dismissal.
3. In accordance with Sections 7:632, 7:650 and 7:651 of the Dutch Civil Code, the employer is entitled to set off any fine against the employee's net wages.

CHAPTER 8 OTHER PROVISIONS

Article 69 Pension fund

1. Employers and employees can be members of the Pension Fund for Painters and Decorators, Finishing Contractors and Glaziers.

Article 72 Medical insurance

1. Through group medical insurance to be taken out for the employees by the employer, the employer directly or indirectly reimburses the employee for the costs of physiotherapy, insofar as such is not covered by the basis package of the Dutch Healthcare Insurance Act.
2. If the employer does not fulfil the obligation mentioned in paragraph 1 of this article, he must pay the employee 10 Euros gross every four weeks by way of contribution to the supplementary

medical insurance to be taken out by the employee, which insurance covers the costs of physiotherapy. In that case, the employee will provide the employer with proof of taking out such insurance.

Article 73 Remaining in force

1. The rights of the employee ensuing from provisions of older collective agreements expire and do not remain in force once this collective agreement comes into force. Instead, the rights ensuing from the provisions of this collective agreement will apply. Insofar as this collective agreement gives fewer rights, this collective agreement takes precedence over older collective agreements.
2. Insofar as the employee has more favourable claims based on individual agreements, those more favourable agreements are not affected by this collective agreement.

APPENDIX 1 REFERENCE JOBS

| | JOB | JOB CODE |
|----|---|----------|
| 1 | Administrative assistant | A.02.1 |
| 2 | Secretary/management assistant | A.04.1 |
| 3 | Financial administrative assistant | A.05.1 |
| 4 | Office manager | A.07.1 |
| 5 | Head of accounts | A.09.1 |
| 6 | Controller | A.11.1 |
| 7 | Assistant | B.01.1 |
| 8 | Concrete processor 1 | B.01.2 |
| 9 | Concrete processor 2 | B.03.1 |
| 10 | Carpenter 2/wood restorer | B.04.1 |
| 11 | All-round carpenter | B.05.1 |
| 12 | All-round concrete processor | B.05.2 |
| 13 | Carpenter 1 | B.02.1 |
| 14 | Glazier 1 | G.01.1 |
| 15 | Glazier 2 | G.03.1 |
| 16 | All-round glass fitter | G.04.1 |
| 17 | Specialist glass fitter | G.05.1 |
| 18 | Foreman/team leader | L.06.1 |
| 19 | Site manager | L.07.1 |
| 20 | Project leader | L.09.1 |
| 21 | Branch manager | L.10.1 |
| 22 | Metal preservation assistant 1 | M.01.1 |
| 23 | Metal preservation assistant 2 | M.02.1 |
| 24 | Engineering painter | M.03.1 |
| 25 | Blaster | M.03.2 |
| 26 | Sprayer | M.04.1 |
| 27 | Painter 1 | S.02.1 |
| 28 | Painter 2 | S.04.1 |
| 29 | All-round painter | S.05.1 |
| 30 | Specialist painter/restoration painter | S.06.1 |
| 31 | Materials manager | T.02.1 |
| 32 | Calculator | T.07.1 |
| 33 | Planning engineer | T.07.2 |
| 34 | Calculator/planning engineer | T.07.3 |
| 35 | Maintenance consultant/RGS consultant | T.08.1 |
| 36 | Head of the planning and control department | T.09.1 |

APPENDIX 2 JOB CATEGORIES (JC)

| jc | Administration | Engineering | Glass | Metal | Painters | Technical support | Managers |
|----|------------------------------------|---|-------------------------|--------------------------------|---|---|----------------|
| 1 | | Assistant Concrete processor 1 | Glazier 1 | Metal conservation assistant 1 | | | |
| 2 | Administrative assistant | Carpenter 1 | | Metal preservation assistant 2 | Painter 1 | Materials manager | |
| 3 | | Concrete processor 2 | Glazier 2 | Engineering painter Blaster | | | |
| 4 | Secretary/management assistant | Carpenter 2/wood restorer | All-round glass fitter | Sprayer | Painter 2 | | |
| 5 | Financial administrative assistant | All-round concrete processor All-round carpenter | Specialist glass fitter | | All-round painter | | |
| 6 | | Foreman/team leader | Foreman/team leader | Foreman/team leader | Specialist painter/restoration painter Foreman/team leader | | |
| 7 | Office manager | | | | | Calculator Planning engineer Calculator/planning engineer | Site manager |
| 8 | | | | | | Maintenance consultant/RGS consultant | |
| 9 | Head of the administrative | | | | | Head of the planning and control | Project leader |
| 10 | | | | | | | Branch manager |
| 11 | Controller | | | | | | |

APPENDIX 3 JOB DESCRIPTIONS

Job description Administrative Assistant A.02.1

Organisational context

Administrative assistants can be found in small companies where they work under the direct supervision of the director/owner.

They may also be found in larger companies, where they act as the assistant to a financial administrative assistant or office manager. The administrative assistant has a supporting role in administrative and secretarial fields. The job is of a registering and operational nature, with a lot of routine. The jobs to be performed are individual, have little mutual relationship or dependence and are performed based on unambiguous instructions.

Purpose of the job

The administrative assistant is responsible for the registration of data.

Result areas

Availability

Responds politely to questions from customers. Makes call-back arrangements, taking existing agenda appointments into account.

Correspondence

Processes incoming and outgoing post. Provides written standard information about the company. Ensures correspondence is sent out in the company's corporate identity and monitors prompt dispatch.

Word processing

Composes various products using word processing. Works in accordance with prevailing regulations and corporate identity.

Data entry

Enters data into the systems. Coordinates data that is presented with the categories in the data files. Plans his own work, taking the importance and urgency of the work into account.

Notifications

Recognises errors or faults in data or documents. Provides the manager with the details needed to rectify the errors fast.

Expertise

Knowledge of administrative work at a senior secondary vocational education level (MBO 1). Knowledge of administrative procedures and automated systems. Knowledge of the company's administrative guidelines. Social skills to accept questions or requests. Communication skills to report errors or faults.

Job description Secretary/Management Assistant A.04.1

Organisational context

Secretaries/management assistants can be found in small companies where they work under the direct supervision of the director/owner. They may also be found in larger companies, where they act as the assistant to a financial administrative assistant or office manager. A secretary performs operational administrative jobs and may also act as a central point of contact and information for customers and employees. The administrative jobs are of a registering nature; interpreting figures does not form a part of the job. The jobholder uses a standard software package and as such, delivers data for accounts and payroll records (mostly outsourced to an external agency). The jobholder also offers office support to the director or employees of the administrative department, consisting of simple secretarial jobs.

Purpose of the job

The secretary is responsible for the availability of data and people.

Result areas

Availability

Receives questions by telephone and filters questions according to priority. Assesses who certain information is intended for, taking the person asking the question and the content of the question into account.

Correspondence

Processes incoming and outgoing post. Provides written standard information about the company. Processes correspondence in a style that befits the image of the company. Monitors prompt dispatch.

Data entry

Collects the data needed. Coordinates the data with the categories in the data files.

Checks data and ensures it is coded correctly. Plans his own work, taking the importance and urgency of the work into account.

Notifications

Recognises errors or particulars. Identifies and reports irregularities to the manager or third parties (such as the working conditions service), taking into account the time needed to take appropriate action.

Dossiers

Promptly archives relevant data using an agreed system, taking potential inspections or audits into account.

Expertise

Knowledge of administrative work at a senior secondary vocational education level (MBO 2).

Knowledge of all relevant administrative procedures and legislation.

Knowledge of agreements about providing services and approaching customers. Social skills to deal with customers politely. Communication skills to edit correspondence.

Job description Financial Administrative Assistant A.05.1

Organisational context

Financial administrative assistants can mainly be found in larger companies and they account to a person who bears ultimate responsibility for the financial and project administration. A financial administrative assistant performs operational jobs in connection with the financial administration, payroll records and/or project administration. The work is of a registering and identifying nature. Apart from coding and entering data in various automated systems, the jobholders checks processed data, finds the cause of deviations compared to standard figures and reports this, all of which in terms of figures (the responsibility of interpreting figures lies with the manager). Depending on the size of the company, the jobholder works on one, multiple or all fields of the working area (financial administration, payroll records and/or project administration).

Purpose of the job

The financial administrative assistant is responsible for the availability of financial information and administrative data.

Result areas

Data

Collects and sorts data, including invoices, payroll records, leave records and absence-related records. Codes and books/registers data, taking accuracy into account.

Notifications

Recognises errors or particulars. Identifies and reports irregularities to the manager or third parties (such as the working conditions service), taking into account the time needed to take appropriate action.

Financial information

Collects financial data. Identifies deviations (in connection with man hours, costs, etc.) from the budget and finds out what the causes of the deviations are. Prepares informative reports.

Archive

Determines the most effective way of recording data. Collects data to be archived from all available sources. Safeguards the correctness and topicality of the dossiers.

Expertise

Knowledge of financial services or business administration at a senior secondary vocational education level (MBO 3). Knowledge of record-keeping systems and relevant legislation. Knowledge of the company's administrative organisation. Social skills to retrieve data from others. Communication skills to prepare reports.

Job description Office Manager A.07.1

Organisational context

Office managers can mainly be found in smaller or medium-sized companies. The office manager is the central office assistant; the office manager works alone or is supported by an office assistant. The office manager is responsible for all administrative processes of the company, not only the registration of financial and project data but also the preparation of projects, the financial and project-specific progress reports and the administrative support of company-wide procedures (within the framework of quality care, the environment and safety, for instance). The jobholder fulfils the role of assistant to the director; in his absence (which happens relatively often), the office manager provides information to third parties and sends out documents based on guidelines or explicit instructions.

Purpose of the job

The office manager is responsible for all administrative processes of the office/company and the prestige of the company.

Result areas

Availability

Is able to deal with questions asked by telephone and deals with process-related and procedural questions. Coordinates information to and from the company and effectively represents the company's manager at all times.

Agenda appointments

Assesses the priorities in the manager's work organisation. Identifies agenda problems and secures support to change appointments.

Data entry

Collects the data needed. Coordinates the data with the categories in the data files. Plans his own work, taking the importance and urgency of the work into account.

Project documentation

Registers various financial and project data and prepares effective reports about this.

Elaborates quotes and budgets, documents work descriptions, applies for permits, prepares progress reports. Retrieves missing data.

Management reports

Determines which administrative and personnel data is relevant to management. Translates this data into informative reports.

Notifications

Recognises errors or particulars. Identifies and reports irregularities to the manager or third parties (such as the working conditions service), taking into account the time needed to take appropriate action.

Office management

Resolves automation issues, in consultation with an external agency, if necessary. Makes backups, implements package changes. Ensures the office environment and equipment are maintained.

Quality of operational procedures and systems

Creates preconditions for sustainable certification in the field of health and safety. Makes agreements with suppliers, taking regulations and costs into account.

Archive

Determines the most effective way of recording data. Collects data from all available sources and creates project files. Safeguards the correctness and topicality of the dossiers.

Expertise

Knowledge of secretarial support at a senior secondary vocational education level (MBO 4). Knowledge of administrative organisation and automated systems. Knowledge of the processes and work relations of the manager and the company.

Social skills to create a pleasant reception environment. Communication skills to prepare documents and reports.

Job description Head of Accounts A.09.1

Organisational context

Heads of accounts can be found in larger companies and they report to the board member who is responsible for the finance portfolio or to the controller. The head of accounts is responsible for the topicality and correctness of general ledger accounting, the sub-accounts (accounts receivable and payable), payroll records (often outsourced to an external agency), payments and periodic financial reports. He manages the automated systems (hardware and software) and he prepares the improvements and upgrades thereof. He prepares financial and commercial overviews based on which the management board will make decisions. The head of accounts has full managerial powers and as such, he is responsible for both the efficient set-up of work processes and the efficient performance of his assistant.

Purpose of the job

The head of accounts is responsible for the efficiency of the business records.

Result areas

Advice

Studies options to minimise business risks. Makes recommendations for insurance to be taken out, handling of claims, investment proposals and savings measures, taking the continuity and quality of the business operations into account.

Quality of the records

Identifies new record-keeping guidelines. Determines the need to change the administration processes and procedures. Checks administrated data and reports differences or errors, taking the correct application of provisions and agreements into account. Ensures the collective agreement provisions and employment conditions are applied correctly.

Liquidity position

Approves payments or has them approved. Assesses the accounts receivable balance and contacts debtors. Prepares realisation overviews. Makes proposals to improve liquidity, taking the extent of outstanding items and the importance of the customer relationship into account.

Provision of information

Groups data according to relevance to management and other parties. Combines data from different sources of information. Analyses data and identifies trends or developments.

Translates data into management information and substantiates his proposals for correction.

IT

Is responsible for and ensures automated systems function correctly. Studies possible improvements. Prepares investment proposals in connection with IT.

Staff performance

Creates preconditions for a successful performance and assesses the performances of employees. Ensures the work processes proceed correctly. Gives directions and instructions. Encourages and supervises the development of employees.

Expertise

Knowledge of business administration and financial management at a higher professional education level. Knowledge of record-keeping systems and relevant legislation. Knowledge of the company's administrative policy and organisation. Social skills to manage others and to secure support for advice. Communication skills to prepare written analyses and reports.

Job description Controller A.11.1

Organisational context

Controllers can be found in larger and large companies. Depending on the size of the company and the organisational structure, the controller forms a part of the management team.

The controller provides input for the policy development and translates an adopted corporate policy into an operational policy for the company's sector. He manages the accounts department directly or through the intervention of a head of accounts. The set-up of the administrative organisation and the IT infrastructure is the explicit responsibility of the jobholder.

The controller is responsible for monitoring the commercial performance of the company and for formulating measures required to improve that performance from a commercial perspective.

Purpose of the job

The controller is responsible for the financial manageability of the company.

Result areas

Advice

Identifies the trend of turnover and costs. Analyses the cause of deviations. Makes proposals for cost control and return improvements, investments in corporate policy, taking the objectives and flexibility of the company into account. Elaborates business cases, calculates costs and revenues of alternative scenarios.

Financial structure

Understands the need for control information within the company. Assesses to what extent the structure must be adjusted through developments in legislation. Sets up an administrative organisation that is geared to both wishes from the company and requirements from the surroundings.

Ensures the IT infrastructure is developed.

Return on assets

Assesses the required funds and investments in relation to the available assets. Prepares liquidity prognoses. Assesses risks and costs and considers financing choices. Makes reliable agreements with financial institutions. Monitors financing agreements.

Management information

Obtains an insight into ratios for the business operations. Assesses the nature and cause of deviations and translates this knowledge into informative documentation. Prepares commercial analyses.

Substantiates recommendations for the annual plan. Prepares annual reports, explanatory notes and reports. Completes audits with the auditor, takes care of tax issues.

Staff performance

Creates preconditions for a successful performance and assesses the performances of employees.

Ensures the work processes proceed correctly. Gives directions and instructions. Encourages and supervises the development of employees.

Expertise

Knowledge of business administration at a higher professional education level. Knowledge of commercial principles, financial automation systems and relevant legislation. Knowledge of the company's objectives and financial policy. Social skills to manage others and to secure support for advice.

Communication skills to prepare written analyses and reports.

Job description Assistant B.01.1

Organisational context

Assistants can be found in all kinds of companies. An assistant can give general support to a professional and follows his instructions; he may also receive instructions from a foreman or site manager. The emphasis in this job lies on physical supporting activities of an unambiguous nature and without professional requirements.

Purpose of the job

An assistant is responsible for preparing the work area and pre-treating the substrates (e.g. to install or treat wood). The jobholder follows the instructions and working methods of the company.

Result areas

Substrate quality

Cleans surfaces and pre-treats them, taking the material properties of the substrate into account.

Auxiliary tools

Supplies and removes materials, tools and waste. Maintains tools in such a way that they are ready for use.

Auxiliary structures

Helps to erect and take down (climbing) scaffolding.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of structural work at a senior secondary vocational education level (MBO 1). Knowledge of basic techniques of material processing and knowledge of environmental and safety legislation.

Knowledge of the instructions and working methods of the company. Social skills to work with colleagues.

Communication skills to complete the time sheets. Manual skills to carry out carpentry work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Concrete processor 1 B.01.2**Organisational context**

Concrete processors 1 can be found in multifunctional maintenance companies and specialist concrete repair companies.

Apart from concrete renovation, jobs such as injecting, applying roof coatings and fitting synthetic floors also form a part of the working area of concrete application. A concrete processor 1 always works alongside an experienced concrete processor and follows his instructions. He receives detailed assignments (up to action level) and is under permanent supervision. The emphasis in this job is on carrying out assisting and supporting jobs such as pre-treating surfaces or objects and making and preparing the materials to be processed.

Purpose of the job

A concrete processor 1 is responsible for preparing the work area and for pre-treating substrates in such a way that concrete can be poured or treated. The jobholder follows the instructions and working methods of the company.

Result areas**Substrate quality**

Removes old concrete structures without uneven areas. Pre-treats surfaces in such a way that the risks of the new concrete being affected are minimal.

Ready-to-use materials

Prepares materials for use, taking the material properties and costs when materials are wasted into account.

Auxiliary tools

Supplies and removes materials, tools and waste. Maintains tools in such a way that they are ready for use.

Auxiliary structures

Helps to erect and take down (climbing) scaffolding.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of concrete processing at a senior secondary vocational education level (MBO 1).
Knowledge of basic techniques of concrete processing and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company.

Social skills to work with colleagues.

Communication skills to complete the time sheets.

Manual skills to carry out concrete processing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, handling chemical products, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Concrete processor 2 B.03.1

Organisational context

Job description Concrete processor 2 B.03.1

Concrete processors 2 can be found in multifunctional maintenance companies and specialist concrete repair companies.

Apart from concrete renovation, jobs such as injecting, applying roof coatings and fitting synthetic floors also form a part of the working area of concrete application. A concrete processor 2 works on the basis of unambiguous assignments and instructions issued by the foreman or the site manager, under regular supervision (once or several times a day). All preparations for the job have been made such as the availability of materials and auxiliary tools and the set-up of the construction site. A concrete processor 2 independently completes the jobs assigned to him. His working area includes removing damaged concrete and laying and repairing concrete structures. The jobholder also lays floors and applies coatings when such jobs are directly associated with his main activity and are needed to allow that main activity to proceed.

Purpose of the job

The concrete processor 2 is responsible for laying and repairing concrete (structures). The jobholder follows the instructions and working methods of the company.

Result areas

Substrate quality

Assesses the properties of the substrate for risks of the new concrete being affected and identifies and reports potential quality issues.

Repaired concrete structures

Locates affected areas and cuts off damaged concrete. Repairs the concrete so that a maximum quality and lifespan of the structure are safeguarded.

Final processing

Restores concrete structures to their original condition and gets as close as possible to the original surface roughness and tint, thus meeting delivery agreements.

All-in-one service

Lays (synthetic) floors and applies coatings with a view to the desired level of protection and embellishment of concrete structures.

Working environment

Supplies and removes materials, tools and waste. Sets up and takes down auxiliary structures, taking safety risks into account.

Production data

Hands in completed time sheets in time and writes down contract deviations, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of concrete processing at a senior secondary vocational education level (MBO 2).

Knowledge of all relevant concrete processing techniques and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company. Social skills to work

with colleagues.

Communication skills to complete the time sheets. Manual skills to carry out concrete processing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, handling chemical products, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Carpenter 2/Wood Restorer B.04.1

Organisational context

Carpenters 2/wood restorers can be found in multifunctional maintenance companies. A carpenter 2 works on the basis of unambiguous assignments and instructions issued by the foreman or the site manager, under regular supervision (once or several times a day).

All preparations for the job have been made such as the availability of materials and auxiliary tools and the set-up of the construction site. A carpenter 2 independently completes the jobs assigned to him. His working area includes the fitting of windows, frames and wall units, cleaning up woodwork that is affected by wood rot and carrying out associated small-scale carpentry work. The jobholder also carries out associated jobs such as painting, bricklaying and plasterwork when such jobs are directly associated with his main activity and are needed to allow that main activity to proceed. It concerns small-scale, routine jobs.

Purpose of the job

The carpenter 2 is responsible for installing and repairing wooden (structures). The jobholder follows the instructions and working methods of the company.

Result areas

Substrate quality

Removes old wooden structures. Assesses the substrate for risks for a stable and permanent installation of wooden structures. Identifies potential quality issues.

Installed wooden structures

Selects the right tools. Installs and adjusts wooden structures, taking the safety of the work environment into account. Cuts the structure to size on-site.

Repaired wooden structures

Locates rotting sections. Removes wood rot in such a way that the rotting process stops. Makes sure that inserts and partial replacements are cut to the right size.

All-in-one service

Carries out small-scale bricklaying, plasterwork, painting and glazing jobs, taking the work sequence and prevention of damage to nearby objects into account.

Working environment

Supplies and removes materials, tools and waste. Sets up, installs and takes down auxiliary structures, taking safety risks into account.

Production data

Hands in completed time sheets in time and writes down contract deviations, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of woodworking at a senior secondary vocational education level (MBO 2). Knowledge of all relevant woodworking techniques and knowledge of environmental and safety legislation.

Knowledge of the instructions and working methods of the company.

Social skills to communicate with customers correctly. Communication skills to complete time sheets.

Manual skills to carry out carpentry work.

Onerous working conditions

Job description Carpenter 2/Wood Restorer B.04.1

Physical risk because of handling electric tools, lifting heavy objects, working in a strenuous posture, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description All-Round Carpenter B.05.1

Organisational context

All-round carpenters can be found in multifunctional maintenance companies. An all-round carpenter works on the basis of assignments and he can assess and adjust the actual approach and execution by himself, on the job. He receives remote supervision, the jobholder contacts the foreman or the site manager in the event of doubts about the working method to be followed. The jobholder himself gears his work to the client and/or the resident/user of the building. He documents contract deviations and notifies his manager accordingly. An all-round carpenter can supervise the work of one or two employees (carpenters, assistants) who have been assigned to him for the performance of the assignment. An all-round carpenter works on all kinds of objects and carries out all kinds of carpentry work. He can also be employed in associated working areas such as painting, bricklaying and plasterwork jobs. It concerns routine jobs that only take up some of his work time.

Purpose of the job

An all-round carpenter is responsible for delivering sustainable and effective wooden structures in accordance

with the agreed specifications. The jobholder follows the instructions and working methods of the company.

Result areas

Advice

Determines the most effective way to do the job. In the event of a given plan of action, he assesses the suitability of the plan based on the local situation and he advises the manager, when necessary. Makes agreements with residents/users about the work to be carried out.

Substrate quality

Assesses the substrate for risks for a stable and permanent installation of wooden structures.

Identifies potential quality issues, taking the connection with subsequent work into account.

Installed wooden structures

Selects the working method, depending on the skills of the employees, costs and duration of the project. Selects the materials, taking the material properties, quality, costs and market developments into account. Produces, installs and adjusts wooden structures. Assesses the dimensions when cutting parts to size.

Final processing

Looks for points for improvement. Is responsible for the correct presentation of the end product so that customers are satisfied and want to remain loyal.

Repaired wooden structures

Locates rotting sections. Selects the materials and working method, depending on the type of wood, the seriousness of the wood rot, material costs and the permanence of the repairs. Prevents damage to nearby objects.

All-in-one service

Carries out small-scale bricklaying, plasterwork, painting and glazing jobs, taking the work sequence and prevention of damage to nearby objects into account.

Work instructions

Issues instructions and tips to colleagues, taking the presentation level and appropriate communication method into account.

Production data

Collects and registers production figures (man hours, materials, contract deviations). Presents (internal) reports, taking into account the importance of invoicing the work to customers and internal information purposes.

Expertise

Knowledge of woodworking at a senior secondary vocational education level (MBO 3). Knowledge of all relevant woodworking techniques and knowledge of environmental and safety legislation.

Knowledge of the instructions and working methods of the company.

Social skills to effectively communicate with customers and colleagues. Communication skills to prepare reports. Manual skills to carry out carpentry work.

Onerous working conditions

Physical risk because of handling electric tools, lifting heavy objects, working in a strenuous posture, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description All-Round Concrete Processor B.05.2

Organisational context

All-round concrete processors can be found in multifunctional maintenance companies and specialist concrete repair companies. Apart from concrete renovation, jobs such as injecting, applying roof coatings and fitting synthetic floors also form a part of the working area of concrete application. An all-round concrete processor works on the basis of assignments and he can assess and adjust the actual approach and execution by himself, on the job,. He receives remote supervision, the jobholder contacts the foreman or the site manager in the event of doubts about the working method to be followed. The jobholder himself coordinates his work with the client (the user of the building or the representative of the contractor on the construction site).

An all-round concrete processor can supervise the work of one or two employees (painters, concrete processors, assistants) who have been assigned to him for the performance of the assignment.

The emphasis in this job lies on independently preparing and completing all kinds of work in the field of concrete repairs, applying roof coatings and laying (synthetic) floors. The efficient use of relatively expensive materials is an important point for attention in this job.

Purpose of the job

Job description All-Round Concrete Processor B.05.2

An all-round concrete processor is responsible for delivering sustainable and efficient concrete structures in accordance with agreed specifications and he follows the instructions and work methods of the company.

Result areas

Advice

Determines the most effective, technical way to do the job. In the event of a given plan of action, he assesses the suitability of the plan based on the local situation and he advises the manager, when necessary.

Substrate quality

Assesses the properties of the substrate for risks of the new concrete being affected and identifies and reports potential quality issues.

Repaired concrete structures

Locates the affected areas and cuts off damaged concrete. Assesses if reinforcement bars must be replaced or reinforced. Repairs the concrete so that a maximum quality and lifespan of the structure are safeguarded.

Final processing

Restores concrete structures to their original condition and gets as close as possible to the original surface roughness and tint, thus meeting delivery agreements.

All-in-one service

Lays (synthetic) floors and applies coatings with a view to the desired level of protection and embellishment of concrete structures.

Work instructions

Issues instructions and tips to colleagues, taking the presentation level and appropriate communication method into account.

Production information

Collects and registers production figures (man hours, materials, contract deviations). Presents (internal) reports and final inspection reports, taking into account the importance of invoicing the work to customers and internal information purposes.

Expertise

Knowledge of concrete processing at a senior secondary vocational education level (MBO 3).

Knowledge of all relevant concrete processing techniques and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company.

Social skills to effectively communicate with customers and colleagues. Communication skills to prepare reports. Manual skills to carry out concrete processing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, handling chemical products, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Carpenter 1 B.02.1**Organisational context**

Carpenters 1 can be found in all kinds of companies, both big and small. A carpenter 1 always works alongside an experienced carpenter and follows his instructions. He receives detailed assignments (up to action level) and is under permanent supervision. The emphasis in this job lies on the operational procedures of carpentry and associated jobs such as simple paintwork, glass fitting or wallpapering.

Purpose of the job

A carpenter 1 is responsible for preparing the work environment, pre-treating substrates and fitting and repairing simple wooden structures. The jobholder follows the instructions and working methods of the company.

Result areas**Substrate quality**

Cleans surfaces and pre-treats them, taking the material properties of the substrate into account.

Removes old wooden structures.

Wooden structures

Selects the right tools. Carries out simple wood rot repairs and installs simple wooden structures.

All-in-one service

Carries out simple painting, wallpapering and glass fitting jobs. Prevents damage to nearby objects.

Auxiliary tools

Supplies and removes materials, tools and waste. Maintains tools in such a way that they are ready for use.

Auxiliary structures

Helps to erect and take down (climbing) scaffolding.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of woodworking at a senior secondary vocational education level (MBO 1). Knowledge of basic techniques of material processing and knowledge of environmental and safety legislation.

Knowledge of the instructions and working methods of the company.

Social skills to work with colleagues.

Communication skills to complete the time sheets. Manual skills to carry out carpentry work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Glass Fitter 1 G.01.1**Organisational context****Job description Glass Fitter 1 G.01.1**

Glass fitters 1 can be found in glass fitting or multifunctional maintenance companies. A glass fitter 1 always works alongside an experienced glass fitter and follows his instructions. He carries out assisting

and supporting jobs. The emphasis in this job lies on moving, lifting and positioning window panes and glass structures on the one hand, and on routine jobs to prepare and complete the fitting of glass on the other.

Purpose of the job

A glass fitter 1 is responsible for preparing the work area and pre-treating substrates in such a way that the glass can be fitted. The jobholder follows the instructions and working methods of the company.

Result areas

Substrate quality

Removes old layers of sealant and unevenness and cleans the substrate, taking the required surface roughness and material properties of the substrate into account.

Auxiliary tools

Supplies and removes materials, tools and waste. Maintains tools in such a way that they are ready for use.

Auxiliary structures

Helps to erect and take down (climbing) scaffolding.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of glazing at a senior secondary vocational education level (MBO 1). Knowledge of basic glazing techniques and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company. Social skills to work with colleagues.

Communication skills to complete time sheets.

Manual skills to carry out glazing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, handling sharp materials, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Glass Fitter 2 G.03.1

Organisational context

Glass fitters 2 can be found in glass fitting or multifunctional maintenance companies. A glass fitter 2 works on the basis of unambiguous assignments and instructions issued by the foreman or the site manager, under regular supervision (once or several times a day).

Materials and auxiliary tools are present on-site. He receives help to lift and move glass. A glass fitter 2 moves all kinds of glass (single and double panes, also special glass) for both new development and maintenance projects.

Purpose of the job

The glass fitter 2 is responsible for fitting glass (structures). The jobholder follows the instructions and working methods of the company.

Result areas

Substrate quality

Removes (insulating) panes efficiently. Pre-treats frames and rebates in such a way that old layers of sealant are fully removed and the substrate is sufficiently smooth.

Fitted glass

Is responsible for the stable fitting of glass, anticipating the prevention of injuries.

Finished glass

Finishes glass and frames/rebates in such a way that no leaks will occur later on. Touches up the end result in accordance with delivery agreements.

Working environment

Supplies and removes materials, tools and waste. Sets up, installs and takes down auxiliary structures,

taking safety risks into account.

Production data

Hands in completed time sheets in time and writes down contract deviations, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of glazing at a senior secondary vocational education level (MBO 2). Knowledge of glazing techniques and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company. Social skills to communicate with customers correctly.

Communication skills to complete time sheets. Manual skills to carry out glazing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, handling sharp materials, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description All-Round Glass Fitter G.04.1

Organisational context

Job description All-Round Glass Fitter G.04.1

All-round glass fitters can be found in glass fitting or multifunctional maintenance companies.

An all-round glass fitter works on the basis of assignments and he can assess and adjust the actual approach and execution by himself, on the job. He receives remote supervision, the jobholder contacts the foreman or the site manager in the event of doubts about the working method to be followed. He may have to arrange the supply of materials and auxiliary tools himself. The jobholder himself coordinates his work with the client (the resident or user of the building or the representative of the contractor on the construction site). He receives help to lift and move glass. The all-round glass fitter fits all kinds of glass (single and double panes, also special glass), glazing systems and glass structures (façades, walls, doors/windows) for both new development and maintenance projects, using various securing and gluing techniques.

Purpose of the job

An all-round glass fitter is responsible for delivering sustainable and effective glass structures in accordance

with the agreed specifications. The jobholder follows the instructions and working methods of the company.

Result areas

Advice

Determines the most effective way to do the job. In the event of a given plan of action, he assesses the suitability of the plan based on the local situation and he advises the manager, when necessary. Makes agreements with residents/users about the work to be carried out.

Customised glass

Inspects and measures the work in such a way that the glass will fit correctly after the first cut or order, taking the costs of materials and planning into account.

Substrate quality

Removes (insulating) panes efficiently. Pre-treats frames and rebates in such a way that old layers of sealant are fully removed and the substrate is sufficiently smooth.

Fitted glass

Is responsible for the stable fitting of glass, anticipating the prevention of injuries.

Finished glass

Finishes glass and frames/rebates in such a way that no leaks will occur. Touches up the end result in accordance with delivery agreements.

Working environment

Supplies and removes materials, tools and waste. Sets up, installs and takes down auxiliary structures, taking safety risks into account.

Work instructions

Issues instructions and tips to colleagues, taking the presentation level and appropriate communication method into account.

Production information

Collects and registers production figures (man hours, materials, contract deviations). Presents (internal) reports and final inspection reports, taking into account the importance of invoicing the work to customers and internal information purposes.

Expertise

Knowledge of glazing at a senior secondary vocational education level (MBO 3). Knowledge of glazing techniques and special glazing systems or glass processing and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company. Social skills to effectively communicate with customers and colleagues.

Communication skills to prepare reports. Manual skills to carry out glazing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, handling sharp materials, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Specialist Glass Fitter G.05.1

Organisational context

Specialist glass fitters can be found in larger or specialist painting or glass fitting companies or specific glazing companies. Being a specialist in his area of expertise, he assesses the work on-site himself, he determines the technical alternatives and gives advice about the right approach and materials to be used such as solar-control glazing, low-energy (insulating) glass, safety glass, leaded glass (the commercial aspects are the responsibility of his manager). Professionals are characterised by the fact that they have a command of old techniques such as fitting and/or restoring leaded glass (on-site or at a workshop) or using new or uncommon techniques to carry out their jobs. The specialist glass fitter himself gears his work to the client and/or the resident/user of the building and arranges the supply of materials and auxiliary tools himself. The specialist glass fitter fits all kinds of glass, glazing systems and glass structures (façades, walls, doors/windows) for both new development and maintenance projects, using various securing and gluing techniques.

Purpose of the job

A specialist glass fitter is responsible for the fitting/manufacturing of special glass structures or special kinds of glass.

The jobholder follows the instructions and working methods of the company.

Result areas

Advice

Assesses the condition of (old or special) glass structures, of the structure and the local situation. Gives advice to customers about the correct approach and special kinds of glass to be used.

Materials

Assesses what kinds of materials are needed. Orders materials, taking the original choice of material, sustainability, beauty, costs and regulations into account.

Customised glass

Inspects and measures the work in such a way that the glass will fit correctly after the first cut or order, taking the costs of materials and planning into account.

Substrate quality

Removes (insulating) panes/panels efficiently. Pre-treats frames and rebates in such a way that old layers of sealant are fully removed and the substrate is sufficiently smooth.

Fitted glass

Is responsible for the stable fitting of glass (special glass, special glass structures), anticipating the prevention of injuries.

Job description Specialist Glass Fitter G.05.1

Finished glass

Finishes glass and frames/rebates in such a way that no leaks will occur. Restores special glass structures to their original condition as much as possible. Touches up the end result in accordance with delivery agreements.

Work instructions

Issues instructions and tips to colleagues, taking the presentation level and appropriate communication method into account.

Production information

Collects and registers production figures (man hours, materials, contract deviations). Presents (internal) reports and final inspection reports, taking into account the importance of invoicing the work to customers and internal information purposes.

Expertise

Knowledge of specialist glazing at a senior secondary vocational education level (MBO 4). Knowledge of special old and new glazing techniques and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company. Social skills to effectively communicate with customers and colleagues.

Communication skills to prepare reports. Manual skills to carry out glazing work.

Any manual skills to make leaded glass panels.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, handling sharp materials, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Foreman/Team Leader L.06.1**Organisational context**

Foremen/team leaders can be found in all kinds of companies (painting, glass fitting, metal preservation and multifunctional maintenance companies), both big and small. A foreman is responsible for the correct completion of an assignment, using the appointed staff and equipment. He is held to account for the realisation of the work in accordance with the assignment. The jobholder himself gears his work to the client and/or the user of the building. He documents contract deviations and notifies his manager accordingly. When in doubt about how to complete the assignment, he contacts the site manager/branch manager himself. Assignments have a time horizon of a couple of weeks and contain detailed instructions. The foreman translates the assignment into instructions for the staff appointed to him and he checks they are completed correctly. He delivers the work internally to the site manager/branch manager in accordance with the assignment and, in the case of small jobs, also directly to the client. In general, a foreman's area of expertise is technical but he may also manage a group of staff from other disciplines. Apart for the organisation/coordination and technical preparations for the work, he helps to complete the job as an all-round professional for a substantial part of his time.

Purpose of the job

A foreman is responsible for completing (brief) assignments in accordance with the agreed specifications. The jobholder follows the instructions and working methods of the company.

Result areas**Working method**

Analyses the condition of the objects, structures, buildings to be treated. Determines the most effective, technical way to do the job.

Working environment

Assesses when (supplements to) the stocks of materials and equipment are needed. Arranges the supply and removal of materials, tools and waste. Safeguards the enforcement of safety regulations in the workplace.

Working structure

Determines the work sequence. Assesses the allocation of available staff across the work units, taking the various talents and personalities into account. Translates assignments into instructions and tips for employees.

Technical products

Helps out with completing the project in his own technical area of expertise, making sure to keep an eye on the work of the employees at the same time.

Progress information

Identifies delays and shortcomings in time so that corrections can still be made and the delivery agreements can be met. Includes product data in informative reports.

Production information

Collects and registers production figures (man hours, materials, contract deviations). Presents (internal) reports and final inspection reports, taking into account the importance of invoicing the work to customers and internal information purposes.

Staff performance

Creates preconditions for a successful performance and assesses the performances of employees.

Expertise

Knowledge of his technical area of expertise at a senior secondary vocational education level (MBO 3).

Knowledge of materials and techniques.

Knowledge of the values, instructions and working methods of the company.

Social skills to manage a group of employees.

Communication skills to report about the progress of the work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, handling sharp materials and/or electrical tools, breathing in dirt, dust and chemical fumes and working in a high-risk environment. Obstructions caused by working in varying weather conditions and/or using personal protective equipment.

Job description Site Manager L.07.1

Organisational context

Site managers can be found in all kinds of companies (painting, glass fitting, metal preservation and multifunctional maintenance companies). A site manager is responsible for the correct completion of an entire project, a finished part of a large project or several smaller projects at the same time. He can be held to account about the realisation of the technical quality of the work, the turnaround time and productivity (time and money spent) as set out in the assignment or assignments. The jobholder himself plans and organises the various projects and coordinates them with the clients and/or the users of the building and with any subcontractors, other contractors or companies involved in the same project.

When in doubt about how to (further) complete the project, he contacts the project leader or the branch manager himself. Assignments have a time horizon of a couple of weeks to months and comprise a fully completed project. He elaborates the assignment into a detailed planning and instructions for the employees and checks they are completed correctly. He delivers the project to the client or - in the case of parts of larger projects, to the project leader or the branch manager - in accordance with the assignment. He often has a technical area of expertise but he can also work in a combination of areas of expertise. In principle, managing the performance of the work takes up all his time.

Purpose of the job

A site manager is responsible for completing (medium-sized) assignments in accordance with the agreed delivery agreements.

Result areas

Work planning

Determines the desired details of the implementation plans. Coordinates the planning with the parties involved in such a way that delays caused by miscommunication are prevented.

Working environment

Ensures the workshop is set up. Assesses when (supplements to) the stocks of materials and equipment are needed. Arranges the supply and removal of materials, tools and waste.

Working structure

Forms teams and allocates the jobs. Manages foremen, taking the independent position and personalities into account. Gives instructions and tips to colleagues. Monitors the progress and quality of the performance of the work.

Progress information

Identifies delays and shortcomings in time so that corrections can still be made and the delivery agreements can be met. Checks the cause of overspending. Includes product data in informative reports.

Completion

Delivers the work based on check lists and reports.

Production information

Collects and registers production figures (man hours, materials, contract deviations). Presents (internal) reports and final inspection reports, taking into account the importance of invoicing the work to customers and internal information purposes.

Staff performance

Creates preconditions for a successful performance and assesses the performances of employees. Ensures the work processes proceed correctly. Gives directions and instructions. Encourages and supervises the development of employees.

Safety/working conditions

Safeguards the enforcement of procedures and regulations in the fields of safety and working conditions.

Identifies structural problems in these fields and reports them to the branch manager.

Expertise

Knowledge of multiple technical areas of expertise and knowledge of project management at a senior secondary vocational education level (MBO 4).

Knowledge of project planning, project implementation and logistical processes. Knowledge of the values, instructions and working methods of the company. Social skills to manage others and to coordinate the planning with the parties involved. Communication skills to prepare periodic reports.

Onerous working conditions

Physical risk because of working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Project Leader L.09.1**Organisational context**

Project leaders can be found at larger companies (mainly painting, metal preservation and multifunctional maintenance companies). A project leader is responsible for the entire process from project definition to project completion, for large projects or projects that require explicit management on account of their complexity or risks. The jobholder can be held to account for the technical set-up of the project, the feasibility of the planning and the realism of the budget, the actual performance (technical quality, time frame) and the commercial result. He is responsible for elaborating the project plan into work descriptions. Quotes require approval from management. Projects have a completion time of several months to a year. Projects may form a part of umbrella building projects, in which case the jobholder will act as the (representative of the) subcontractor at construction meetings.

The project leader is the customer's discussion partner to map out wishes and possibilities and to come to a project definition. He gives the customer advice about new developments, large maintenance projects and long-term technical maintenance scenarios.

Purpose of the job

The project leader is responsible for the completion of a large project or multiple projects at the same time, in accordance with the delivery agreements.

Result areas

Advice

Identifies opportunities to meet the changing needs of customers, maintaining commercial interests. Discusses wishes and basic principles with the client. Convincingly substantiates his recommendations for customers.

Job description Project Leader L.09.1

Quality of project results

Manages project teams. Effectively deploys people, equipment and working methods.

Manages project work, taking the knowledge, skills and motivation of employees into account. Directs the elaboration of specifications, calculations, budgets, planning and work descriptions. Attends construction meetings. Arranges contract deviations with the client.

Monitors progress, quality, time and money spent. Assesses the risks of deviations and takes measures to control them.

Project information

Groups data according to relevance to management and other parties. Combines and analyses data from different sources of information. Identifies connections or trends. Translates this knowledge into informative reports and substantiates proposals for correcting ratios or procedures. Optimises working processes.

Customer relationships

Maintains contact with (potential) customers in such a way that they remain loyal to the company.

Staff performance

Creates preconditions for a successful performance and assesses the performances of employees. Ensures the work processes proceed correctly. Gives directions and instructions. Encourages and supervises the development of employees.

Expertise

Knowledge of project management at a higher professional education level. Knowledge of project planning and logistics and relevant legislation. Knowledge of the values and (project) objectives of the company. Social skills to secure support for advice and management. Communication skills to substantiate (in writing) his proposals to correct project information.

Job description Branch Manager L.10.1

Organisational context

Branch managers can be found in medium-sized and large companies. A branch manager is responsible for the organisation of an operational business unit and for managing work processes and the staff within that unit. He bears final responsibility for the operational business operations and project realisation. The branch manager actively maintains contact with existing customers about the progress and technical performance of the jobs/projects and resolves any problems or bottlenecks.

Projects have a completion time of several months to a year. Depending on the size of the business unit, the jobholder may assume the management of (large) project himself, using project leaders for sub-projects or not. The departmental organisation often consists of professionals, foremen, site managers and project leaders, along with an operations office (calculators, planners, administrative support). The branch manager maintains the relationships with existing customers. He prepares quotes for (subsequent) projects with existing customers, assesses the technical feasibility of quotes prepared by others and presents them to management for approval.

One important point for attention for branch managers is the continuous effectiveness and efficiency of the organisation of the business unit so that the best possible result is achieved for each project.

Purpose of the job

The branch manager is responsible for the day-to-day affairs at the company or the business unit.

Result areas

Customer relationships

Builds up networks of business relationships. Maintains contact with customers, aimed at their long-term loyalty.

Obtains willingness from customers to submit project requests. Gives customers advice about maintenance and development-related matters. Secures contracts. Manages the elaboration of quotes, project plans and budgets.

Performance agreements

Assesses the availability of staff to meet requests from customers. Makes agreements, taking the limits of flexibility of his company and preservation of quality into account. Allocates staff and equipment to projects. Monitors progress and makes adjustments, if necessary. Concludes contracts and monitors agreements. Maintains contact with clients about progress and quality.

Coordinates the completion process.

Safety

Stays in touch with the workers to be able to assess safety risks and the perception thereof.

Implements provisions to minimise onerous working conditions, taking risks of costs because of industrial accidents into account.

Quality assurance

Translates legislation into practical instructions for and adjustments to the work situation.

Updates quality-related (company) information. Informs employees of quality-related rules and agreements. Safeguards internal quality assurance by third parties.

Corporate policy

Assesses to what extent guidelines and policies must be documented to allow the company to maintain enough clout and to give employees enough points of reference. Gives advice about adjusting the policy.

Staff performance

Creates preconditions for a successful performance and assesses the performances of employees.

Formulates areas of attention for the development of the workforce. Encourages and supervises the development of employees.

Expertise

Knowledge of economy and management at a higher professional education level. Knowledge of commercial principles and all relevant legislation. Knowledge of all business operations and basic principles of the company.

Social skills to maintain good contact, employees and third parties.

Communication skills to prepare the instructions and working methods of the company.

Job description Metal Preservation Assistant 1 M.01.1**Organisational context**

Metal preservation assistants 1 can be found in (mobile) metal preservation companies. The metal preservation assistant 1 often works alongside a blaster and/or sprayer and follows his instructions. The emphasis in this job lies on physical, supporting jobs (cleaning the surfaces that must be treated, collecting used blast-cleaning abrasives, cleaning rooms where blasters or sprayers have been working, transporting goods), using manual equipment that is easy to operate.

Working safely is an important point for attention in this job. Apart from general safety regulations, the jobholder also observes the specific precautionary measures communicated to him by the manager, blaster or sprayer.

Purpose of the job

The metal preservation assistant 1 is responsible for preparing the work environment in such a way that metal can be processed. The jobholder follows the instructions and working methods of the company.

Result areas**Substrate quality**

Cleans metal surfaces, taking the material properties of the substrate into account.

Clean work areas

Cleans work areas, taking safety risks into account.

Auxiliary tools

Supplies and removes materials, tools and waste. Maintains tools in such a way that they are ready for use.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of metal preservation at a senior secondary vocational education level (MBO 1). Knowledge of basic metal preservation techniques and knowledge of environmental and safety legislation.

Knowledge of the instructions and working methods of the company.

Social skills to work with colleagues.

Communication skills to complete the time sheets. Manual skills to carry out metal processing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt, dust and chemical fumes and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Metal Preservation Assistant 2 M.02.1**Organisational context**

Metal preservation assistants 2 can be found in (mobile) metal preservation companies. The metal preservation assistant 2 often works alongside a blaster and/or sprayer and follows his instructions. The emphasis in this job lies on monitoring blasting and spraying equipment and keeping it filled with blast-cleaning abrasives/coating and moving or positioning (often large) objects using lifting equipment or a forklift truck. Working safely is an important point for attention in this job. Apart from general safety regulations, the jobholder also observes the specific precautionary measures communicated to him by blaster or sprayer.

Purpose of the job

The metal preservation assistant 2 is responsible for keeping the area around the surfaces to be treated clean. The jobholder follows the instructions and working methods of the company.

Result areas

Substrate quality

Cleans metal surfaces. Applies a coating to small or hard-to-reach areas of metal surfaces using a brush, safeguarding the permanent opaqueness of the coating.

Ready-to-use equipment

Prepares equipment for use and adjusts the equipment and materials in such a way during use that costs caused by delays or interruptions are kept to a minimum.

Auxiliary tools

Supplies and removes materials, tools and waste. Maintains tools in such a way that they are ready for use.

Auxiliary structures

Sets up and takes down (climbing) scaffolding, taking safety risks into account.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of metal preservation at a senior secondary vocational education level (MBO 1). Knowledge of all relevant pre-treatment methods and knowledge of environmental and safety legislation.

Knowledge of the instructions and working methods of the company. Social skills to work with colleagues.

Communication skills to complete the time sheets. Manual skills to carry out metal processing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt, dust and chemical fumes and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Engineering Painter M.03.1**Organisational context****Job description Engineering Painter M.03.1**

Engineering painters can be found in (mobile) metal preservation companies. An engineering painter works on the basis of unambiguous assignments and instructions issued by the foreman or the site manager, under regular supervision (once or several times a day). The foreman/manager bears ultimate responsibility for the internal and external delivery. All preparations for the job have been made, such as erecting large scaffolding, auxiliary structures and screens (environmental protection) and the presence of materials and auxiliary tools. The engineering painter uses manual techniques (brush, roller). The painting work is characterised by treating large surfaces, with speed and applying an opaque layer being more important than accuracy. He works on large objects outside (metal and concrete structures and offshore systems, ships, bridges, locks, etc.), in confined spaces (tank walls), on machines/systems and mobile structures in a spraying unit or warehouse.

Making sure the work is performed safely is an important point for attention in this job.

Purpose of the job

The engineering painter is responsible for protecting metal and concrete by applying layers of paint. The jobholder follows the instructions and working methods of the company.

Result areas**Substrate quality**

Assesses material properties of the substrate for risks regarding the bonding and deterioration of the prime coats and paint to be applied, identifies potential quality issues and pre-treats the substrate.

Prime coats and bonding layers

Prepares objects for finishing, applies prime coats and bonding layers and assesses the suitability and permanence of the layers applied.

Final layers

Checks the finished work based on quality agreements about the final finish. Applies finishing coats. Checks the end result and touches it up so that the delivery agreements are met.

Working environment

Supplies and removes materials, tools and waste. Sets up, installs and takes down auxiliary structures, taking safety risks into account.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of engineering painting at a senior secondary vocational education level (MBO 2).

Knowledge of all relevant painting techniques and knowledge of environmental and safety legislation.

Knowledge of the instructions and working methods of the company.

Social skills to communicate with customers correctly.

Communication skills to complete time sheets.

Manual skills to carry out metal processing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt, dust and chemical fumes and working in a high-risk environment. Obstructions caused by working in varying weather conditions and using personal protective equipment.

Job description Blaster M.03.2**Organisational context**

Blasters can be found in (mobile) metal preservation companies. A blaster works on the basis of assignments that prescribe the blast-cleaning abrasives to be used and the surface roughness to be achieved. Large scaffolding, auxiliary structures and screens (environmental protection) are installed; the blaster himself assesses if the work can be carried out safely. He himself arranges the supply of required materials to the project site. The blaster uses high-pressure equipment on large objects outside (metal and concrete structures and offshore systems, ships, bridges, locks, etc.), in confined spaces (tank walls) and mobile structures in a spraying unit or warehouse. If the circumstances dictate it, he is assisted by an assistant who operates/replenishes the blasting equipment, moves hoses, etc. The blaster wears protective clothing. Making sure the work is carried out safely, both by himself and his assistant, forms an important point for attention in this job.

Purpose of the job

The blaster is responsible for cleaning and repairing metal and concrete by using blast-cleaning abrasives. The jobholder follows the instructions and working methods of the company.

Result areas

Blasted surfaces

Assesses the condition of the surface to be blasted. Blasts surfaces and adjusts the equipment in time. Assesses the roughness and touches up the result so that the delivery agreements are met.

Auxiliary tools

Supplies and removes materials, tools and waste. Maintains tools in such a way that they are ready for use.

Auxiliary structures

Sets up and takes down (climbing) scaffolding, taking safety risks into account.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of blasting/metal and concrete processing at a senior secondary vocational education level (MBO 1). Knowledge of all relevant pre-treatment methods and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company. Social skills to communicate with customers correctly.

Communication skills to complete time sheets. Manual skills to carry out metal processing work.

Onerous working conditions

Job description Blaster M.03.2

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt and dust and working in a high-risk environment. Obstructions caused by working in varying weather conditions and using personal protective equipment.

Job description Sprayer M.04.1

Organisational context

Sprayers can be found in (mobile) metal preservation companies. A sprayer works on the basis of assignments that describe the coatings to be used, the viscosity of the coatings, the number of layers and the layer thickness to be achieved.

Large scaffolding, auxiliary structures and screens (environmental protection) are installed; the sprayer himself assesses if the work can be carried out safely. He himself arranges the supply of required materials to the project site. The sprayer uses (spraying) equipment on large objects outside (metal and concrete structures and offshore systems, ships, bridges, locks, etc.), in confined spaces (tank walls) and mobile structures in a spraying unit or warehouse. A sprayer can supervise the work of one or two employees who have been assigned to him for the performance of the assignment. The sprayer wears protective clothing and may also use air supply. Making sure the work is carried out safely, both by himself and his assistant, forms an important point for attention in this job.

Purpose of the job

The sprayer is responsible for repairing, protecting and embellishing metal and concrete by applying coatings. The jobholder follows the instructions and working methods of the company.

Result areas

Advice

Determines the most effective way to do the job. In the event of a given plan of action, he assesses the suitability of the plan based on the local situation and he advises the manager, when necessary.

Final layers

Checks the condition of the surface to be treated, adjusts and operates spraying equipment.

Assesses and measures layer thickness based on agreements about the final finish. Checks the end result and touches it up so that the delivery agreements are met.

Working environment

Supplies and removes materials, tools and waste. Sets up, installs and takes down auxiliary structures, taking safety risks into account.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of spraying/coating at a senior secondary vocational education level (MBO 2). Knowledge of all relevant application techniques and knowledge of environmental and safety legislation.

Knowledge of the instructions and working methods of the company.

Social skills to communicate with customers correctly. Communication skills to complete time sheets.

Manual skills to carry out metal processing work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt, dust and chemical fumes and working in a high-risk environment. Obstructions caused by working in varying weather conditions and using personal protective equipment.

Job description Painter 1 S.02.1

Organisational context

Painters 1 can be found in all kinds of painting and maintenance companies, both big and small.

A painter 1 always works alongside an experienced painter and follows his instructions. He receives detailed assignments (up to action level) and is under permanent supervision.

The emphasis in this job lies on the operational procedures of painting and associated jobs such as simple wood repairs, glass fitting or wallpapering.

Purpose of the job

Painter 1 is responsible for pre-treated substrates and coats of paint. The jobholder follows the instructions and working methods of the company.

Result areas

Substrate quality

Prepares the substrate in such a way that risks regarding the bonding and deterioration of the prime coats and paint to be applied are kept to a minimum.

Prime coats and bonding layers

Prepares objects for finishing, taking the opaqueness of the coats of paint into account.

Final layers

Finishes objects in such a way that the instructions are met.

All-in-one service

Carries out minor wallpapering and glass fitting jobs and simple wood repairs. Prevents damage to nearby objects.

Auxiliary tools

Supplies and removes materials, tools and waste. Maintains tools in such a way that they are ready for use.

Auxiliary structures

Helps to erect and take down (climbing) scaffolding.

Production data

Hands in completed time sheets in time, taking the importance of the invoicing of work to customers into account.

Expertise

Job description Painter 1 S.02.1

Knowledge of painting at a senior secondary vocational education level (MBO 1). Knowledge of basic painting techniques and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company.

Social skills to work with colleagues.

Communication skills to complete the time sheets. Manual skills to carry out painting work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt, dust and chemical fumes and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Painter 2 S.04.1

Organisational context

Painters 2 can be found in all kinds of painting and maintenance companies, both big and small. A painter 2 works on the basis of unambiguous assignments and instructions issued by the foreman or the site manager, under regular supervision (once or several times a day). The foreman/manager bears ultimate responsibility for the internal and external delivery. All preparations for the job have been made such as the availability of materials and auxiliary tools and the set-up of the construction site. A painter 2 independently completes the jobs assigned to him. His working area includes all forms of operational painting work. He can also to a greater or lesser extent be deployed in associated working areas such as wood repairs, glass fitting and wallpapering, also in an operational sense and based on unambiguous instructions.

Purpose of the job

The painter 2 is responsible for embellishing and protecting surfaces by applying coats of paint and associated jobs. The jobholder follows the instructions and working methods of the company.

Result areas

Substrate quality

Assesses material properties of the substrate for risks regarding the bonding and deterioration of the prime coats and paint to be applied and identifies potential quality issues.

Prime coats and bonding layers

Prepares objects for finishing, such as pre-treating the substrate and applying prime coats and bonding layers.

Final layers

Checks the finished work based on agreements about the final finish. Applies finishing coats. Checks the end result and touches it up so that the delivery agreements are met.

All-in-one service

Carries out wallpapering and glass fitting jobs, minor spraying jobs and simple wood rot and concrete repairs.

Prevents damage to nearby objects.

Working environment

Supplies and removes materials, tools and waste. Sets up and takes down auxiliary structures, taking safety risks into account.

Production data

Hands in completed time sheets in time and writes down contract deviations, taking the importance of the invoicing of work to customers into account.

Expertise

Knowledge of painting at a senior secondary vocational education level (MBO 2). Knowledge of all relevant painting techniques and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company. Social skills to communicate with customers correctly. Communication skills to complete time sheets. Manual skills to carry out painting work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt, dust and chemical fumes and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description All-Round Painter S.05.1

Organisational context

All-round painters can be found in all kinds of painting and maintenance companies, both big and small.

An all-round painter works on the basis of assignments and he can assess and adjust the actual approach and execution by himself, on the job. He receives remote supervision, the jobholder contacts the foreman or the site manager in the event of doubts about the working method to be followed. The jobholder himself gears his work to the client and/or the resident/user of the building. He documents contract deviations and notifies his manager accordingly. An all-round painter can supervise the work of one or two employees (painters, assistants) who have been assigned to him for the performance of the assignment. An all-round painter works on all kinds of objects and carries out all kinds of painting work. He can also be employed in associated working areas such as wood repairs, glass fitting and wallpapering. It concerns routine jobs that only take up some of his work time.

Purpose of the job

An all-round painter is responsible for delivering sustainable and high-quality paintwork in accordance with the agreed specifications. The jobholder follows the instructions and working methods of the company.

Result areas

Advice

Determines the most effective way to do the job. In the event of a given plan of action, he assesses the suitability of the plan based on the local situation and he advises the manager, when necessary. Makes agreements with residents/users about the work to be carried out.

Substrate quality

Assesses the material properties of the substrate for risks regarding the bonding and deterioration of the prime coats and paint to be applied and identifies potential quality issues.

Job description All-Round Painter S.05.1

Prime coats and bonding layers

Prepares objects to be treated for finishing, such as pre-treating the substrate and applying prime coats and bonding layers and assesses the effectiveness and permanence of the layers applied.

Final layers

Checks the finished work based on quality agreements about the final finish. Applies finishing coats. Checks the end result and touches it up so that the delivery agreements are met.

All-in-one service

Carries out wallpapering, glass fitting, spraying and plasterwork jobs, as well as wood rot and concrete repair jobs. Issues colour advice.

Assesses the situation on the job and makes suggestions to safeguard the final quality.

Working environment

Supplies and removes materials, tools and waste. Sets up, installs and takes down auxiliary structures, taking safety risks into account.

Work instructions

Issues instructions and tips to colleagues, taking the presentation level and appropriate communication method into account.

Production information

Collects and registers production figures (man hours, materials, contract deviations). Presents (internal) reports and final inspection reports, taking into account the importance of invoicing the work to customers and internal information purposes.

Expertise

Knowledge of painting at a senior secondary vocational education level (MBO 3). Knowledge of all relevant painting techniques and knowledge of environmental and safety legislation. Knowledge of the instructions and working methods of the company. Social skills to effectively communicate with customers and colleagues. Communication skills to prepare reports. Manual skills to carry out painting work.

Onerous working conditions

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt, dust and chemical fumes and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Specialist Painter/Restoration Painter S.06.1**Organisational context**

Specialist painters can be found in larger or specialist painting companies. He assesses the work on-site himself, he determines the technical alternatives and gives advice about the right approach (the commercial aspects are the responsibility of his manager). One characteristic is that he uses old and new uncommon techniques to carry out his job. The specialist painter himself gears his work to the client and/or the resident/user of the building and arranges the supply of materials and auxiliary tools himself. A specialist painter can supervise the work of one or two employees (painters, assistants) who have been assigned to him for the performance of the assignment. He is an operational professional in one of the following specialist areas of expertise: restoration painting work: analysis of the composition of old coats of paint, restoring the paintwork to its original condition; decorative painting work; applying special drawings in the surface, from letters to special design, etc.; high-quality wall decorations: the use of special, vulnerable or expensive materials for the finish of walls; high-quality spraying work: high-quality surface treatment of relatively expensive objects using specialist spraying techniques.

Purpose of the job

A specialist painter is responsible for embellishing, protecting and restoring (special) objects and buildings. The jobholder follows the instructions and working methods of the company.

Result areas**Agreements**

Determines the most effective way of performing the work. Makes operational agreements with customers, the employer, colleagues and third parties, if any, taking the various interests of everyone and the circumstances under which the work must be performed into account.

Materials

Assesses how many and which materials are needed for the job. Purchases materials, taking the original choice of material, sustainability, workability, beauty, costs and regulations into account.

Substrate quality

Assesses the material properties of the substrate of (special) objects and buildings for risks regarding the bonding and deterioration of the prime coats and paint to be applied. Chooses the pre-treatment method and intensity, taking previous pre-treatments of the substrate into account.

Prime coats and bonding layers

Prepares objects to be treated for finishing, such as pre-treating the substrate and applying prime coats and bonding layers and assesses the effectiveness and permanence of the layers applied.

Final layers

Checks the finished work based on quality agreements about the final finish.

Creates high-quality products, using specialist materials and techniques.

Checks the end result and touches it up so that the delivery agreements are met.

All-in-one service

Carries out high-quality (wall) decoration work and specialist spraying work, taking the vulnerability and high value of materials and objects and the original style of finish into account.

Work instructions

Issues instructions and tips to colleagues, taking the presentation level and appropriate communication method into account.

Production information

Collects and registers production figures (man hours, materials, contract deviations). Presents (internal) reports and final inspection reports, taking into account the importance of invoicing the work to customers and internal information purposes.

Expertise

Knowledge of painting at a senior secondary vocational education level (MBO 3 with specialist experience or MBO 4). Knowledge of special old and new techniques in his area of expertise and knowledge of environmental and safety legislation.

Knowledge of the instructions and working methods of the company. Social skills to effectively communicate with customers and colleagues. Communication skills to prepare reports. Manual skills to carry out painting work.

Job description Specialist Painter/Restoration Painter S.06.1**Onerous working conditions**

Physical risk because of lifting heavy objects, working in a strenuous posture, breathing in dirt, dust and chemical fumes and working in a high-risk environment. Obstructions caused by working in varying weather conditions.

Job description Materials Manager T.02.1**Organisational context**

Materials managers can be found in all kinds of companies (painting, glass fitting, metal preservation and multifunctional maintenance companies), particularly larger ones. A materials manager undertakes work in the fields of management, issue and collection of consumables (basic paint dyes and structural materials, auxiliary materials) and equipment (auxiliary tools and tools such as ladders, scaffolding, working at height equipment, work lights, spraying equipment, pumps, toolboxes, etc.). Materials management is subject to (safety-related) rules and regulations; the manager supervises the correct application thereof. When he identifies deviations from rules and regulations, the jobholder consults the manager. The materials manager keeps records of the tools and materials in stock and he keeps the stocks replenished in accordance with the agreed procedures.

Purpose of the job

The materials manager is responsible for the availability of ready-to-use materials and equipment. The jobholder follows the instructions and working methods of the company.

Result areas**Goods storage**

Assesses the condition of the material and equipment received. Carries out repairs and inspections. Determines the best way to store goods, taking tidiness and accessibility of the storage facility into account.

The issue of goods

Analyses which material and equipment are needed for the assignments. Assesses to what extent associated documents and information are complete and retrieves missing data, taking the prompt availability for issue into account.

Waste transport

Collects, separates and disposes of waste, taking safety risks into account.

Stocks

Registers storage records. Provides information about storage and issue procedures and stocks. Reports particulars to the manager.

Stock information

Identifies potential stock shortages, taking the accuracy of the records and the costs of unnecessary purchases of material and equipment into account.

Expertise

Knowledge of logistics at a senior secondary vocational education level (MBO 2). Knowledge of logistical processes and knowledge of waste separation rules. Knowledge of the instructions and working methods of the company. Social skills to provide customers and third parties with information. Communication skills to prepare issue and storage documents.

Onerous working conditions

Physical risks because of lifting heavy objects and handling (chemical) waste.

Job description Calculator T.07.1

Organisational context

Calculators can be found in all kinds of companies (painting, glass fitting, metal preservation and multifunctional maintenance companies), particularly larger ones. The calculator is responsible for measuring works (including the measuring of buildings/objects, assessing the state of repair and giving advice about the treatment to be applied) and for calculating the required number of man hours, materials and auxiliary equipment. The calculator works closely together with the project manager (project leader, branch manager or director) who determines the treatment, techniques and materials to be used. To calculate the required man hours and materials, the calculator uses set standards and ratios. Based on subsequent calculations, he identifies deviations from the calculated number of man hours and materials and gives advice about adjustments to standards and ratios.

Purpose of the job

The calculator is responsible for project budgets. The jobholder follows the instructions and working methods of the company.

Result areas

Project specifications

Assesses the condition of the buildings or objects to be treated. Assesses the scope of the work by combining information from various sources. Translates work into labour and time, taking the importance of accuracy versus time pressure into account.

Cost price calculations

Assesses to what extent project components must be recalculated. Assesses risk factors that may affect the project costs. Links project components to cost items and estimates the costs. Prepares technical appendices to quotes.

Project information

Collects project data. Assesses the relevance of information and combines data to produce informative reports.

Advice

Identifies differences between initial and subsequent calculations and comes up with suggestions to adjust standards, ratios or rates. Registers adjustments in the administrative systems.

Expertise

Knowledge of his technical area of expertise at a senior secondary vocational education level (MBO 4). Knowledge of work materials and substrates, relevant software packages and data analysis. Knowledge of the company's risk appetite and the budget level of rivals.

Social skills to coordinate (deviations in) budgets. Communication skills to prepare technical appendices to quotes.

Job description Planning Engineer T.07.2

Organisational context

Planning engineers can be found in all kinds of companies (painting, glass fitting, metal preservation and multifunctional maintenance companies), particularly larger ones. The planning engineer is responsible for the technical and organisational preparation and detailed planning of projects. The planning engineer works closely together with the project manager (project leader, branch manager or

director) who determines the working methods, sequence of activities and materials and manpower to be used. The basis for the planning is the accepted quote, elaborated into specifications or otherwise, that specifies the work to be carried out. The jobholder makes sure statutory rules (working conditions, SCC, environmental regulations, etc.) and corporate rules (such as quality assurance) are applied correctly. They are integrated in a QHSE management system and documented in a so-called quality manual; the jobholder updates this manual.

Purpose of the job

The planning engineer is responsible for the project set-up at the work site. The jobholder follows the instructions and working methods of the company.

Result areas

Planning

Translates project specifications (quote) and other information about projects and prospects into a plan (annual plan, project plan, activities plan or otherwise), taking the need for manpower, equipment and material capacity into account.

Coordination agreements

Contacts the parties involved in the project implementation. Translates information from project specifications into specific agreements. Safeguards effective collaboration of all parties.

Work site set-up

Assesses the requirements at the work site to be able to implement/complete the project in accordance with the agreement. Arranges or prepares these requirements (work instructions, work descriptions, equipment, material and transport), taking the ease of use of and at the work site into account. Provides an explanation when needed.

Progress information

Assesses to what extent the work goes according to plan. Retrieves missing data. Identifies deviations from the planning in time and includes data in informative reports.

Suggestions for improvement

Identifies bottlenecks and points for improvement in the fields of planning and budgeting. Determines suitable methods to improve the quality of these processes. Hands in well-substantiated ideas for improvement.

Quality assurance

Applies knowledge of legislative changes about quality assurance to the workplace. Keeps quality manuals. Addresses others if they fail to abide by the guidelines and regulations, taking the employees' awareness of guidelines into account.

Expertise

Knowledge of architecture and construction engineering and project management at a senior secondary vocational education level (MBO 4). Knowledge of project planning and logistical processes. Knowledge of the company's objectives regarding project management. Social skills to make coordination agreements with third parties. Communication skills to present ideas for improvement and progress reports.

Job description /Calculator/Planning Engineer T.07.3

Organisational context

Calculator/planning engineers can be found in all kinds of companies (painting, glass fitting, metal preservation and multifunctional maintenance companies), particularly larger ones. The calculator/planning engineer is responsible for calculating the required number of man hours and materials for a specified job/project and for the technical and organisational preparation of the work. The calculator/planning engineer works closely together with the project manager (project leader or director) who inspects the work, determines the working methods and materials and techniques to be used and who issues the quote. The jobholder may be asked to inspect projects (usually the smaller ones); he will present his findings to the project manager for approval. The calculation and planning are based on the quote issued or on a (provisional) specification of the work to be carried out, presented by the project manager. To calculate the required man hours and materials, the

calculator/planning engineer uses set standards and ratios. The jobholder keeps himself informed of statutory rules (working conditions, SCC, environmental regulations, etc.) and makes sure that work instructions and the set-up of the work site comply with them.

Purpose of the job

The calculator/planning engineer is responsible for project budgets and the project set-up. The jobholder follows the instructions and working methods of the company.

Result areas

Project specifications

Assesses the condition of the buildings or objects to be treated based on a schedule of requirements or general specifications. Assesses the scope of the work by combining information from various sources and by measuring. Translates work into labour and time, taking the importance of accuracy versus time pressure into account.

Cost price calculations

Assesses to what extent project components must be recalculated. Assesses risk factors that may affect the project costs. Links project components to cost items and estimates the costs. Prepares technical appendices to quotes.

Coordination agreements

Contacts the parties involved in the project implementation. Translates information from project specifications into specific agreements. Safeguards effective collaboration of all parties.

Work site set-up

Assesses the requirements at the work site to be able to implement/complete the project in accordance with the agreement. Arranges or prepares these requirements (work instructions, work descriptions, equipment, material and transport), taking the ease of use of and at the work site into account.

Progress reports

Assesses to what extent the work goes according to plan. Retrieves missing data. Identifies deviations from the planning in time and includes data in informative reports.

Job description /Calculator/Planning Engineer T.07.3

Advice

Identifies differences between initial and subsequent calculations and comes up with suggestions to adjust standards, ratios or rates. Registers adjustments in the administrative systems.

Suggestions for improvement

Identifies bottlenecks and points for improvement in the fields of planning and budgeting. Determines suitable methods to improve the quality of these processes. Hands in well-substantiated ideas for improvement.

Expertise

Knowledge of his technical area of expertise at a senior secondary vocational education level (MBO 4). Knowledge of work materials and substrates, relevant software packages and data analysis. Knowledge of the company's risk appetite and the objectives for project management. Social skills to coordinate budgets and to make arrangements with various parties. Communication skills to prepare technical appendices to quotes and (capacity) plans.

Job description Maintenance Consultant/RGS Consultant T.08.1

Organisational context

Maintenance consultants/RGS consultants can be found at larger companies, mainly painting companies and multifunctional maintenance companies. The maintenance consultant/RGS consultant is responsible for developing long-term maintenance plans for (in general larger) objects. The basic principles of maintenance plans are inspection reports and choices (made by the project leader in consultation with the customer) about the painting/structural quality to be maintained, the desired degree of cost equalisation or cost reduction.

If necessary, the jobholder focuses on the condition of the object on-site and the extent to which it or parts of it are exposed to weather influences or other causes of damage. When elaborating his plans, he consults with the customer, if necessary, to clarify basic principles or to check the feasibility of alternatives.

Purpose of the job

The maintenance consultant/RGS consultant is responsible for issuing advice about and planning the maintenance of buildings and objects.

Result areas

Agreements

Presents various scenarios to the client. Determines the desired level of maintenance with the customer, taking the wishes and possibilities of the customer and the company's reputation into account.

Maintenance scenarios

Studies inspection reports, assesses the state of repair of buildings or objects and makes arrangements with customers. Specifies the type and frequency of maintenance in time, taking the verifiability of the formulated result into account. Makes a general estimate of the maintenance costs.

Maintenance assignments

Clarifies basic principles in maintenance plans for customers. Checks the feasibility of alternative plans. Adjusts plans, taking the budgetary scope of the customer and the quality level of maintenance in the long term into account.

Maintenance specifications

Translates plans into a planning for inspection and maintenance intervals. Elaborates the planning, work descriptions, materials and techniques to be used in a final report, taking price and performance agreements with customers into account.

Suggestions for improvement

Finds possibilities to improve the level of knowledge and working methods of the company in such a way that a higher degree of sustainability and maintenance is achieved. Presents ideas for improvement, taking cost (reduction) for customers, the company's reputation and environmental and societal consequences into account.

Expertise

Knowledge of multiple technical areas of expertise and knowledge of business administration/logistics at a senior/higher secondary vocational education level. Knowledge of methods and materials and the working of substrates as time passes. Knowledge of the company's objectives and quality policy. Social skills to come to reach performance agreements with customers. Communication skills to prepare maintenance scenarios and maintenance specifications.

Job description Head of the Operations Office T.09.1

Organisational context

Heads of the operations office can be found at larger companies, mainly painting companies and multifunctional maintenance companies. The operations office is responsible for estimating project costs (calculations based on ratios and standards), for the planning and technical substantive preparations for projects, for ensuring that the project can be carried out at the scheduled time (presence of materials, auxiliary tools and staff), for the development and budgeting of long-term maintenance programmes, as well as for the registration, reporting and subsequent calculation of project realisations

The head of the operations office manages the activities of the operations office. His primary focus is to improve working methods and systems used on the one hand and to coordinate and supervise more complex or critical projects on the other. He is personally involved in the implementation, particularly in the preparations of larger maintenance programmes or projects.

The head of the operations office has full managerial powers and as such, he is responsible for both the efficient set-up of work processes and the efficient performance of his assistant.

Purpose of the job

The head of the operations office is responsible for the technical preparation and support of projects.

Result areas

Advice

Assesses the risk of quality issues during the implementation of projects. Gives advice to the project manager about the treatments, materials and techniques to be used, taking historical data and quotes issued into account.

Job description Head of the Operations Office T.09.1

Maintenance scenarios

Identifies particulars in inspection reports, assesses the state of repair of (special) buildings or objects and makes arrangements with customers. Specifies the type and frequency of complex forms of maintenance in time, taking the verifiability of the formulated result into account.

Maintenance assignments

Clarifies the basic principles of maintenance plans for customers. Checks the feasibility of alternative plans. Adjusts plans, taking the budgetary scope of the customer and the level of maintenance in the long term into account. Supervises (the preparation of) complex and/or critical projects. Provides substantive supervision for the elaboration of specifications, calculations, budgets and work descriptions.

Improvements

Formulates shortcomings in the level of knowledge, systems and working methods for project registration and data analysis. Develops and improves systems and methods and shares knowledge. Presents and implements improvements aimed at practical use within the company.

Staff performance

Creates preconditions for a successful performance and assesses the performances of employees. Ensures the work processes proceed correctly. Gives directions and instructions. Encourages and supervises the development of employees.

Expertise

Knowledge of project management at a higher professional education level. Knowledge of project planning and logistical processes.

Knowledge of the values and objectives of the company. Social skills to secure support for advice and management. Communication skills to prepare complex maintenance scenarios.

APPENDIX 4 ASSESSMENT GUIDELINES

Article 1 Procedure

1. If they have not yet reached the highest wage step of the pay scale of their job category yet, individual employees are uniformly assessed every year or two years (depending on their position in the pay scale) by the employer or the person appointed by the employer.
2. The employer is expected to keep his employee updated about his performance verbally or in writing, also during the year. When the performance of an employee is 'satisfactory' whereas it is expected to be 'good' to qualify for a higher wage step, the employee must be notified accordingly in time, enabling him to improve his performance.
3. The assessment of the employee is documented in writing on an assessment form which is signed by both the assessor and the assessed employee.
4. The employer centrally archives the assessment, taking the protection of the privacy of the employee in question into account.
5. The employer ensures that the company's assessment procedure is objective.
6. Within the framework of the assessment, an assessment is made to see if the employee's performance of his duties is very good, good, satisfactory or unsatisfactory, based on the following five or six criteria:
 - a. competence;
 - b. productivity;
 - c. collaboration with colleagues/managers and customers;
 - d. the quality of the work;
 - e. commitment;
 - f. management (if applicable).

Article 2 Model assessment form

1. A model assessment form can help employers who do not have an assessment system in place or who wish to adjust their assessment system to assess their employees. This collective agreement includes the following model assessment forms:
 - a. assessment form for employees;
 - b. assessment form for OTA employees;
 - c. supplement for managers
2. On the model assessment form, an employee can score a maximum of four points for various elements:
 - a. one point: the employee obtains an unsatisfactory score for this element;
 - b. two points: the employee obtains a satisfactory score for this element;
 - c. three points: the employee obtains a good score for this element;
 - d. four points: the employee obtains a very good score for this element.
3. Depending on the total number of points, no, one or two wage steps are awarded in accordance with the following score:

| | | SCORES | | MANAGER | |
|----------------|----------------|---------|---------|---------|---------|
| | | MINIMUM | MAXIMUM | MINIMUM | MAXIMUM |
| UNSATISFACTORY | | 25 | 49 | 30 | 60 |
| SATISFACTORY | | 50 | 64 | 61 | 80 |
| GOOD | ONE WAGE STEP | 65 | 84 | 81 | 100 |
| VERY GOOD | TWO WAGE STEPS | 85 | 100 | 101 | 120 |

4. If the employee also has a managerial position, he will also be assessed for his managerial qualities.

| MODEL ASSESSMENT FORM FOR EMPLOYEES | | | | |
|-------------------------------------|--|--|---------|----------|
| | | | maximum | score |
| | | Assessment criteria | score | obtained |
| 1 | Competence | Product knowledge | 4 | |
| | | Correctly applying techniques and tools and completing the job at the level discussed with the client | 4 | |
| | | Judgement of existing work/existing substrate | 4 | |
| | | Using a logical sequence of the work and preventing snags | 4 | |
| | | Working in accordance with working conditions regulations/working safely/using personal protective equipment | 4 | |
| | | | 20 | |
| 2 | Productivity | Being able to work on the basis of a planning/quote | 4 | |
| | | Efficiently and effectively using the available resources (staff, equipment, material) | 4 | |
| | | Observing the company regulations/working and rest hours | 4 | |
| | | Working effectively/working cost-consciously | 4 | |
| | | Perseverance, problem-solving skills and immunity to stress | 4 | |
| | | | 20 | |
| 3 | Collaboration with colleagues/managers and customers | The ability to work in teams, collegiality | 4 | |
| | | Willingness to help/support colleagues | | |
| | | Communication skills | 4 | |
| | | Appearance/personal hygiene and influence on the working atmosphere | 4 | |
| | | Contact with customers and complaints handling | 4 | |
| | | Personal care/tidying the workplace | 4 | |
| | | | 20 | |
| 4 | The quality of the work | Appropriate product choice | 4 | |

| MODEL ASSESSMENT FORM FOR EMPLOYEES | | | | |
|-------------------------------------|------------|---|---------|----------|
| | | | maximum | score |
| | | Assessment criteria | score | obtained |
| | | Checking your own work | 4 | |
| | | Level of (painting) work corresponds with the agreed performance requirements | 4 | |
| | | Neat finish of the work, aesthetically good (painting) work | 4 | |
| | | Open to points for improvement/complaints | 4 | |
| | | | 20 | |
| 5 | Commitment | Commitment/motivation/integrity | 4 | |
| | | Honouring agreements made | 4 | |
| | | Flexible (days/hours of work/transport) | 4 | |
| | | Prepared to expand his skills | 4 | |
| | | Showing initiative | 4 | |
| | | | 20 | |
| TOTAL MAXIMUM SCORE | | | 100 | |

| MODEL ASSESSMENT FORM FOR OTA EMPLOYEES | | | | |
|---|--|--|---------|----------|
| | | | maximum | score |
| | | Assessment criteria | score | obtained |
| 1 | Competence | Knowledge and execution of his duties | 4 | |
| | | Problem-solving skills (creative)/creating structure in duties | 4 | |
| | | Contributes to improvement processes | 4 | |
| | | Working cost-effectively | 4 | |
| | | Insight in business processes | 4 | |
| | | | 20 | |
| 2 | Productivity/general | Able to work on the basis of a planning | 4 | |
| | | Working efficiently/working effectively/decisive | 4 | |
| | | Immune to stress/perseverance | 4 | |
| | | Observing the company rules/hours of work | 4 | |
| | | Personal care | 4 | |
| | | | 20 | |
| 3 | Collaboration with colleagues/managers and customers | The ability to work in teams, collegiality Willingness to help/support colleagues | 4 | |
| | | Communication skills internal/external | 4 | |
| | | Appearance and influence on the working atmosphere | 4 | |
| | | Representative in contact with others | 4 | |
| | | Complaints handling | 4 | |
| | | | 20 | |
| 4 | The quality of the work | Carrying out his duties correctly and in time/working independently | 4 | |

| MODEL ASSESSMENT FORM FOR OTA EMPLOYEES | | | | |
|---|---------------------|---|---------|----------|
| | | | maximum | score |
| | | Assessment criteria | score | obtained |
| | | Accuracy/tidy work area | 4 | |
| | | Oral and written skills | 4 | |
| | | General knowledge of the services provided by the company | 4 | |
| | | Open to points for improvement/complaints | 4 | |
| | | | 20 | |
| 5 | Commitment | Commitment/motivation/integrity | 4 | |
| | | Honouring agreements made | 4 | |
| | | Flexible (days/hours of work) | 4 | |
| | | Prepared to expand his skills | 4 | |
| | | Showing initiative | 4 | |
| | | | 20 | |
| | TOTAL MAXIMUM SCORE | | 100 | |

| SUPPLEMENT FOR MANAGERS | | | | |
|-------------------------|---|--|---------|----------|
| | | | maximum | score |
| | | Assessment criteria | score | obtained |
| | Managing | Visibly managing others/allowing safe working/communication/delegation/respect | 4 | |
| | | Creating a good working climate/able to motivate his employees | 4 | |
| | | Able to supervise improvement processes | 4 | |
| | | The ability to judge people/putting the right man or woman in the right place | 4 | |
| | | Focusing on the result/staying organised/feedback to management | 4 | |
| | TOTAL MAXIMUM SCORE including general score | | 120 | |

APPENDIX 5 PAY SCALES

An (OTA) employee will never be paid less than the statutory minimum wage applicable to him.

Wages with effect from week 25 of 2020 (15 June 2020)

| | M 1 | M 2 | M 3 | M 4 | M 5 | M 6 | M 7 | M 8 | M 9 |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| HOURLY WAGE + 2.25% | | | | | | | | | |
| | | | 19.18 | 20.27 | 21.35 | 22.53 | 24.09 | 25.78 | 27.57 |
| | 17.21 | 18.17 | 18.71 | 19.79 | 20.84 | 21.96 | 23.48 | 25.13 | 26.88 |
| | 16.63 | 17.56 | 18.23 | 19.34 | 20.29 | 21.39 | 22.88 | 24.49 | 26.19 |
| | 16.06 | 16.95 | 17.73 | 18.87 | 19.75 | 20.85 | 22.29 | 23.85 | 25.5 |
| MIDDLE | 15.47 | 16.35 | 17.26 | 18.43 | 19.22 | 20.28 | 21.69 | 23.21 | 24.82 |
| | 14.92 | 15.74 | 16.77 | 17.84 | 18.68 | 19.7 | 21.07 | 22.54 | 24.13 |
| | 14.33 | 15.13 | 16.31 | 17.28 | 18.16 | 19.15 | 20.47 | 21.89 | 23.44 |
| | 13.77 | 14.53 | 15.8 | 16.74 | 17.61 | 18.59 | 19.88 | 21.26 | 22.76 |
| | | | 15.33 | 16.21 | 17.1 | 18.03 | 19.27 | 20.63 | 22.07 |
| PRELIMINARY PAY SCALES (ages 15 to 20) | | | | | | | | | |
| 2nd YEAR (80%) | 11.02 | 11.62 | 12.26 | 12.97 | 13.68 | | | | |
| 1st YEAR (65%) | 8.95 | 9.44 | 9.96 | 10.54 | 11.12 | | | | |
| PRELIMINARY PAY SCALES (age 21 and over) | | | | | | | | | |
| 2nd YEAR (80%) | 11.02 | 11.62 | 12.26 | 12.97 | 13.68 | | | | |
| 1st YEAR (65%) | 10.07 | 10.07 | 10.07 | 10.54 | 11.12 | | | | |

APPENDIX 6 FOREIGN EMPLOYEES

1. In accordance with the Dutch Posted Workers in the European Union (Working Conditions) Act, the provisions of this collective agreement declared universally applicable to the areas listed below also apply to assigned employees who perform labour in the Netherlands temporarily and whose employment contract is governed by laws other than Dutch law.
2. An assigned foreign employee is every employee who temporarily works in the Netherlands but who habitually works in another country of the European Union.
3. It concerns the following areas:
 - a. the maximum hours of work and minimum rest hours;
 - b. the minimum number of holidays, during which the employer is obliged to pay wages, and extra holiday-related allowances;
 - c. the minimum wages which, in any case, include:
 - I. the applicable period salary in the scale;
 - II. the applicable reduction of working hours per week/month/year/period;
 - III. allowances for overtime, transferred hours, irregular hours allowance including official holiday allowance and shift allowance;
 - IV. interim pay rise;
 - V. expense allowance: travel expenses, accommodation expenses and remuneration for hours travelled, board and lodging costs and other costs necessary for the fulfilment of the position;
 - VI. increments;
 - VII. extra holiday-related allowances;while the following do not form a part of this minimum wage: entitlements to supplementary corporate pension schemes and social security entitlements in excess of the statutory entitlement and allowances on top of the wages for secondment-related expenses incurred by the employee for travel, accommodation or meals;
 - d. the conditions for the assignment of workers;
 - e. the health, safety and hygiene at work;
 - f. the protective measures in connection with the terms and conditions of employment and working conditions for children, young people, pregnant women and women who gave birth recently;
 - g. the equal treatment of men and women, as well as other provisions about non-discrimination.

This appendix describes the applicable articles or article sections for every area in detail. The second column of the tables below shows the applicable articles, paragraphs of the articles in question and, in certain cases, a replacement text.

In accordance with the provisions of the Dutch Posted Workers in the European Union (Working Conditions) Act, these assigned employees are subject to the following articles of this collective agreement:

| Areas | Article |
|--|--|
| General | Article 3 Definitions |
| Maximum hours of work and minimum rest hours; | Article 12 Working hours Article 13 Extra time worked Article 14 Hours of work consultation scheme Article 15 Working on Saturdays, Sundays and recognised public holidays Article 16 Overtime, shifted working hours and on-call duty Article 36 Unworkable weather and frost Article 49 Unpaid leave Article 50 Leave on full pay Appendix 8 - Hours of work scheme |
| Minimum number of holidays, during which the employer is obliged to pay wages, and extra holiday-related allowances; | Article 37 Holidays Article 47 Holiday allowance 2017 until 2021 Article 48 Reduction of working hours (ATV) |
| Minimum wages which, in any case, include: 1. the applicable period salary in the scale; 2. the applicable reduction of working hours per week/month/year/period; 3. allowances for overtime, transferred hours, irregular hours allowance including official holiday allowance and shift allowance; 4. interim pay rise and periodic and end-of-year bonuses; 5. expense allowance: travel expenses, accommodation expenses and remuneration for hours travelled, board and lodging costs and other costs necessary for the fulfilment of the position; 6. extra holiday-related allowances, while the following do not form a part of this minimum wage: entitlements to supplementary corporate pension schemes and social security entitlements in excess of the statutory entitlement and allowances on top of the wages for secondment-related expenses incurred by the employee for travel, accommodation or meals, including allowances for overtime, not including supplementary corporate pension schemes; | Article 25 Functional structure Article 26 Pay scales Article 28 Changes, indexation and increases Article 29 Overtime allowance Article 30 Allowance for working on Saturdays, Sundays and recognised public holidays Article 31 Shiftwork allowance Article 32 On-call duty allowance Article 33 Shifted hours of work allowance Article 51 Travel allowance Article 53 Travel time allowance Article 55 Equipment allowance Article 56 Meal allowance Article 58 Wages of the trainee |
| Conditions for the assignment of employees; Health, safety and hygiene at work; Protective measures in connection with the terms and conditions of employment and working conditions for children, young people, pregnant employees and employees who gave birth recently; The equal treatment of men and women, as well as other provisions about non-discrimination | Article 67 Working conditions Article 68 Personal protective equipment |

| Article | Applicable parts |
|---|---|
| Article 3 Definitions | In full, except the provisions in paragraph 2.b and paragraph 3: 'practical training agreement' |
| Article 4 Foreign employees | In full |
| Article 12 Working hours | In full |
| Article 13 Extra time worked | In full |
| Article 14 Hours of work consultation scheme | In full |
| Appendix 8 Hours of work scheme | In full |
| Article 15 Working on Saturdays, Sundays and recognised public holidays | In full |
| Article 16 Overtime, shifted working hours and on-call duty | In full |
| Article 25 Functional wage structure | In full |
| Article 26 Pay scales | In full |
| Article 28 Changes, indexation and increases | In full |
| Article 29 Overtime allowance | In full |
| Article 31 Shiftwork allowance | In full |
| Article 32 On-call duty allowance | In full |
| Article 33 Shifted hours of work allowance | In full |
| Article 36 Unworkable weather and frost | In full |
| Article 37 Holidays | Subsection 3: 'The employee is entitled to an uninterrupted summer holiday of three weeks, provided he has accrued enough leave days. If the employee does not make use of this, these days will be determined by mutual agreement between the employer and the employee' |
| Article 45 Holiday allowance 2016 | In full |
| Article 46 Holiday allowance 2016 OTA employee | In full |
| Article 47 Holiday allowance 2017 until 2021 | In full |
| Article 48 Reduction of working hours (ATV) | In full |
| Article 49 Unpaid leave | In full |
| Article 51 Travel allowance | On the understanding that to determine the distance, the distance between the temporary residence in the Netherlands and the place of work is determined |
| Article 53 Travel time allowance | On the understanding that to determine the distance, the distance between the temporary residence in the Netherlands and the place of work is determined |
| Article 55 Equipment allowance | In full |
| Article 56 Meal allowance | In full |
| Article 58 Trainees | In full |
| Article 67 Working conditions | In full |
| Article 68 Personal protective equipment | In full |

APPENDIX 8 HOURS OF WORK SCHEME

| Hours of work scheme for employees aged 18 and over | | |
|--|--|---|
| maximum hours of work | | |
| | per shift | 9 hours 12 hours in the case of occasional overtime |
| | per week | 45 hours 60 hours in the case of occasional overtime |
| | once every 4 weeks | an average of 45 hours per week (180 hours) an average of 54 hours per week (216 hours) in the case of occasional overtime |
| | per week per 13 weeks | an average of 40 hours per week (520 hours) an average of 45 hours in the case of occasional overtime |
| rest times | | |
| | daily rest | 11 hours (consecutive) (to be reduced to 8 hours once every period of 7 x 24 hours) |
| | weekly rest | 36 hours (consecutive) every period of 7 x 24 hours or 60 hours every period of 9 x 24 hours (to be reduced to 32 hours once every five weeks) |
| breaks | | |
| | minimum break time | 15 minutes |
| | in the case of > 5.5 hours of labour per shift | 30 minutes |
| | in the case of > 8 hours of labour per shift | 45 minutes, 30 minutes of which consecutively |
| | in the case of > 10 hours of labour per shift | 60 minutes, 30 minutes of which consecutively |
| Sunday rest | | |
| | Sunday labour | no labour on Sunday unless stipulated otherwise and ensuing from the nature of the labour, unless business circumstances necessitate this and the works council or, failing that, the employee representative body or, failing that, the employee concerned, agrees with it |
| | Sundays off | at least 4 Sundays off every 13 weeks |
| night work: > 1 hour of labour between 00:00 and 06:00 | | |
| night shift: | hours of work per shift | 8 hours 9 hours in the case of overtime |
| | working hours per 4 weeks | an average of 45 hours per week (180 hours) an average of 54 hours per week (216 hours) in the case of overtime |
| | working hours per 13 weeks | an average of 40 hours every 13 weeks (520 hours), also in the case of overtime |
| | rest time after a night shift applies to night shifts that end after 02:00 | 14 hours |

| | | |
|--------------|--|---|
| | rest time after a series (three or more) of night shifts | 48 hours |
| | maximum number of consecutive night shifts | 5 (6 if the night shifts end before or at 02:00) |
| | maximum number | 10 night shifts every 4 weeks or 25 night shifts every 13 weeks (16 if the night shifts end before or at 02:00) |
| on-call duty | | |
| | ban on on-call duty | every 4 weeks, 2 time units of a minimum of 7 x 24 hours without on-call duty no on-call duty before and after a night shift |
| | hours of work per 24 hours | 13 hours |
| | hours of work per week | 60 hours |
| | hours of work per 4 weeks | an average of 60 hours per week (240 hours) |
| | hours of work per 13 weeks | an average of 45 hours per week (585 hours) 40 hours per week (520 hours) if all or part of the on-call duty coincides with the period between 00:00 and 06:00 |
| | minimum hours of work in the case of on-call duty | 30 minutes |

| Additional provisions for employees aged 16 AND 17 | | |
|--|--------------------------------------|--|
| maximum hours of work | | |
| | per shift | 9 hours |
| | per week | 45 hours |
| | once every 4 weeks | an average of 40 hours per week (160 hours) |
| breaks and rest times | | |
| | minimum break time | 15 minutes |
| | in the case of > 4.5 hours per shift | 30 minutes |
| | daily rest | 12 hours (consecutively, including the period between 22:00 and 06:00 or the period between 23:00 and 07:00) |
| | weekly rest | 36 hours (consecutive) every period of 7 x 24 hours |
| | working on Sundays | when working on Sundays, the preceding Saturday is a day off |
| | school time | school time is work time |

APPENDIX 9 ANNUAL MODEL

Article 1 Objective and implementation of the annual model

The annual model is a set of rights and obligations in accordance with Article 23 of the collective agreement, for both the employer and the employee, preventing unemployment during the winter. Job and income security is important to employees.

Article 2 At the employees' request

Employees may ask the employer in writing to declare the social annual model applicable to them. The employer will process this request. He will then notify the employees of his decision in writing as soon as possible but within, at least, eight weeks. If he does not honour the request, he has to explain this in writing, stating the reasons.

Article 3 At the employer's request

The employer himself can decide to implement an annual model. The employer has to submit his proposal for an annual model to the employees. Article 23.4 of the collective agreement explains how a company may decide to take part in an annual model and how many employees have to agree with that. Wide support among employees is important. Making arrangements about taking part in the annual model is voluntary, which means it cannot be enforced by either the employer or the employee.

Article 4 Term

The annual model starts in week 13 of any year and runs until week 12 of the next year.

Article 5 Employment

Employees who work in accordance with the annual model have or will have an open-ended contract. That means existing open-ended employment contracts remain unchanged. Fixed-term employment contracts will be converted into open-ended employment contracts (after the end of the employment contract and subject to proven suitability).

Article 6 New employees

When new employees are hired, this annual model will form a part of the terms and conditions of employment.

Article 7 Of the employment contract

In principle, the employment contract cannot be terminated. After all, the purpose of the annual model is to keep the employee employed throughout the year.

Article 8 Termination of the employment contract by mutual agreement

Naturally, an employment contract can be terminated by mutual agreement between the employer and the employee.

Article 9 Termination of the employment contract for urgent and compelling reasons

The employment contract can also be terminated or dissolved in the event of urgent reasons as described in the Dutch Civil Code.

Article 10 Commercial circumstances

If business continuity is jeopardised, the employment contract may also terminate in accordance with the statutory procedures. In that case, the employer must promptly (before employees start using saved hours) contact the employees' organisation with whom this collective agreement is concluded in order to make agreements about the payment of saved hours and how to handle the shortage of work in the low season for which the work guarantee is in place. These arrangements are laid down in a redundancy plan. When the employment contract is terminated, the additional hours accrued (including allowances) are paid out.

Article 11 Payment of hours at the end of the employment contract

When the employment contract is terminated, the additional hours accrued and travel time are paid out.

Article 12 Termination of the employment contract at the employee's request

If an employee, at his request, and before using the winter hours leaves the company, the current bonus of the current annual model is set off against the saved hours to be paid out. The additional hours accrued are paid out.

Article 13 Agreements about hours of work

The year is divided into two seasons. Additional hours are worked during the high season. Less work is carried out during the low season.

High season: week 13 to week 44;

Low season: week 45 to week 12.

Article 14 Accruing additional leave

Working more hours during the high season

The conditions of the annual model allow employees to save hours. The employer and the employee agree that the hours worked by the latter in excess of the average working week of 37.5 hours, additional hours worked and travel time that qualify for payment, are not paid out but saved up.

Article 15 Agreed hours of work, working hours

High season

The hours of work from week 13 to 44 are 8 hours per normal working day (between 06:00 and 19:00).

Low season

The hours of work from week 45 to 12 are 7.5 hours per normal working day (between 06:00 and 19:00).

Article 16 Public holidays during the term of the annual model

No work is carried out on Saturday, Sunday and recognised public holidays within the meaning of Article 44 of the collective agreement.

Article 17 Work times during the term of the annual model

Employees are expected to observe the work and break times. These can be deviated from only with the prior written consent of the employer. If the workplace closes earlier in certain situations as a result of which the hours of work cannot be completed in full, the project leader and the employer will consult each other to take measures. If the hours not worked cannot be made up, any hours that cannot be worked will be at the expense of the employer

Article 18 Additional leave and bonus

Buying additional leave days: apart from working additional hours during the high season (contract extra hours), it is also possible to accrue more leave during the low season by working less than 37.5 hours per week on average on an annual basis. The gross wages will be proportionally lower.

Article 19 The gross wages are based on a working week of:

1. 37.5 hours when purchasing no additional leave days;
2. 37 hours when purchasing three additional leave days;
3. 36.5 hours when purchasing six additional leave days;
4. 36 hours when purchasing nine additional leave days.

Article 20 Bonus

Employees who purchase additional leave days because of the reduction of the average working week receive a bonus in return:

- a. the bonus is paid out under all circumstances;
- b. the bonus is also paid when using 55+ days.

Article 21 Other sources for the accrual of additional leave days

1. To achieve a total accrual of **xxx** leave days, the following can be surrendered, if desired:
 - a. age-related days off;
 - b. hours of overtime and travel time.
2. At his request, an employee can also use hours of overtime and/or travel time against the factors referred to in the individual employment contract.

Article 22 Taking leave in the low season

The accrued hours are then taken as time off during the low season. This period also includes the collective winter closure of three weeks. In this case, this creates a total leave period of **xxx** weeks, **xxx** days and **xxx** hours that can be used during the low season. The leave will be taken in full days.

Article 23 Possibility of working whilst on leave

If there is enough work during the winter, there is a possibility that the employee can work more whilst on leave.

Article 24 Work interrupted due to unworkable weather

If the work is interrupted due to unworkable weather, this cannot be used as a reason to use leave hours. Naturally, this does not apply when the days off were already scheduled.

Article 25 Determining and announcing leave

1. The parties to this collective agreement determine the dates of the collective winter closure. Participants in the annual model do not have to follow this winter closure. The leave periods from leave hours are determined by mutual agreement.
2. Employees have a say in determining the leave period; if the employee wishes to make use of this, he must notify the employer before week 45 with a description of the requested period and the reason. The employer will honour such a request unless organisational reasons dictate otherwise. The employer's planning for the use of leave hours must be announced at least three weeks in advance.

Article 26 Surpluses and deficits

Over-accrued hours

1. If the employee has accrued more hours than needed (to be used during the low season), there are two options:
 - a. they are paid out to the employee no later than week 12;
 - b. they are carried over to the new annual model by mutual agreement between the employer and the employee, subject to a maximum of 37.5 hours;

Under-accrued hours

2. When an employee takes off more time (unpaid leave) between weeks 13 and 44 than he is entitled to, he will be off without pay between weeks 45 and 12 for the number of under-accrued hours or the employer offers additional work during the low season. During the term of the annual model, the fact that the employer does not have enough work cannot cause a reduction in hours. The agreement is that ~~xxx~~ hours are accrued to be used during the low season. If more are needed, these additional hours are at the expense of the employer.

Article 27 Existing accrued saving hours balance in the old system

The savings hours accrued in any old savings system will be settled before week 12. It is not possible to start an annual model with debit hours (a negative savings balance).

Article 28 Special situations

Incapacity for work

No hours are accrued for the annual model during illness:

1. if the employee does not work on one or several days on account of incapacity for work or unpaid leave, the agreements for those days about the accrued hours (during the high season) will expire;
2. if an employee is unfit for work during the winter period (low season), the agreements about surrendering hours expire.

Explanation:

- As you do not accrue 0.5 hours per day when you are unfit for work, this may cause a deficit in hours for using the agreed number of days off. If not enough hours are accrued due to incapacity for work, compensatory work is automatically offered during the low season for the days the employee was unable to accrue.
- When an employee is unfit for work, the accrual based on the wages (3, 6 or 9 holidays) continues. That means an employee always saves the agreed 3, 6 or 9 holidays!
- An employee who during the term of the annual model is seriously unfit for work as a result of which he may end up on WIA benefits, will immediately withdraw from the annual model, after which the pay is set at 37.5 hours again.

Article 29 55+ days

When working longer during the high season and if it has been agreed on in the annual model, the additional time per day (e.g. 0.5 hours) will still be saved if an employee uses a 55+ day during the high season. The contribution of hours from the wages of 0.5, 1 or 1.5 hours is always saved, also if a 55+ day is used.

Article 30 Short-term leave

If an employee visits the dentist, GP, etc., the accrual of 0.5 hours continues as normal.

Article 31 The wages in the accrual and leave period

The extent of the wages during the term of the annual model is based on a working week of:

1. 37.5 hours when purchasing no additional leave days;
2. 37 hours when purchasing three additional leave days;
3. 36.5 hours when purchasing six additional leave days;
4. 36 hours when purchasing nine additional leave days.

Article 32 Bonus

If the wages are based on an average working week of less than 37.5 hours, a bonus is paid out. For every hour worked (not travel time) the following bonus is paid:

| HOURLY WAGE | FOR THREE DAYS | FOR SIX DAYS | FOR NINE DAYS |
|-------------|----------------|--------------|---------------|
| < 18.14 | 0.15 | 0.28 | 0.42 |

| HOURLY WAGE | FOR THREE DAYS | FOR SIX DAYS | FOR NINE DAYS |
|------------------|----------------|--------------|---------------|
| 18.14 - 18.90 | 0.15 | 0.28 | 0.45 |
| 18.90 - 19.28 | 0.15 | 0.30 | 0.45 |
| 19.28 - 19.66 | 0.16 | 0.30 | 0.45 |
| 19.66 and higher | 0.16 | 0.30 | 0.48 |

Because of salary increases under the collective agreement, the bonus amounts are reviewed every two years. The bonus is paid per pay period.

Article 33 No continued payment of wages during holidays and public holidays

The employer does not pay wages during holidays and public holidays as stipulated in this collective agreement. This article is deleted with effect from 1 January 2017.

Article 34 Notification of accrual and leave hours on the payslip

The number of additional hours and travel time accrued for the leave period is communicated on or with the payslip. The number of hours used is also shown.

Article 35 Renewal of the annual model

1. In the months before the end of the annual model (first year), the employer initiates an assessment with the employees to decide if the annual model should be renewed.

2. In subsequent years, the employer and the employees will by mutual agreement decide how to evaluate and renew the annual model. During the evaluation and renewal, employees can ask representatives from the employees' organisation to assist them. The employer may be assisted by representatives from the employers' organisation.

Article 36 Collective agreement

The collective agreement for Painters and Decorators, Finishing Contractors and Glaziers in the Netherlands remains in force.

Operative Part II

The provisions included in operative part I have been declared universally applicable until 30 September 2019.

Operative Part III

Insofar as the provisions included in operative Part I violate the regulations stipulated or to be stipulated by or under the law, those regulations will prevail. In view of the equal treatment legislation, this means that with regard to provisions that make a distinction when such requires objective justification, the parties in practice have to make sure there is a legitimate goal where the resources used to achieve that goal are appropriate and necessary.

Operative Part IV

Insofar as the provisions included in operative Part I refer to information that is published on a website, the information on that website does not form a part of this universal application order. This information is regarded as the practical implementation of the collective agreement provisions as mentioned in paragraph 3.1 of the Application Order Reference Framework. The content of this information does not fall under the responsibility of the Minister of Social Affairs and Employment. References permitted by law are excluded.

Operative Part V

This order comes into effect on the day after the publication date of the Government Gazette in which it is announced. It expires on 1 October 2021 and has no retrospective effect.

The Hague, 15 November 2019

*The Minister of Social Affairs and Employment,
on his behalf,*

*The director for Implementing Tasks for the Legislation on Terms and Conditions of Employment
M.H.M. van der Goes*