

WERK & IK

UITZENDGROEP





Werk & IK Uitzendbureau
Contactweg 129
1014BJ
Amsterdam

Welcome to Werk & IK, one of Amsterdam's premier suppliers of staff and services, and the largest supplier of staff to companies at Schiphol airport.

The following information is designed to give you more details about moving to the Netherlands, the types of work and roles you may be recruited for and what to expect when you arrive.

As we recruit into some secure areas of aviation our recruitment process can be quite long but its worth the wait. We take care of the process and guide you to success in securing roles at one of Europe's busiest airports or at companies in or around Amsterdam.

My team will help every step of the way and we speak over nine languages so you'll always be able to get support you understand. Your consultant {NAME} will assist you and answer any questions you have.

Please read the following information and let us know any questions you have, also please feel free to share your experience with friends or colleagues who might want to join your adventure to Amsterdam.

I look forward to meeting you in person.

Ivan Karels, Entrepreneur & CEO Werk & IK

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Who are we?

Werk & IK supply staff to aviation, logistics and HORECA (catering) staff across the Netherlands and Germany. We have offices in Amsterdam, Schiphol, Eindhoven, Germany, Prague, Romania, Spain and the UK.

Established in 2007 by Ivan Karels (IK) Werk & IK grew fast to become one of the largest suppliers of contingent staff to some of the major airlines and handlers based at Schiphol Airport, Amsterdam. This soon expanded into other regional companies and allowed our expansion across Europe.



To meet the needs of our clients we recruit from across Europe and offer workers from all EU countries the opportunity to work, learn and earn in the Netherlands and Germany.

Werk & IK have a unique “flex model” which allows us to train staff across a variety of areas in and around the airport to ensure our clients have cover when they need it, we also offer full time work to all our employees.

We pride ourselves on being professional, ethical and honest, this is to our customers and all our colleagues alike. With our extensive experience in assisting over 15,000 people move across Europe to work with us we are able to provide a world class service. We offer you:

- **Assistance in the process of moving to and working in the Netherlands**
- **Guaranteed job availability and full time hours**
- **Mediated, quality housing**
- **Full support in your own language with our team.**

Werk & IK provide a **FREE recruitment service** to its applicants there is no fee or charge for our recruitment services. The only cost you will be asked for is a **deposit of €150 if you move into one of our mediated houses, this is paid on arrival. You will also need money to support yourself until your first pay check for food and public transport**



Who we recruit

Werk & IK are an inclusive employer and strive to offer opportunities to all those we are able to, we are however bound by Dutch Law to ensure all our workers are legal and meet security requirements. **To meet our minimum standards you must:**

- **Have lived in the EU for eight (8) years**
- **Be legally entitled to work in the Netherlands (residency in other EU countries is not enough)**
- **Have a clean criminal record.**
- **Be able to speak basic English (this is required for safety and security)**

If you do not meet these requirements we are unable to progress your application.

Werk & IK offer training and support in most roles we recruit for, so many jobs do not require experience, although that's always beneficial. You should be:

- Willing to train and learn
- Committed to working with us for a minimum of three (3) months, although we offer much longer stays.
- Be physically fit – most of our jobs require you to be fit, we take steps to be inclusive to any disabilities where possible, speak to your consultant with any concerns.
- Professional and willing to work hard and attend shifts as agreed.



The Netherlands

Completing the required screening for working with us can take up to three (3) months.

As part of the European Union people from other member states are free to travel and work here, there are a few things you need and we need for our clients, **but don't worry we take care of it**. To legally work in the Netherlands you will need

BSN, *burgerservicenummer*, this is a citizen number and allows you to access local healthcare*, education and payroll taxes. We arrange your appointment to register for a BSN in the first few days of arriving to work with us. If you have been here before and already have one then please remember to inform us of the details.

***Healthcare insurance**, you are required to get basic healthcare insurance to access things such as a general doctors or emergency assistance. Unlike other countries this is not taken from your social security payments and must be arranged separately. We arrange that for you.

VOG, *Verklaring Omtrent het Gedrag*

The VOG is a basic security check from the Dutch government, this is required for most of our jobs inside and outside of the airport. We collate your basic information and submit this on your behalf. **The VOG is a paid for service which we pay for so its important that you have confirmed to us your intention to join Werk & Ik before we submit the document. There is no cost to you for the VOG**

VGB, *verklaring van geen bezwaar*

The VGB is a more in-depth security screening which also collects data from you home country, completion of this screening allows you to work in secure areas of the airport or bonded clients. **The VGB is a paid for service which we pay for so its important that you have confirmed to us your intention to join Werk & Ik before we submit the document. There is no cost to you for the VGB**



Our Jobs

The following are descriptions of the core vacancies we handle on a regular basis for our clients. Your consultant will explain which client we will screen you for and where you can expect to be working. Werk & IK also use a “flex model” meaning you may work across different clients on different shifts to ensure you receive full time hours.

Baggage Handling

Description: Airports have sophisticated systems to transport luggage and baggage through the airport and onto aircraft. As soon as luggage is checked in it is sent to the baggage hall to be allocated to the correct locations and flights, you will transfer and transport baggage to the correct areas, loading carts delivering to the aircraft and loading the planes. Once an aircraft lands you will do the same in reverse. You will also assist with the ground equipment and, with a driving license, drive the luggage carts and other vehicles. This role is hard work, and you can expect to handle over 100 items per flight each weighing up to 25kg. You'll be working on the runway which, in the Netherlands, can be cold, windy and rainy, but we do make sure you have the right clothing and equipment.



Cargo Handling



Description: Cargo runs through airports 24/7. You will be working with companies that unload cargo aircraft, normally in large pallets, and transfer to the cargo warehouse to be broken down for goods to be sent on to other destinations by road or freight. Similar to baggage this also works in reverse with cargo

being stacked onto huge pallets to be loaded onto aircraft for international loads. Again, this is hard work but in the main inside, you will need to drive pallet truck or forklifts, we do offer training for this,

Ground Handling

Once you are familiar with the baggage and cargo areas you may also get a chance to expand your skills and support aircraft at the gates with ground handling equipment. This can include ground power supplies, the vehicles that push planes back from the stand, you could even guide a plane into its parking spot. With the Werk & Ik academy we can offer training for these roles and equipment giving you skills you can take to any airport in Europe. *This training is only available to those applicants that join Werk & Ik for a long stay job opportunity.



Aircraft Cleaning



There are more skills involved in this role than the title suggests. Aircraft cleaning is a fast-paced role, as aircraft arrive at the stand the often have a very quick turnaround schedule and require a clean before they depart. You will board the aircraft with the rest of the team and prepare it for its next run, this

includes seats, floors, walls, toilets and galleys. For slower layover flights they also require seats and class sections to be stocked for departure on long haul. You need to be fast to do this, it can be hot and cramped at times, but you're always out of the weather.

Other Airport Jobs

We regularly also recruit for the following, ask your consultant if there are openings:

- Passenger Assistant – Dutch language required.
- Check in Agent – Dutch Language required
- Airport Cleaning
- Parking Attendants

Airports have over 3,000 different types of job, let our consultant know if you have any experience in other areas that may be suitable.

Logistics – Warehouse and loading

Often associated with the airport but also including freight and logistics companies throughout the Netherlands, we have a variety of roles in the logistics industry.

Working under direction you'll be dealing with loads and cargo, cataloging and ensure loads are packed and shipped into the right vehicles and locations.



Just Eat Food Delivery Courier



Werk & IK are one of the largest appointed suppliers to Just Eat food delivery services. Working in partnership with Just Eat we have placed couriers in full time positions with Just Eat across the Netherlands.

Just Eat Couriers work from a central hub and collect food from take aways and restaurants around Amsterdam to deliver to houses and businesses. In this role you get to see all of Amsterdam.

Just Eat offer:

- **Up to €16-20 per hour – hourly rate, allowances and tips.**
- **Full time work 5-6 shifts per week.**
- **E-Bike supplied**
- **All work wear for all weathers.**

Werk & IK will also supply you with power banks and data if required to access the Just Eat app to get you going.

Just Eat do not require the same level of security as the roles we recruit for at the airport so you can join us in the Netherlands within only a couple of weeks. This is a full-time job that offers the same benefits as all our clients.

We are able to offer roles at Just Eat whilst you are waiting for your security screening for roles with our other clients. So, you can come to the Netherlands much sooner.



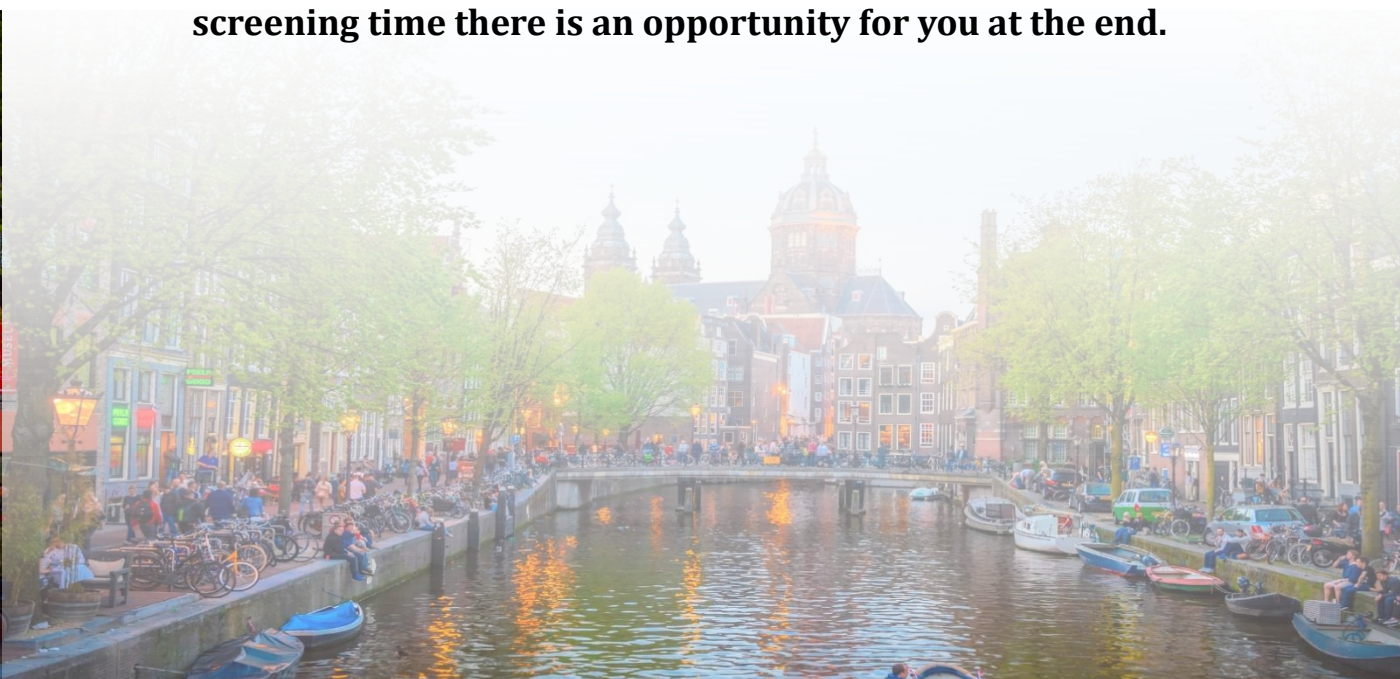
Recruitment Process

The standard process to work in the Netherlands can take up to three (3) months, sometimes longer, this is due to the security arrangements for working in controlled areas at the airport. Werk & IK do have jobs that require a lower level of security checking such as warehousing and Just Eat deliveries allowing you to join us in the Netherlands sooner. The following explains the steps required to join us in Holland:



1. Interview – You will speak with one of our consultants (you have probably done this already) at this stage we hopefully give you all the details you need about the role you’ve applied for or the overall opportunities working with Werk & IK. We make sure you fit the criteria and you have all the information you need to decide to join us in the Netherlands. Once we’ve both decided that we want to proceed we ask you to sign a, non-binding, form confirming you intent to join us in the Netherlands, you’re asked to confirm:
 - **You agree to Werk & IK’s privacy policy so we can talk to clients about you**
 - **You agree to completing the security screenings.**
 - **You agree that, on arrival, you will pay €150 deposit for you accommodation (if you require accommodation)**
 - **You are committed to, subject to security screening, coming and joining us in the Netherlands**

On completion we will send you a job confirmation (subject to screening) so you can be confident that even with a long screening time there is an opportunity for you at the end.





Interview

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Preparation

Arrival

2. Once we've decided to go ahead, we need to collect all the information for you security checks. Our consultant will go through the details and may send you a form to complete with some required details. We'll also need a copy of your ID documents either an ID card or passport.



The copy needs to be clear and on a blank background. We need a copy of your ID even if you are intending to work at one of our non-screened clients.

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3. If you are joining us for Just Eat or a non screened role then we go straight to preparation.

Otherwise, together we complete you VOG or VGB and submit it to the Dutch Government for checks, this can take up to and even longer than three months, we unable to speed this up.

During this time, we keep up to date with you and will give you a call every couple of weeks and send you some further information about the Netherlands, Werk & IK and out clients.





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4. A minimum of two weeks before we expect your screening to be returned (or straight after the offer for a non screened role) we discuss with you the steps to joining us in Holland.

You will need to source your transport to the Netherlands, depending where you are coming from our consultants can give you some handy tips on cheaper options. We'll ask you to send us a copy of your ticket, so we know when to expect you. We'll also send you a check list and an on- boarding pack so you know what to expect when you arrive.

We will arrange with our housing providers you accommodation and preparation for your arrival.

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5. On the day you arrive in Holland we ask you to make you way to our office, its easy to get to and we send you details, we're at

**Contactweg 1290, 1014BJ,
Amsterdam**

You need to arrive between 9:00am and 3:30pm Monday - Friday, if your transport arrives outside these times you'll need to arrange some temporary accommodation until we are open.



Once you get here, we'll welcome you with a coffee and welcome pack then go through your employment documents. A BSN appointment will have been booked for you and we'll let you know where and how we'll get you to it.

Once the documents are complete, we'll give you a lift to your accommodation so you can settle in before your first shift or training.

Accommodation

Werk & IK partner with a number of housing providers in and around Amsterdam, accommodation is expensive in the Netherlands so our locations are often outside the town centres, but we ensure there is always access to public transport to the city and to work.

All our mediated accommodation is SNF certified, this is the Dutch Government department that monitor and ensure the quality of temporary worker housing.

Either a house or an apartment the accommodation is shared, and you will be sharing a (same sex) room.



You will have a bed, wardrobe, washing facilities for both you and linen and cooking facilities with refrigeration. We'll also let you know where the local shops are.

Housing Department

Werk & IK have an internal housing department who will assist you in making sure your housing is kept up to good standards. The team carry out checks on accommodation regularly. You'll be given a house guide and house rules. The key points are

- No smoking in the premises
- Keep it clean
- Ensure bins are emptied on time
- Report any damages immediately
- Be respectful to your house mates.



FAQS

- How much will I be paid?
 - Wages vary dependant on the role, location, your age and the client. You'll be informed what you will earn before your arrival. All wages are governed by Collective labour agreements to protect you and your rights. Werk & IK also ensure that your pay is the most tax efficient allowing you to take home as much of your money as possible.

BREAKING NEWS

The national Minimum wage in the Netherlands increases to €13.27 per hour for all basic hours. This has an had impact across all our clients and offers you the potential to earn much higher amounts than previously. Some clients already pay more than this.

As well as the basic wage you can also attract:

- Holiday pay, additional to basic pay
- Shift allowances for unsociable or out of hours shifts
- Travel allowance to and from work

Your consultant can give you clearer details on the pay rates and uplifts relating to the job you have applied for.



- How much does accommodation cost?
 - Depending on the location housing is approximately €140-€190 per week. You will be informed in advance.
- Can I arrange my own accommodation ?
 - Of course, in fact we recommend that once you've been with us for a couple of months you might prefer to find something private to rent.
- What additional costs will I have ?
 - **You will need to bring enough money with you to support yourself until your first payment, this can be two to three weeks.** You'll be buying the usual sorts of things such as food and sundries and public transportation
- When do I get paid ?
 - Following your first weeks work you will be paid two weeks later, then every Thursday from then on.
- How do I get paid ?
 - Directly into your Euro bank account, if you don't have one ask your consultant for details of setting one up.
- Do I get transport to work ?
 - We only provide transport if your shift starts or ends outside of public transport hours. We give full instructions on how to get to and from work from your accommodation.
- Do I get a travel allowance ?
 - Most clients (not Just Eat) will provide you with a travel allowance to supplement your transport to and from work. If it does not cover the total cost of your transport, you will make up the difference. Public transport in the Netherlands is excellent and reliable and bike hire is very cheap, your consultant will give you details.



- Will someone collect me from the airport ?
 - No, as security queues and baggage collection is difficult to predict we cannot collect you. Our office is easy to get to by train and only 20 minutes from Schiphol.
- How long is my contract ?
 - As long as you like, we offer you an indeterminate contract, we prefer anyone to stay for a minimum of three months though.
- I've not heard anything about my screening ?
 - We try to keep in touch with you regularly, if you've got any concerns contact your consultant who will be happy to help.
- Can I take time off ?
 - You'll typically work five (5) days a week so will have plenty of time to explore and enjoy Holland, If you do want to take further days off we ask for a minimum of two (2) weeks' notice so we can keep our clients informed.
- Do I get holiday pay ?
 - Yes you accrue holiday pay for all hours worked, you can take holidays by giving two weeks' notice or collect any remaining holiday pay if you leave us.
- Will I be able to swap job if I don't like it ?
 - We'd prefer it if you didn't, during the recruitment process we should have given you all the information to make the right choice. If there is a genuine reason to move client, we will do our utmost to re-allocate you.



- Will I get support whilst I'm there ?
 - Or course, we speak nine (9) languages in our office so there will be someone to assist in your own language to help with any problems, plus we have dedicated people for all manner of questions or queries you may have. You'll receive a complete list of contact details on arrival.
- What workwear will I need ?
 - We'll send you a packing list, you'll need good work clothing and we'll let you know what to expect for each job. We will provide you with hi visibility gear, waterproofs and work boots. At Just Eat you only need black jeans or trousers, no jogging pants and they will provide the rest.



If you have any questions not listed above, please contact your consultant who will be more than happy to help. Moving country to work can be a big step and we're here to help make it as simple as possible.

There are no silly questions, though here's a few we've had over the years:

- Can I bring my cat? – No
- Is Amsterdam any good for surfing – No (although you can in Scheveningen)
- Is there room service – No
- Do we have a maid – No
- What washing powder shall I use? – Google it



Thank you for your interest in working with us at Werk & IK if you have any questions, please contact your consultant.

All details, charges and rates described in this document are accurate to the best of our ability at the time of production but should be used for guidance only, details and confirmation will be provided separately.

Werk & IK B.V.

Contactweg 129, 1014BJ, Amsterdam

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