

# Hartmanns:Temp Manual

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## WELCOME TO HARTMANNS A/S

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

Hartmanns is among the fastest growing temp, recruitment and employment service companies in Denmark. Since the establishment in 1996, we have grown to over 130 employees.

With 13 branch offices in Denmark, Hartmanns covers the entire country.

Today, we assist companies all over the country by means of temp assistance and recruitment for both permanent and time-limited positions within the following professional areas: Administration & Finance, Sale & Marketing, Technology/Industrial engineering & Pharmaceutical, IT & Telecommunications, Warehousing & Production, Building and Construction in addition to Social counselling & Social services.

In 2002, Hartmanns extended the business area to also include employment service of unemployed in cooperation with job centres and municipalities. Our employment services comprise all lines of business.

Hartmanns Outsourcing offers outsourcing of HR and finance including professional administration of wages, accounts receivable, accounts payable and financial accounting.

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

## TEMP WORK WITH HARTMANN'S

When you register in Hartmann's' candidate bank, we help you keep an eye on the job market. You will be contacted when the right job shows up. Naturally, you are also welcome to contact us, if we post a position that you find interesting. In this case you apply directly for the position in question.

We take your wishes and requirements very much into consideration. This means that you decide whether you wish to temp for longer or shorter work periods. To the extent possible we aim to meet your requirements and wishes in order to make you a happy and satisfied employee and a good representative for Hartmann's.

We are aware of the fact that happy and content employees are committed to their work and are therefore more thought after. Please inform Hartmann's if you are not happy with your job.

When you register with Hartmann's candidate bank you will also benefit from access to positions that are not advertised.

### Working hours

When you work as a temp, the working hours may vary a great deal. The usual working hours are, however, 37 hours a week. You may also be offered evening, night and weekend work.

### When you show up at the workplace

Show up in time – introduce yourself – inform the workplace that you come from Hartmann's. In the event you are delayed due to traffic or other matters it is very important that you contact the workplace (or Hartmann's) to inform them that you are on your way.

You should always comply with the rules of the work place with regard to safety, clothing, smoking breaks, etc. When you work as a temp you should always have a presentable appearance.

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

workplace and from Hartmanns.

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

### Secrecy

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

### Sickness

In the event of sickness please always remember to contact Hartmanns at +45 70 20 03 83.

Our office opening hours are 6:00 am - 5:00 pm where you will be able to contact a consultant. Sickness should always be reported by telephone and **never by text message or e-mail**.

It is important that you phone us **every day** during your period of sickness as we inform the company you are working as a temp for of your sickness. You will therefore need to call Hartmanns. It is also important that you remember to submit your time sheet on the days that you are sick.

You should report fit for duty no later than 2:00 pm the day before you start working again.

If you are sick for more than three consecutive days Hartmanns has the right to obtain a statement from your doctor. Furthermore, Hartmanns will forward a statutory declaration that you must return with your signature.

Compliance with the above rules is a prerequisite to receive sickness benefits if you are entitled to such benefits, cf. the below.

### Sickness benefits

Sickness benefits during illness are paid in accordance with current legislation.

If you have been employed with Hartmanns for more than 8 consecutive weeks and have worked for a minimum of 74 hours during this period you are entitled to receive sickness benefits from Hartmanns.

If you have worked for less than 8 weeks you will receive sickness benefits from the municipality where you live subject to you being entitled to such benefits.

Compliance of the above rules is a prerequisite to receive sickness benefits from Hartmanns.

### **First, second and third unemployment day (G days)**

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

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

If you are entitled to G days, please contact Hartmanns' accounting department who will forward a form for you to fill out. Please return the form to Hartmanns' accounting department.

### **Holiday pay**

Holiday pay will be paid to Feriekonto. Holiday pay amounts to 12.5 % of your gross wages. You accrue holiday pay in the calendar year from 1 January to 31 December. You must take your holiday during the holiday year starting 1 May and ending 30 April in the following year. You will receive your holiday card from Feriekonto in March.

### **Holiday**

Please inform your consultant at Hartmanns of your holiday plans. This will enable us to list you as "unavailable" in our system so we won't disturb you during your holiday.

### **Work-related injuries**

In the unfortunate event that you are injured during working hours

you are covered by the liability and occupational injury insurance of the place of work that will report the incident to the industrial injury insurance.

### **Free choice arrangement**

If you are working subject to the 3F Agreement or the Industrial Agreement you are entitled to a free choice arrangement. The free choice arrangement has replaced the SH savings arrangement.

As a temp you save up 5% of your holiday entitled wages. The amount is deposited and is payable 3 times a year; at Easter, approx. 1 July and at Christmas. Payment will take place regardless whether you are working or not.

### **Pension**

If you are entitled to pension you will receive a form that you will have to fill out at the employment interview.

## **SALARY PAYMENT**

### **Time sheets**

The time sheet forms the basis of all salary payments. Please fill out the timesheet from Hartmanns in order to receive your salary.

The timesheet consists of three copies:

- The original sheet for the client (blue/white)
- Your copy – the temp (red)
- A copy for Hartmanns (yellow)

The timesheet should be forwarded to our headquarter in Herlev either by mail, fax or e-mail and should be available to us no later

than on **Mondays before noon every week.**

Hartmanns A/S  
Herlev Ringvej 2C  
DK-2730 Herlev

Fax: 72 17 44 60

**E-mail-address: [ugesedler@hartmanns.dk](mailto:ugesedler@hartmanns.dk)**

New timesheets may be requested by ticking the “nye timesedler” (new timesheets) box on the timesheet.

### **Wages**

Your salary is paid by Hartmanns every Thursday in odd weeks unless otherwise agreed. Your salary is paid in arrear for your past 14 working days.

Your pay slip is sent electronically to your E-Boks.

It is only possible to settle your salary if Hartmanns has received a signed timesheet containing all necessary information on time.

If you are posted as a temp from Hartmanns with several companies please complete a timesheet for each place of work.

### **Bank and tax details**

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

If you did not inform Hartmanns of your bank details at the interview, please make sure to include this information when you submit your first timesheet.

## HARTMANNS' ONLINE DATABASE SYSTEM

As a temp with Hartmanns you can access your profile in our system by logging on with your username and a password.

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

If you do not have access to a computer or if you run into problems using our system, please call us at our main telephone number +45 70 20 03 83

### **What to do:**

- Go to <http://exp.hartmanns.dk>
- Log on with your username and password

The use of Hartmanns' database system will, among others, enable you to update your CV and communicate with your consultant at Hartmanns.

Please use your personal calendar to inform us of periods where you prefer to work and periods where you prefer to be off.

In addition, you will be able to find previous work confirmations as these are saved electronically in your own folder Hjem (Home)

### **How to use the menus:**

#### **Personal information**

- Click Personlige oplysninger (personal information) in the left corner.
- Click the pencil below the various categories to change your information.
- Remember always to click the 'Gem' (save) button at the bottom of the page when you have changed / entered your information.

It is important that Hartmanns always has the correct information with regard to name, address, telephone number and e-mail.

The categories below 'Arbejdsforhold' (working conditions) must be completed:

- Fag-/arbejdsområde (field / function / job area)
- Arbejdstid (working hours)
- Geografisk områder (geographical areas) (where in the country you would prefer to work)
- Uploade dokumenter (upload documents) - CV – certificates – relevant exam papers

### **Hjem (home)**

This is where you update your calendar, get an overview of your jobs and find a printing archive containing your work confirmations.

### **Job**

Here you can see whether a work order has been created for the present / future job. Click the reference number to see further information regarding the job.

You will e.g. be able to see your contact person at Hartmanns for this specific job. You will also be able to see meeting times, meeting place and work period in addition to your contact at the work place. The printing archive contains your work confirmations, etc.

### **Kalender (calendar)**

This is where you get an overview of your calendar from the current date and one month ahead.

In the event you are unable to work for a period of time, please enter this period of time in your calendar. Reasons for being unable to work could be existing job, holiday or the likes.

### **What to do:**

- Click the pencil below the calendar.
- Enter dates into the 'Fra og til' (from and to) fields to state the time period.
- Optionally, use the calendar to the right.
- Enter 'holiday', 'work' or similar in the text field.
- 'Kan arbejde' (is able to work); select yes or no.
- Remember to press the 'Gem' (save) button when you have com-

pleted your information.

### **Udbakke (outbox)**

This is your Hartmanns' e-mail that contains all the messages you have sent to Hartmanns.

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

We look forward to working with you in the future.

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## HARTMANN'S' CONTACT INFORMATION

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Main telephone number: . . . . . +45 70 20 03 83

Fax for timesheet: . . . . . +45 72 17 44 60

### Telephone opening hours

Monday – Thursday . . . . . 6:00 am – 5:00 pm

Friday . . . . . 6:00 am – 4:00 pm

Hartmanns' online: . . . . . [www.hartmanns.dk](http://www.hartmanns.dk)

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