

## For flexworkers

# Frequently asked questions

**EURflex is responsible for the payroll administration of flexworkers of the Erasmus University Rotterdam (EUR). We arrange the payment of flexworkers for the faculties and support services of the EUR. We focus on employees who work at the EUR for a short period and/or a flexible number of hours.**

### **Who is my employer?**

As a flexworker, you have to deal with two employers; a formal and a factual employer. EURflex is your formal employer, the EUR is your actual employer, also called your "client".

### **Who is MultiFlexx?**

EURflex has outsourced its administration to MultiFlexx. They take care of the entire contract and wage administration.

### **How do I get registered with EURflex?**

Your client at the EUR establishes contact with EURflex by sending in the 'Application form for the use of a flexworker'. Following this EURflex will contact you to start the registration process.

### **Where can I find the registration form?**

EURflex will send you the form 'Registration flexworker' by mail. By means of SignRequest the form can be completed digitally, signed and returned to [eurflex@eur.nl](mailto:eurflex@eur.nl).

### **What do I fill in with the payroll taxes?**

In the question about the wage tax deduction, you fill in "yes" if only EURflex is your employer. If you have another employer where you work more hours, you fill in "no".

Points of attention for the application or non-application of the student/scholarship scheme:

- The scheme is favourable if you do not earn more than € 2,173.50 gross per quarter (€ 167.00 per week / € 724.50 per month / € 668.00 per 4 weeks);
- Please note that the payment of the reserves (holiday money/holiday pay) is added to the earnings in the quarter of payment;
- The time of processing determines the quarter in which the merit will be allocated;
- The scheme is only effective if the wage tax credit is also applied;
- The wage tax credit and the student and school pupil

scheme can only be used with one employer.

- The scheme can start at any time. It can only be stopped at the beginning of a new quarter.

For more information on the student/scholarship scheme, please visit the website of the [Tax and Customs Administration](#).

### **I have worked for EURflex before. Do I have to send in all my data again?**

EURflex asks you to fill out the registration form again so that we can ensure that any changes are noted and incorporated into your file.

### **What is EURflex Connekt?**

EURflex Connekt is a web application in which you create your working time slips. You can also view your payslips and annual statements via EURflex Connekt.

### **How do I register for EURflex Connekt?**

After completing your registration with EURflex you will receive an email from [eurflex@eur.nl](mailto:eurflex@eur.nl) with your login data (login name and password). Please follow the instructions in this email.

In the case of a new agreement (renewal), the existing login data does not change.

### **What should I do if I have problems using EURflex Connekt?**

If you run into any problems while using EURflex Connekt, please contact EURflex by telephone on 010 - 408 25 33.

### **How do I send a time sheet to my customer?**

You create a time sheet in EURflex Connekt. You receive a hand-out for the use of EURflex Connekt with the employment contract.

## Which reservations do I build up?

You build up reserves for holidays and holiday pay per hour worked. The balance builds up as you work. You can see the amount of these reserves on your salary slip. Do you want to take leave? Ask your employer for permission to do so. You can have leave paid out of your reserves by sending an e-mail request to [eurflex@eur.nl](mailto:eurflex@eur.nl). Please indicate which part you want to be paid and in which week the payment should take place. If you do not use your leave balance, it will be paid automatically 6 weeks after the termination of your contract at the latest. Holiday pay is normally paid out in week 21 of each year and/or no later than 6 weeks after the termination of your contract.

## Do I receive a year-end bonus?

Depending on the organisation within the EUR/EUR Holding where you work as a flexworker, you build up reserves for the end-of-year bonus for each hour worked. This is a percentage of 8.3% of your gross annual salary. The end-of-year bonus is always paid in the last week of the year. If your contract ends earlier, the end-of-year bonus is paid about six weeks after termination. Together with the reserves for holidays, holiday pay and possibly the transitional allowance.

## Am I entitled to a transitional allowance?

On 1 January 2020, the Labour Market in Balance Act (WAB) entered into force. With the implementation of the WAB, as of 1 January 2020 you, as a flex worker, are entitled to payment of the transitional compensation when your employment is terminated on the initiative of the employer. The transitional compensation is calculated from day one of employment at EURflex. In the event of AOW age or termination of the employment at your request as a flexworker, the entitlement to the transition payment lapses. This also applies to flexworkers who are not yet 18 years old at the time of dismissal. They are not entitled to the transitional compensation either.

## What do I need to do to receive a salary?

After you have created a time sheet in EURflex Connekt, your client will approve or reject your hours worked. EURflex pays your salary based on the approved time sheets.

## When is my salary paid?

EURflex pays out every week on Tuesday (1 day later if a national holiday falls on Monday) the hours worked that have been approved by your client before 16.00 on Monday.

## How can I view my annual statements and payslips?

You can consult your weekly payslip and annual statements digitally via EURflex Connekt.

## Which CAO applies?

EURflex does not have a collective labour agreement, but where applicable, follows the provisions of the CAO Nederlandse Universiteiten and/or the General Terms and Conditions of Employment of EUR Holding BV and its operating companies. We follow the job classification and the corresponding salary scales, among other things.

## Which pension scheme is applicable?

You build up your pension with a.s.r. (DOEN Pension). For a concise overview of the pension plan, please visit [eurflex.nl](http://eurflex.nl) or EURflex Connekt. Here you can read more about what you do and do not receive from EURflex. B.V.

## What to do in case of illness or an accident?

If you are ill, please **call**:

- your EUR principal-  
EURflex

Do this before 9.00 am, stating your nursing address and phone number. It is important that you are available.

## Do I get a sickness benefit?

In case of illness you receive a sickness benefit based on the average number of hours per day of illness, which is calculated based on the period of up to 1 year preceding the first day of illness.

## I forgot to call in sick. What should I do now?

First of all, you should inform your client. Then you call EURflex and we will look at what actions are necessary in this specific situation. Reporting sick too late can have consequences for the payment of sick pay.

## What are my (special) duties?

The flexworker is expected to practice science with integrity and to comply with the Code of Conduct for Scientific Integrity. The flexworker will also take note of the Code of Conduct Integrity Erasmus University Rotterdam and/or the Integrity Regulation 2021 EUR Holding and undertakes to comply with these codes, the applicable house rules and work instructions.

With regard to the complaints procedure, the procedure as it applies to the EUR Holding and its operating companies is followed, as EURflex is part of the EUR Holding and its operating companies. The integrity codes are available in your EURflex Connekt account.

## What should I do if I work overtime?

If you have worked overtime, you can have these hours paid out. Overtime must be discussed and approved by the client beforehand. The Order Confirmation contains the applicable overtime arrangement.

In EURflex Connekt you will find the form with which you can declare overtime. You fill in the "overtime" form and, after your client has signed it, you can submit it to EURflex.

## Will I be reimbursed for business trips?

If you have traveled on official business for the EUR, you can claim your expenses with the "official business travel" form. This form is also available in EURflex Connekt and must be signed by your client. EURflex will process your claim.

## I have another question. Who do I contact?

For questions regarding your employment contract, payment of your salary or the use of the EURflex Connekt please contact EURflex. For questions regarding the content of your work contact your client at EURflex.

## Contact details

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