

Absenteeism Policy

Employee Policy - General

CompaNanny aims to prevent absenteeism as much as possible, but of course we all fall ill occasionally. It is important for you to know what to expect from CompaNanny should you fall ill, and what we will expect from you. You will find the information you need in this absenteeism policy.

Preventing illness

Employees are entitled to a safe and healthy working environment. CompaNanny meets all ergonomics requirements and pays a lot of attention to labour conditions and physical strain. We feel it is important to prevent illness as much as possible, for our employees' sake, but also for the sake of providing stability for the children, parents, and the organisation as a whole.

Working with children is very intensive. We expect you to be aware of the physical and mental strain of the work and to take as many precautions as you can to make sure you are able to do your job healthily and safely. We expect you to make use of the facilities that CompaNanny offers and to be familiar with and adhere to the requirements outlined in the Dutch directive regarding occupational health and safety directive. This directive outlines focus areas regarding the physical strain involved in childcare work. On top of that, we expect you to take proper care of yourself. Scientific research shows that people who get enough sleep, eat healthily and get enough exercise are less likely to fall ill and suffer from physical complaints.

CompaNanny maintains a standard of between 40 and 60 minutes of contiguous break time each day, allowing you to truly rest and relax in the middle of your working day. This is not merely optional; you really are expected to take your full 40-60 minute break!

Should you have any questions or notice any issues with regards to managing the physical strain of the work, please report to your Location Manager immediately.

Calling in sick

Absenteeism (such as due to sick leave) is problematic in a lot of ways. Being ill is unpleasant to begin with, but it's also inconvenient for your co-workers to have to make due without you and for the children to not get to see you that day. We feel that it is important for there to be clear agreements regarding calling in sick.

1. You must call your GTL at the agreed-upon time.
2. You must also call in sick to your Location Manager (or to your Deputy Location Manager, should the Location Manager themselves be absent or should you fail to reach them).

Your GTL will ask you how long you expect your illness to last and together, you will come to an agreement regarding contact with us during your sick leave. We feel that it is important for us to stay in touch with you so that we can stay up to date regarding your progress. We ask you to please spend the duration of your sick leave at the address we have on file for you in the CompaNanny database – should you be staying at a different address during your sick leave or be absent for a little while due to a doctor's visit or the like, please let your GTL or (Deputy) Location Manager know so that we can take this into account with regards to potential check-ups by our company doctor.

CompaNanny offers bonuses to employees with a low sick leave frequency. These are intended to reward those who are rarely absent and thus make an important contribution to the quality of our childcare (for example, by providing consistency in terms of who the children see on a daily basis) and our company's performance (such as high scores in customer satisfaction surveys, because parents feel it is important for there to be consistency in terms of who cares for their children and value this):

1. For sick leave, Dutch law determines that CompaNanny is allowed to deduct supplementary leave hours to account for your sick leave. Your Location Manager will inform you of how many hours you have left, and whether CompaNanny will be deducting your sick leave from them. The advantage of that would be that it would allow you to retain your monthly and annual bonuses.
2. In the event that you have not yet accrued any or insufficient supplementary hours, you can choose to let us use your 'time for time' hours instead, if you have a sufficient number of those. You are free to make this decision on your own; the advantage of this option would be that it again allows you to retain your monthly and annual bonuses.
3. Your legally required hours of leave will never be used to account for any sick leave. These days are intended for you to be able to enjoy a relaxing holiday.

Both Nannies and Location Managers can view a Nanny's recent legally required and supplementary hours of leave as well as their 'time for time' hours in the salary administration system, for which you will receive a personal login. Should you have any questions regarding your accrued hours, please feel free to ask your Location Manager.

Depending on the severity of your illness, CompaNanny expects you to get checked out by a medical professional as soon as possible. We also expect you to cooperate in any request for a medical statement that CompaNanny may issue. Please do not limit your own recovery in any way and always be as cooperative as possible, to ensure the fastest possible recovery in case of illness or disability.

Short-term sick leave: between 1 and 6 working days

In the event of short-term sick leave, we feel it is important for us to keep in touch regularly. Together with your GTL, you will reach an agreement regarding regular contact moments. When you return to work, you will go back to performing your position's full range of responsibilities right away.

Frequent sick leave

In case of a high sick leave frequency (upwards of 2 to 3 times per year), your Location Manager will schedule a meeting with you to discuss ways to reduce and prevent your absenteeism. Any agreements made in this meeting will be recorded in writing and included in your personnel file.

Long-term sick leave

In the event of (long-term) illness, both the employee and the employer have certain rights and obligations. The rights and obligations of employees with an illness are outlined in the so-called 'Gatekeeper Improvement Act' (Wet Verbetering Poortwachter), the Dutch act regarding sickness and disability benefits. If you would like to know more regarding your rights and obligations in the event of (long-term) illness, please talk to your Location Manager.

Incapacity for work as a result of a third party

Should your incapacity for work be the result of an event for which a third party is liable, CompaNanny has the right to claim damages from this third party to the amount of the continued pay you are entitled to. We expect you to fully cooperate in any such claim for damages as a result of an incapacity for work caused by a third party.

Sick while on holiday

If you are on holiday and fall ill, please inform your GTL and your Location Manager immediately. Also have a doctor examine you while on holiday and request that they issue an official doctor's certificate. You can then use this statement to account for your calling in sick. Should your illness pass before the end of your holiday, please also immediately inform your GTL and/or your Location Manager.