

Core Provisions for the Exhibition Services Industry

The provisions from the Collective Agreement (CAO) for the Dutch Exhibition Services Industry that apply to employees of foreign companies

Duration: 1 January 2020 through 31 December 2021



- 1. Introduction**
 - About the publication
 - Cao parties
 - Translation
 - More information / contact information
- 2. Working hours**
 - 2.1.1 Normal working hours and normal working week
 - 2.1.2 Length of the working week and working hours per business
- 3. Working hours**
 - 2.2.1 Standard company schedule
 - 2.2.3 Working on Saturday
 - 2.2.4 Working on a Sunday or holiday
 - 2.4.1 Main rules
- 5. Shift work**
 - 2.5.1 Bonus
 - 2.5.2 Working hours
- 6. Night duty**
 - 2.6.1 Bonus
 - 2.6.2 Further rules concerning night duty
- 7. Holiday and holiday allowance**
 - 3.1.1. Number of holidays
 - 3.1.4 Holiday allowance
- 8. Public holidays**
 - 3.2.1 Days that qualify
 - 3.2.2 Holiday allowance
- 9. Scheduled days off**
 - 3.3.1 Days that qualify
- 10. Salary**
 - 4.1.1 How the salary is determined
 - 4.1.2 Salary tables
- 11. Salary table application**
 - 4.2.1 General
 - 4.2.2 Employees aged 21 and over
 - 4.2.3 Employees aged 15–20
 - 4.2.4 Calculation of weekly and hourly salary based on monthly salary
 - 4.2.5 Increments
 - 4.2.7 Salary for waiting time
- 12. Bonuses, allowances and provisions**
 - 4.3.1 Indexation
 - 4.3.4 Tools and equipment
 - 4.3.5 Commuting expenses
 - 4.3.6 Work trip expenses
 - 4.3.7 Work trip travel hours
 - 4.3.9 Working far from home
 - 4.3.10 Accommodation expenses
 - 4.3.11 Work clothes
- 13. Features of this collective labour agreement (CAO)**
 - 9.1.3 Terminology and principles
- 14. Definitions and terms**
- 15. To whom the collective labour agreement applies**
 - 9.3.1 Scope
 - 9.3.2 To whom the collective labour agreement (CAO) does not apply
- 16. Complying with and deviating from the collective labour agreement**
 - 9.7.1 Complying and deviating
- 17. Appendix**
 - 10.1 Job classification matrix

1. Introduction

About the publication

This is a publication of the employers' and employees' organizations that are party to the Collective Agreement (CAO) for the Dutch Exhibition Services Industry. The publication contains the so-called WagwEU core provisions that are part of the CAO for the Exhibition Services Industry. These are provisions that apply to employees of foreign companies who are temporarily working in the Dutch Exhibition Services industry.

Cao parties

The following organizations are parties to the CAO for the Exhibition Services Industry:

Employers' organization

CLC-VECTA Centrum voor Live Communication www.clcvecta.nl

Employees' organizations

FNV (Sector Bouwen & Wonen) www.fnvbouw.nl

CNV Vakmensen www.cnvvakmensen.nl

Translation

The translations of these collective agreements were prepared with the utmost care. However, the parties to the collective agreements in the Dutch Exhibition Services do not accept any liability for errors or omissions in these translations or the direct or indirect consequences of acting or failing to act based on these translations. It is not possible to derive any rights, of whatever nature, from the compilation and contents of the translations. In all cases, the Dutch documents shall be decisive.

More information?

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2. Working hours

2.1.1 Normal working hours and normal working week

- The normal working hours amount to 38 hours a week. This figure is an average on an annual basis.
- The normal working week comprises Monday through Friday. Saturdays, Sundays and public holidays are not normal working days.

2.1.2 Length of the working week and working hours per business

- The employer may set a longer working week for a business.
- This option involves a maximum duration of 40 hours a week on average.
- Are the weekly working hours for the business over 38 hours per week on average? In that case, the employee is entitled to a number of scheduled days off. See 3.3.

3. Working hours

2.2.1 Standard company schedule

- The employer will determine the standard company schedule. This timetable will indicate which hours of the week are the standard ones that employees will work.
- In establishing them, the employer will adhere to:
 - the company's weekly working hours;
 - the normal working week of Monday through Friday;
 - the normal daily working hours between 06:00 and 20:00.

2.2.3 Working on Saturday

- The employer can have an employee work on a number of Saturdays each year.
- In a calendar year, the maximum number is 14 Saturdays if the following conditions are met:
 - the work involved make it necessary according to the employer;
 - bonus applies of 50% of the salary for each hour of work on Saturday.

2.2.4 Working on a Sunday or holiday

- An employee can work on an incidental basis on a Sunday or holiday.
- Working on a Sunday is mandatory if the employer considers it necessary. The following conditions apply in this respect:
 - the employee's labour agreement does not contain any other agreements on this matter;
 - the employer restricts instances of working on Sunday to a minimum;
 - the employer ensures that working on Sunday is properly distributed among employees;
 - the employer sets out the rules for working on Sunday in company regulations;
 - every hour worked on a Sunday counts as overtime, for which the employee is entitled to the related 100% bonus in addition to the hourly salary (see 2.4).
- The employer and employee can reach agreement that the employee will work on a public holiday. Every hour worked on a public holiday counts as overtime. The employee is entitled to the related 150% bonus in addition to the hourly salary (see 2.4).
- Is it a public holiday which is on a Sunday? In that case, only the highest bonus applies, which is for working on a public holiday.

4. Overtime

2.4.1 Main rules

- Overtime involves all of the hours that an employee works at the request of the employer:
 - over and above the hours that employees must work according to their labour contract; or
 - on Sundays and public holidays.
- Each hour of overtime yields an overtime bonus. This bonus amounts to time or money (salary). See Table 2.4.1.
- Exception: The rules of 2.4 do not apply to an employee who is in job category 8 or higher.

Table 2.4.1: Overtime bonus

type of overtime	bonus per hour
- Monday–Friday: the first three overtime hours in a day	25%
- Monday–Friday: every subsequent overtime hour	50%
- Sunday: every hour worked	100%
- public holiday: every hour worked	150%

5. Shift work

2.5.1 Bonus

- For each hour that an employee works in shifts, the employee is entitled to a bonus. This bonus is in addition to the hourly salary. See Table 2.5.1.

Table 2.5.1: Shift work bonus

type of shift work	bonus per hour
two-shift work	
- morning shift + afternoon shift between 05:00 and 23:00: for both	13%
- day shift + night shift: only for the night shift*	25%
three-shift work:	
- morning and afternoon shift: for both	13%
- night shift	25%

* A night shift is one that starts at 20:00.

2.5.2 Working hours

- The normal number of working hours applies to an employee working in shifts. See 2.1.1.
- Does it involve a week in which one or more public holidays are on a working day? And is the employee working a night shift? In that case, the employee will work as many fewer nights that week as there are public holidays on a working day that week.

6. Night duty

2.6.1 Bonus

- Is it only possible to work during the night-time hours due to special circumstances; i.e. between 22:00 and 06:00? And does it not concern shift work? In that case, the employee is on night duty.
- For each hour worked on night duty, the employee is entitled to a bonus. This bonus is 50% in addition to the hourly salary.

2.6.2 Further rules concerning night duty

- The employer will not allow an employee who has been on night duty to work the following day during daytime.
- Exception: The rules of 2.6 do not apply to an employee who is in job category 8 or higher.

7. Holiday and holiday allowance

3.1.1 Number of holidays

- An employee is entitled to the number of holidays set out in Table 3.1.1. The employer will continue to pay salary for these days.
- The accrual of holidays takes place over a holiday year. This period is from 1 July to 30 June.

Table 3.1.1: Number of holidays per year:

standard number of days			extra days (over and above the statutory entitlement)			
statutory	over and above the statutory entitlement	total	years of service	days*	age*	days*
20	4	24	10–20 years	1	aged 58–60	6
			20–25 years	2	aged 61	7
			25–30 years	3	aged 62	8
			30–35 years	4	aged 63	9
			35 or older	5	aged 64	10
					aged 65	11
					aged 66	12

* Totals per year.

** The employee is entitled to these extra days when the calendar year starts in which the stated age is reached.

3.1.4 Holiday allowance

- The accrual of the holiday allowance takes place over a holiday year. This period is from 1 July through 30 June. The employer will pay the allowance no later than in the last month of the holiday year.
- The employee is entitled to a holiday allowance equal to 8% of his annual salary.
- Exception: The employee will not receive a holiday allowance for overtime. This rule only applies if the sum of the employee's salary and holiday allowance applying to all hours worked in that holiday year comprises at least 108% of the statutory minimum wage.

8. Public holidays

3.2.1 Days that qualify

- In this collective labour agreement, 'public holidays' refer to the following days: New Year's Day, Easter Sunday, Easter Monday, Ascension Day, Whitsun, Whit Monday, Christmas Day, Boxing Day, King's Day and the day that 5 May is celebrated as a national public holiday every five years.
- As a rule, no work is performed on public holidays.

3.2.2 Holiday allowance

- Is a public holiday on a working day? In that case, the employer will pay the employee's salary, even if the employee is not working that day.
- Is the employee working on a public holiday? In that case, the employer will pay a 150% bonus on the hourly salary for each hour worked. The latter does not apply to an employee who is in job category 8 or higher.

9. Scheduled days off

3.3.1 Days that qualify

- Has the average number of working hours been determined for the company in excess of 38 hours per week? In that case, the employee is entitled to a number of scheduled days off each year. See Table 3.3.1.
- Has the average number of working hours in the company not been rounded off to whole hours? Or is it only for part of the year that more than 28 hours per week are worked? In that case, the employee is entitled to a proportionate number of scheduled days off.
- The employer will continue to pay salary for these scheduled days off.

Table 3.3.1: Number of scheduled days off in relation to the working hours per week

company working hours (per week)	number of scheduled days off
38 hours	0
39 hours	6
40 hours	12

10. Salary

4.1.1 How the salary is determined

- The employee is allocated to a job category. The job category determines the salary grade.
- Depending on the salary grade, the employer will determine the salary. This figure is based on the tables in 4.1.2.
- The way to use these tables is described in 4.2.

4.1.2 Salary tables

As of **1 September 2021**, the following salary structure applies:

Salarisgroep	1	2	3	4	5	6	7	8	9	10	11	12
Trede												
1	€ 1.713,20	€ 1.805,75	€ 1.920,95	€ 2.044,37	€ 2.176,02	€ 2.318,42	€ 2.471,05	€ 2.622,57	€ 2.796,58	€ 2.983,01	€ 3.181,89	€ 3.395,27
2	€ 1.735,74	€ 1.846,92	€ 1.964,96	€ 2.091,48	€ 2.226,46	€ 2.372,98	€ 2.529,47	€ 2.684,78	€ 2.863,11	€ 3.054,23	€ 3.258,06	€ 3.476,76
3	€ 1.775,13	€ 1.889,60	€ 2.010,11	€ 2.139,76	€ 2.278,73	€ 2.428,91	€ 2.589,18	€ 2.748,50	€ 2.931,30	€ 3.127,18	€ 3.336,15	€ 3.560,28
4	€ 1.815,48	€ 1.932,28	€ 2.056,34	€ 2.189,26	€ 2.332,34	€ 2.486,28	€ 2.650,66	€ 2.813,84	€ 3.001,22	€ 3.201,99	€ 3.416,13	€ 3.645,93
5	€ 1.856,88	€ 1.976,63	€ 2.103,77	€ 2.240,19	€ 2.387,24	€ 2.533,24	€ 2.700,90	€ 2.880,77	€ 3.072,87	€ 3.278,63	€ 3.498,17	€ 3.733,68
6	€ 1.899,29	€ 2.022,00	€ 2.152,33	€ 2.292,77	€ 2.443,54	€ 2.593,17	€ 2.765,03	€ 2.949,40	€ 3.146,30	€ 3.357,23	€ 3.582,21	€ 3.823,62
7	€ 1.934,04	€ 2.059,19	€ 2.192,14	€ 2.335,89	€ 2.489,67	€ 2.654,61	€ 2.830,80	€ 3.019,77	€ 3.221,55	€ 3.437,77	€ 3.668,42	€ 3.915,83
8	€ 1.978,41	€ 2.106,69	€ 2.243,20	€ 2.390,95	€ 2.548,54	€ 2.717,60	€ 2.898,16	€ 3.091,88	€ 3.298,72	€ 3.520,32	€ 3.756,73	€ 4.010,34
9	€ 2.023,86	€ 2.155,36	€ 2.295,87	€ 2.447,30	€ 2.608,83	€ 2.782,17	€ 2.967,25	€ 3.165,81	€ 3.377,81	€ 3.604,99	€ 3.847,27	€ 4.107,24
10	€ -	€ -	€ 2.349,88	€ 2.505,12	€ 2.670,69	€ 2.848,32	€ 3.038,02	€ 3.241,57	€ 3.458,85	€ 3.691,73	€ 3.940,07	€ 4.206,53
11	€ -	€ -	€ -	€ -	€ 2.734,04	€ 2.916,10	€ 3.110,61	€ 3.319,21	€ 3.541,97	€ 3.780,61	€ 4.035,17	€ 4.308,29
12	€ -	€ -	€ -	€ -	€ -	€ -	€ 3.185,00	€ 3.398,80	€ 3.627,12	€ 3.871,76	€ 4.132,66	€ 4.412,60
13	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ 3.480,40	€ 3.714,40	€ 3.965,16	€ 4.232,59	€ 4.519,56
14	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ 3.803,90	€ 4.060,93	€ 4.335,02	€ 4.627,25
15	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ 4.459,19	€ 4.737,51
16	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ -	€ 4.887,81

Employees are entitled to at least the minimum wage. The government estimates the amounts of the minimum wage twice a year to reflect the development of the average collectively agreed wages in the Netherlands. This happens on January 1 and July 1.

11. Salary table application

4.2.1 General

- The tables in 4.1.2 list the monthly salaries per salary grade. Each salary grade has a number of salary steps. Together, these steps form a salary scale.
- Each salary scale has
 - a starting salary: the lowest amount in the scale (Step 1);
 - increments: salary increases (the amounts in bold);
 - a standard salary: the maximum job salary once all previous increments have been applied (the highest amount in bold);
 - extra increments: extra salary increases for employees whose performance was judged to be very good during assessment (the highest amounts in the scale not in bold).
- Salaries within this salary structure are determined according to 4.1.1.

4.2.2 Employees aged 21 and over

- The amounts in the salary tables in 4.1.2 apply to:
 - employees aged 21 and over;
 - with normal working hours (full-time).
- If a lower number of working hours is concerned (part-time), an amount proportional to the working hours will apply. Longer working hours will be compensated with extra scheduled days off (see 3.3).

4.2.3 Employees aged 15–20

- Table 4.2.3 shows how the salary of employees aged 15–20 is determined, based on the salary of employees aged 21 and over as found in 4.2.2.

Table 4.2.3: 4.2.3 Salary of employees aged 15–20

age of employee	percentage of the salary of employee aged 21 or over
15	50%
16	50%
17	60%
18	70%
19	80%
20	90%

4.2.4 Calculation of weekly and hourly salary based on monthly salary

- From monthly salary to weekly salary: multiply the monthly salary by 3 (a quarter) and divide the result by 13 (the number of weeks in a quarter).
- From weekly salary to hourly salary: divide the weekly salary by 38 (the normal working hours in a week), even if the company has other working hours per week.

4.2.5 Increments

- The employer can let the award of increments depend on a personnel assessment or appraisal. In that case:
 - the employer will assess the employee annually in January;
 - the employer will use an assessment system to this end.
- Has the employer assessed an employee's performance to be unsatisfactory? In that case, the employer does not have to award a regular salary increase (i.e. increment). The following two conditions apply:
 - the employer applies the standard assessment system to all employees;
 - the employer gives the employee a justification of the assessment in writing.
- If the employer does not have an assessment system, the employees should be awarded an increment every year. This increment must take place until the standard salary for the position is reached.

4.2.7 Salary for waiting time

- Is an employee at the agreed place on time for work yet unable to begin working through no personal fault? In that case, the employer must pay the employee's salary for the waiting time. The amount of time involved is a maximum of eight hours.
- Exception: This arrangement does not apply to an employee who is in job category 8 or higher, if this occurs occasionally and does not have a fixed size.

12. Bonuses, allowances and provisions

4.3.1 Indexation

- The following bonuses and allowances are adjusted annually to price increases:
 - company emergency response (BHV) (4.3.3);
 - tools and equipment (4.3.4);
 - work clothes (4.3.11).
- This indexation is done as follows: on 1 July, these amounts are raised by the percentage increase of the derived consumer price index (CPI) for all households in the month of April for the current year in relation to the month of April a year earlier.

4.3.4 Tools and equipment

- If employees require tools or equipment to work, the employer will provide them.
- If the employer does not provide the required tools or equipment, the employer will pay employees an allowance for using their own tools or equipment. See Table 4.3.4.
- Exception: The previous paragraphs of 4.3.4 and Table 4.3.4 do not apply to an employee who is in job category 8 or higher.

Table 4.3.4: Tools and equipment allowance

Employees department	Allowance per week (till June 30 2021)	(1 July 2021 - 30 June 2022)*
carpentry	€ 5,09	€ 5,19
painting	€ 2,28	€ 2,32
studio	€ 2,28	€ 2,32

* This allowance is increased annually on 1 July. See 4.3.1.

4.3.5 Commuting expenses

- The employer will reimburse the travel expenses for commuting from home to work and vice versa. The allowance is calculated on the basis of the travel distance one way using the most common route. See Table 4.3.5.
- Exception: This allowance does not apply to an employee who is in job category 8 or higher.

Table 4.3.5: Commuting allowance

travel distance one way	monthly allowance per travel day (allowance for a maximum of four days a week)			
	1 dag per week	2 dagen per week	3 dagen per week	4 dagen of meer per week
0 t/m 10 km	€ 00,00	€ 00,00	€ 00,00	€ 00,00
11 t/m 15 km	€ 16,25	€ 32,50	€ 48,75	€ 65,00
16 t/m 20 km	€ 22,75	€ 45,50	€ 68,25	€ 91,00
21 km of meer	€ 32,50	€ 65,00	€ 97,50	€ 130,00

4.3.6 Work trip expenses

- The employer will reimburse the travel expenses for work trips.
- If the employer finds that employees should use their own car, the employer will pay a kilometre allowance of €0.28.
- Exception: This allowance does not apply to an employee who is in job category 8 or higher.

4.3.7 Work trip travel hours

- If an employee needs to travel for work and it does not concern commuting, the employer will reimburse the travel hours.
- The employer will pay an allowance for travel hours according to Table 4.3.7 if it concerns:
 - work in the Netherlands;
 - work abroad that requires an employee to travel a maximum of nine hours a day.
- Exceptions:
 - Table 4.3.7 does not apply to employees working abroad who must travel more than nine hours a day. The employer will reimburse such employees a maximum of twelve hours per day. The allowance for a travel hour is one hourly salary.
 - This allowance does not apply to travel hours of an employee who is in job category 8 or higher.

Table 4.3.7: Remuneration for hours travelled

hours involved	remuneration in salary per hour
within the standard company schedule	
- all travel hours	100%
outside the standard company schedule	
<i>Monday–Friday:</i>	
- the first 1½ travel hours	100%
- the next 1½ travel hours	125%
- all subsequent travel hours	150%
<i>Saturday, Sunday, public holiday:</i>	
- the first 1½ travel hours	100%
- all subsequent hours on a Saturday	150%
- all subsequent hours on a Sunday	200%
- all subsequent hours on a public holiday	250%
only for the driver and the co-driver *	
- all travel hours within and outside the standard company schedule	100% + the usual overtime allowance from Table 2.4.1

* Or whoever relieves the driver instead of the co-driver.

4.3.9 Working far from home

- If employees have to work so far from home that it would be unreasonable to have them commute, the employer will reimburse the expenses of food and accommodation within reason, as well as other necessary subsistence expenses. The employer will bear the costs.

4.3.10 Accommodation expenses

- The employer will reimburse accommodation expenses (e.g. parking fees) that employees incur for their work.

4.3.11 Work clothes

- The employer will provide employees with the necessary work clothes.
- If the employer does not do so, the employer will pay employees an allowance for using their own work clothes. As of 1 July 2020, this allowance is €3,42 per week. This allowance is increased annually on 1 July. See 4.3.1.

- Exception: The previous paragraphs of 4.3.11 do not apply to an employee who is in job category 8 or higher.

13. Features of this collective labour agreement (CAO)

9.1.3 Terminology and principles

- Employer/employee: In the collective labour agreement, these terms are referred to as being male. However, they can concern either a man or a woman.
- Sums of money: All amounts in this collective labour agreement are gross amounts, unless explicitly stated to be a net amount.
- Full-time and part-time: This collective labour agreement assumes that employees have a normal number of working hours in a week, which is 38 hours on average (full-time). Is an employee working fewer hours a week according to their employment contract? In that case, the collective labour agreement provisions apply in which this fact is expressly stated in proportion to their weekly working hours.
- Appendices: The appendices form an integral part of this collective labour agreement.

14. Definitions and terms

- **Minimum wage, statutory**: The wage as referred to in the Minimum Wage and Minimum Holiday Allowance Act (*Wet minimumloon en minimumvakantiebijslag*, WML).
- **Salary**: The gross amount per hour or per payment period agreed between the employer and the employee, plus structural bonuses and/or allowances.
- **Temporary employment agency staff**: An employee as referred to in Section 7.690 of the Dutch Civil Code (*Burgerlijk Wetboek*, BW)
- **Temporary employment agency**: An employer as referred to in Section 7.690 BW.
- **Employer**: A company operating a business within the exhibition sector as described in 9.3.
- **Employee**: Someone who works at the employer under the terms of an employment contract under civil law, with the exception of temporary employment agency staff, interns and/or trainees, holiday staff and members of the management board.

15. To whom the collective labour agreement (CAO) applies

9.3.1 Scope

- The provisions of this collective labour agreement apply to the employment contract between the employer and the employee in the exhibition sector.
- The exhibition sector is understood to mean the businesses or business departments that pay over 50% of the wage bill to employees who are involved in realising stand construction and/or exhibition projects.
- This collective labour agreement also applies to businesses or business departments that pay at least 20% but no more than 50% of the wage bill to employees who are involved in realising stand construction and/or exhibition projects, in so far as these businesses or business departments are not subject to another collective labour agreement registered with the Ministry of Social Affairs and Employment or one that has been declared universally applicable by the Ministry.
- This collective labour agreement also applies to businesses:
 - of which the actual activities play a supporting role for the businesses mentioned in the previous paragraphs;
 - which belong to the same group of businesses according to tax legislation, pension legislation or the Works Councils Act (*Wet op de ondernemingsraden*, WOR).

9.3.2 To whom the collective labour agreement (CAO) does not apply

- A temporary employment agency which meets all of the following requirements does not fall under the scope of this collective labour agreement:
 - The full business activities of the temporary employment agency involve making workers available in the sense of Section 7.690 BW.
 - At least 25% of the workers whom the temporary employment agency deploys fall outside the scope of this collective labour agreement.
 - For 15% or more of the total annual wage liable to social insurance contributions, the temporary employment agency works with employees who are made available to third parties based on employment contracts with a temporary employment clause as referred to in Section 7.691(2) BW; the business has met this criterion if and when the Dutch Tax and Customs Administration has established this fact.
 - The applicable ABU or NBBU collective labour agreement for temporary employment agency staff is directly applicable to the temporary employment agency.
 - The temporary employment agency is not part of a group of companies that is bound to the collective labour agreement for the exhibition sector either directly or by having been declared universally applicable.
 - The temporary employment agency is not an employment pool by joint agreement.
- This collective labour agreement does not apply to employers using the collective labour agreement for technical installation companies or applying the latter's provisions which have been declared universally applicable.

16. Complying with and deviating from the collective labour agreement

9.7.1 Complying and deviating

- The employer will in any case apply the provisions of this collective labour agreement.
- The employer may deviate from the agreement if:
 - it is advantageous for the employee; or
 - this option is stated in a specific provision of the agreement, which can only be done in consultation with the participation body or – if there is no such body – the employees.

17. Appendix

10.1 Job classification matrix

10.1 Job classification matrix

S	General definition	A Operational General	B Operational Technical	C Admini- strative	D Automati on	E Design Technical	F Project Preparati on	G Commer- cial	H Management & Coordination
1	<p>Few years of secondary school</p> <p>Simple duties that are generally repeated, requiring limited schooling and some experience, which are conducted under direct supervision.</p>	<p>Conducting housekeeping tasks (cleaning, serving, operating duties).</p>							
2	<p>Lower secondary vocational education (LBO)</p> <p>Simple duties that are generally repeated, requiring lower-level knowledge and some experience, which are generally conducted under direct supervision.</p>	<p>Conducting warehouse duties, with or without a forklift, including simple administrative tasks.</p>	<p>Helping execute work related to soft furnishings or carpentry work or painting work at the level of basic techniques.</p>						
3	<p>Lower secondary vocational education (LBO) with ample experience</p> <p>Less simple duties that are generally repeated, requiring lower-level knowledge and experience. The work is carried out with a limited degree of independence and is subject to rules.</p>	<p>Using a transport device (own weight + load capacity of over 7,500 kg) for loading, external transport and delivery of goods, including execution of related formalities.</p>	<p>Helping execute work related to soft furnishings and carpentry work and painting work at the level of basic techniques.</p>						<p>Handling incoming telephone calls, reception and referral of visitors, and provision of word processing assistance.</p>

S	General definition	A Operational General	B Operational Technical	C Administrative	D Automati on	E Design Technical	F Project Preparati on	G Commercial	H Managem ent & Coordinatio n
4	<p>Primary vocational education</p> <p>Less simple specific duties that are somewhat varied, requiring lower-level knowledge, a degree of specialisation and experience.</p> <p>The work is independent in nature to a certain degree and is subject to general specific rules.</p>		<p>Independently executing work related to soft furnishings</p> <p>or</p> <p>carpentry work</p> <p>or</p> <p>painting work (spray/brush)</p> <p>or</p> <p>construction work (e.g. welding, processing synthetic materials, machine carpentry) at the specialist level. Using screen-printing to create graphic products at the specialist level.</p> <p>Installing and dismantling electrotechnical installations, as well as resolving malfunctions at the serviceman level.</p>	<p>Checking, encoding, booking and preparing for payment of incoming invoices.</p> <p>Keeping accounts payable records, as well as maintaining contacts.</p> <p>Checking, encoding, booking cash, bank and giro details, as well as maintaining contact with banks and giro institutions.</p>				<p>Processing purchase orders, requesting and comparing offers, identifying and in part independently resolving problems related to delivery delays, and ensuring that the order process is dealt with efficiently.</p>	

S	General definition	A Operational General	B Operational Technical	C Administrative	D Automation	E Design Technical	F Project Preparation	G Commercial	H Management & Coordination
5	<p>Secondary vocational education</p> <p>Less simple specific duties that are varied in nature, requiring lower-level knowledge, a degree of specialisation and some experience.</p> <p>The work is conducted independently to a degree; the approach to work allows choices through selection and interpolation from a limited number of alternatives, while the work is subject to general rules.</p>		<p>Safely (NEN 1010) installing, dismantling and maintaining electrotechnical installations at the 1st serviceman level.</p> <p>Constructing project furnishings and/or interior elements at one's own discretion, based on a drawing.</p> <p>Independently executing work related to soft furnishings (in combination with other work)</p> <p>and/or carpentry work and/or painting work and/or construction work at a specialist level.</p>	<p>Keeping accounts receivable records, monitoring accounts receivable balances, conducting collection proceedings, as well as maintaining contacts with debtors about outstanding invoices.</p>		<p>Using DTP programs to lay out text and illustrations based on a general design.</p> <p>Furnishing and designing, constructing and overseeing construction of, and decorating exhibition stands and spaces.</p>			<p>Conducting secretarial work: preparing meetings, taking minutes, dealing with telephone calls and correspondence, word processing and archiving.</p>

S	General definition	A Operational General	B Operational Technical	C Administrative	D Automati on	E Design Technical	F Project Prep- aration	G Commercial	H Manage- ment & Coordi- nation
6	<p>Senior secondary vocational education (MBO)</p> <p>More complex work which is largely similar in nature and which is focused on a single goal, requiring knowledge at the secondary education level and some experience. In principle, the work is carried out independently, while the work approach is selected by interpolation and consideration within a well-defined framework. The work is partly dictated by general rules.</p>	Warehouse management, preparing, coordinating and participating in the execution of warehouse duties.	Managing, installing and operating audio-visual equipment.	Project data administration, creating project overviews, analysing and explaining differences, producing invoices. Keeping ledger accounts by logging or checking daily journal entries and additional journal entries, encoding and booking general journal entries, creating balance statements.		Recording and depicting designs with the aid of a CAD system.		Independently purchasing materials, consumer items and consumable items from designated suppliers while adhering to quotations and agreements (framework contracts).	

S	General definition	A Operational General	B Operational Technical	C Administrative	D Automation	E Design Technical	F Project Preparation	G Commercial	H Management & Coordination
7	<p>Senior secondary vocational education (MBO) with wider experience</p> <p>Complex duties that are more or less similar, which require knowledge at the secondary education level and related experience, focused on having a command of a certain field or area of activity and coordinating its execution. In principle, the work is carried out independently, while the work approach is selected by interpolation and consideration within a well-defined framework. The work is partly dictated by general rules.</p>		<p>Coordinating and executing the design and furnishing of exhibition stands and spaces which is conducted by soft furnishing specialists, carpenters, servicemen, painters and interior decorators (up to seven staff).</p>	<p>Coordinating and participating in the execution of administrative duties, as well as doing the invoicing. Keeping payroll records as well as providing various authorities with statements and payments; recording transactions, making gross/net calculations, providing statements and making payments of premiums and levies.</p>	<p>Network management (PCs, servers, printers): configuring network components, resolving malfunctions, monitoring network performance, supervising local computer use. Computer equipment and system software management: operating, designing and executing procedures and security procedures, resolving malfunctions and installing programs.</p>		<p>Preparing and executing work projects through the creation of working drawings and detail drawings, and managing and ordering materials. Making work estimates in terms of time and money. Designing and/or adapting planning schedules and project planning schedules to meet available capacity.</p>		<p>Coordinating and participating in the execution of work related to internal affairs: secretarial office, reception and telephone, buildings and canteen maintenance, and public relations.</p>

S	General definition	A Operational General	B Operational Technical	C Admini- strative	D Automati on	E Design Technical	F Project Preparati on	G Commerci al	H Management & Coordination
8	<p>Managerial and/or specialised senior secondary vocational education (MBO)</p> <p>The duties are identical to level 6, with managerial responsibility for one or more departments. Responsibility for planning and coordinating activities, their quantity and quality, and the right staffing. The duties are identical to level 6 but also require a supplementary specialisation with related experience.</p>		<p>Supervising the large-scale design and furnishing of exhibition stands and spaces conducted by soft furnishing specialists, carpenters, servicemen, painters and interior decorators (up to ≥ seven staff), maintaining contacts with clients on location.</p> <p>Preparing, coordinating and participating in the execution of electrotechnical work (preparation, installation, operationalisation, maintenance; 6–15 staff).</p> <p>Preparing, coordinating and executing carpentry work (sawing, shaving, sanding, milling; 6–15 staff).</p>						<p>Advising and supporting management in the proper implementation of human resources policy and management, monitoring the proper application of employment conditions, processing and resolving staff problems.</p> <p>Coordinating the execution of awarded projects; controlling and monitoring project planning schedules and project budgets, reporting project progress, ensuring project delivery.</p>

S	General definition	A Operationa l General	B Operationa l Technical	C Adminis trative	D Automati on	E Design Technical	F Project Preparati on	G Commercial	H Managemen t & Coordinatio n
9	<p>Higher professional education (HBO) – operational</p> <p>Difficult work that is similar in nature within a single organisational context. This work requires knowledge at the higher education level as well as experience in the techniques and theoretical foundations of a certain field. In principle, the work is carried out independently, while the work approach is selected by consideration of various alternatives within a general framework. The work is dictated by fixed guidelines.</p>					<p>In consultation with the client, establishing a table of requirements and budget, and creating the desired design on this basis.</p>		<p>Purchasing goods and services under the most favourable conditions in relation to price, quality and delivery time, and managing the purchase documentation.</p> <p>Selling goods and services under the most favourable conditions in relation to price, quality and delivery time, and managing the purchase documentation.</p>	

S	General definition	A Operational General	B Operational Technical	C Administrative	D Automa tion	E Design Technical	F Project Prepar ation	G Commercial	H Management & Coordination
10	<p>Higher professional education (HBO) with wider experience</p> <p>The work concerns a highly specific area and is conducted in a single organisational work context.</p> <p>This work requires higher-education level knowledge and wide experience focused on a complete grasp of the techniques and theoretical foundation of a field in relation to other fields and areas of activity.</p> <p>The work is carried out independently, while the work approach is selected by consideration of various alternatives within a general framework. The work is dictated by fixed guidelines.</p>			<p>Acting as head of accounts.</p> <p>Compiling the financial statements, ensuring that internal financial records are kept, drafting and controlling the company budget, and protecting the financial position.</p>					
11	<p>Managerial and/or further specialised higher professional education (HBO)</p> <p>The duties are identical to level 9, with managerial responsibility for one or more departments. Responsibility for planning and coordinating activities, their quantity and quality, and the right staffing. The duties are identical to level 9 but also require a supplementary specialisation with related experience.</p>							<p>Within an allocated market area or target demographic, responsibility for acquisition, promoting and coordinating client relationship management (including response to complaints and after-sales), making quotations/offers, and conducting market research or having it conducted.</p>	<p>Responsibility for coordination between production and production support work, execution standards management, decisions on insourcing or outsourcing, and the treatment of staff matters (production staff management).</p>
12	(Free choice)								

10.2 Working Hours Act: working and rest time

		Standard	Exhibition sector (if deviating)
Working time	per shift	12 hours	
	per week	60 hours	72 hours
	per week per 4 weeks	55 hours on average	
	per week per 16 weeks	48 hours on average	
	per week per year		45 hours on average
Rest times	daily rest	11 hours (consecutive) once a week 8 hours if necessary	11 hours (consecutive) four times per 4 weeks 8 hours if necessary
	weekly rest	36 hours (consecutive) or 72 hours per 14 days (divided into periods of at least 32 hours)	36 hours (consecutive) eight times per year replaceable with 60-hour consecutive rest period in 2 weeks
Breaks	if shift is over 5½ hours	30 minutes (optionally 2 x 15) or 15 minutes if there is a collective scheme	
	if shift is over 10 hours	45 minutes (optionally 3 x 15)	
Sunday rest	Sunday work	no work on Sundays unless: <ul style="list-style-type: none"> - suitable to type of work <i>and</i> agreed - necessary due to nature of work or operating conditions - agreed with works council or employee representative in its absence - individual consent 	
	Sundays off	13 (per 52 weeks) or if there is a collective scheme, only with consent, fewer than 13 Sundays off per year	
Night work <i>Night shift work = over 1 hour of work conducted between 00:00 and 06:00</i>	working time per shift	10 hours 12 hours, if: <ul style="list-style-type: none"> - 12 hours' rest after shift - five times per 2 weeks - maximum of 22 times per 52 weeks 	
	working time per week	40 hours (per 16 weeks) if over sixteen times per 16 weeks on night duty	

	rest time after night shift (for shifts ending <i>after</i> 02:00)	14 hours (once a week 8 hours if necessary)	
	rest time after over three night shifts	46 hours	
	maximum number of series (if at least one shift in series is a night shift)	7 or 8 if there is a collective scheme	
	maximum number (for night shifts ending <i>after</i> 02:00)	- 36 night shifts per 16 weeks <i>or</i> - 140 night shifts per 52 weeks (if there is a collective scheme) <i>or</i> - 38 hours between 00:00 and 06:00 per two consecutive weeks (if there is a collective scheme)	
On-call duty	on-call duty prohibition	- 14 days per 4 weeks without on-call duty - two times 2 days per 4 weeks no on-call duty and no work - no on-call duty 11 hours <i>before</i> and 14 hours <i>after</i> a night shift	
	working time per 24 hours	13 hours	
	working time per week in case of on-call duty for night shifts	- 40 hours on average (per 16 weeks) <i>or</i> - 45 hours on average (per 16 weeks) if: • 8 hours of consecutive rest <i>before</i> the new shift (if last call was between 00:00 and 06:00) <i>or</i> • 8 hours of consecutive rest in the 18 hours subsequent to 06:00 (if last call was between 00:00 and 06:00, immediately followed by a new shift)	