



Welcome to Adecco!

An associate guide

Adecco

Contact details

Your contact person:

It's important to keep your contact person's information at hand. Your contact person helps you with questions related to your employment and must always be informed of any absences.

Important contacts

- payroll contact information: check contact information on your pay slip
- e-mail: palkkahelpdesk@adecco.fi or kkpalkkat@adecco.fi (for monthly paid salaries)
- address: Kuortaneenkatu 2, 00510 Helsinki

Important information about your employment

Payroll

- You are paid on the basis of the timesheets that you fill in and your supervisor has approved. Instructions on filling in the timesheets/monthly work reports are appended to this guide.
- Monthly salaries are paid on the 9th day of the following month and hourly wages according to the schedule (appendix).
- **Submitting working hours:** Working hours must be submitted no later than following:
 - If you work on a two week pay period, submit your time reports by 24:00 on the final Sunday of the pay period.
 - If you work on a half month pay period, submit your time reports by 24:00 on the 15th and the last day of each month.
 - If you work on a monthly pay period, submit your time reports by 24:00 on the last day of the month.
 - If you submit your working hours late, the payment will be automatically transferred to the next payroll period.
- Adecco provides **pay slips** electronically. Select Ropo Capital as epayslip operator in your net bank.
- **Tax card:** Adecco Finland Oy uses a direct transfer to request withholding information for employees from the tax authority, i.e. there is no need to submit separate tax cards.
- **Bank account number:** Your account number should be entered on the Vuoro portal via personal information.
- **Work time and overtime:** Additional work, overtime or compensation for time off must always be agreed with the client company.
- **Holidays:** Your employment accumulates holiday according to the Annual Holidays Act. You always have to agree with the client company and with Adecco concerning the dates of holidays. Adecco does not pay compensation for holidays in conjunction with every pay.

Sickness

- If you need to be absent due to your own or your child's sickness, **always call your contact person at Adecco and your supervisor at the client company.**
- In addition to the notification, a doctor's or nurse's certificate is required for sickness absence, the certificate is a prerequisite for salary payment.

The Adecco logo is displayed in a large, bold, red sans-serif font at the bottom center of the page.

- **The sick leave certificate, either electronically or on paper, should be delivered to the Adecco's payroll department immediately. Any absences without informing Adecco or delivering the certificate will be unpaid.**
- **Occupational healthcare:** You are entitled to use occupational healthcare if your employment has lasted a minimum of two month or 300 hours. You need a payment commitment from Adecco in order to see the occupational healthcare doctor. However, you can't use the services if your child becomes ill. Specialist services do not fall within the scope of the agreement. After requesting a payment commitment, you can call **+358 45 7734 9974** to make an appointment at Suomen Terveystalo.
- You can use the occupational healthcare services at Suomen Terveystalo when you receive a payment commitment from Adecco (on weekdays from 8 am to 4 pm). If you don't have a payment commitment, you have to pay your visit at Terveystalo.
- In the event of an accident at work or during work-related travels, please be in touch with your Adecco contact person to fill out an accident report and insurance certificate.

Occupational safety - we cooperate with the client company to ensure your occupational safety

Your contact person will review the risks associated with different types of work, workplaces and equipment whenever you go to a new workplace or move on to a new assignment. Your contact person is also responsible for ensuring that the client company is able to fulfill its responsibilities and that the work can be performed properly and safely.

Report occupational safety incident!



All employees are jointly responsible for occupational safety at the workplace. All of us have to contribute to ensuring our own safety and that of others at the workplace in accordance with our competence and professional skill level.

- As an Adecco associate, you must observe the following in your work:
 - Adecco's regulations and instructions
 - The client company's regulations and instructions
 - The care and caution required by the working conditions
 - Order and cleanliness
- As an employee, you are obliged to observe care and caution and take action in accordance with the Employment Contracts Act: You must immediately inform your supervisor, Adecco contact person or occupational safety representative of any faults or deficiencies that you observe in the working conditions, work methods, tools or other equipment.
- You have to correct the fault or deficiency according to your professional skill and the instructions of the work supervisor. You also have to inform your supervisor, contact person or the occupational safety representative of any faults or deficiencies that you have removed or corrected.

Failure to follow the safety instructions may lead to a warning and if it continues it may be a justification for dismissal.

Occupational safety representative Raimo Sivonen:

☎ 040 6238 144, ✉ tyosuojeluvaltuutettu@adecco.fi

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Your benefits

- **Earn & Learn**

- You earn training points for every hour worked at Adecco: 1 h = 1 point. When you have accumulated 900 points, you can begin to use the points for various types of work-related training: 900 points is the equivalent of 90 euros. Information about the accumulated points is included on your pay slip.
- The training has to be related to your work and it can take place during leisure time or work time. You should discuss the issue of pay for training that takes place during work time with the client company.
- If your employment ends, you have 2 weeks in which to use up the points. If a new employment with Adecco begins within one month of the previous one, points continue to accumulate. More information is available from your contact person.

- Exercise benefits

- **Fitness24Seven**

- **Fressi**

- Adecco has business agreement with Fitness24Seven and Fressi fitness centres. As an Adecco associate you will receive substantial discounts on the fitness centres' annual card. Ask your Adecco contact person for more information on the offers and how to activate them.

- **Silmäasema**

- As Adecco employee you get staff benefits for you and your family at all Silmäasema locations. Ask your contact person for more information about benefits.

- **Isku**

- Adecco has company contract with ISKU. As Adecco employee you get a -20% discount on all products. Ask your contact person for more information about activating the benefit.

- **Terveystalo**

- As an occupational health customer of Terveystalo, you get continuous benefits from Terveystalo offices as well as customer benefits that change every month. Ask your contact person for more information about benefits.



Adecco satisfaction survey

We will send Adecco satisfaction surveys to our Adecco associates and clients regularly. We hope that you will actively respond to the surveys because your feedback can provide us important information that we can utilize to develop our operations.

We will transform the future of labor market as part of Palta

PALTA is the representative association for service sector businesses and organisations in Finland. Palta's membership is made up of 2,000 businesses and organisations. Palta is one of the largest member association of the Confederation of Finnish Industries (EK).



If you resign

If you wish to resign, please contact us as soon as possible. A resignation must always be in a written form – email is approved, but a SMS is not sufficient. If you are on an assignment, the reciprocal notice period stipulated in your employment contract applies.

If you move out of the area, do not forget that we have offices all over Finland – and in many countries. We will gladly put you in contact with the office closest to your new residence.

Confidentiality

As an employee at Adecco, you have an obligation of confidentiality not only in regard to Adecco, but to our client's business and operating conditions as well. Breaches of confidentiality can have serious consequences for both you and Adecco. To be on the safe side, you must treat any information you receive in connection with the assignment as confidential, and do not talk to outsiders about conditions with the client or Adecco.

By signing the Employment Contract, you simultaneously sign up for a statement of confidentiality for Adecco (the employment contract has its own section on confidentiality). In addition, we have some clients who want you to sign their declaration of confidentiality as well.

Candidates privacy information statement

Welcome to Adecco Finland!

We look forward to working with you to help you to further develop your career. As you'd expect, to properly perform our services, we collect and use information about you.

Adecco is committed to protecting and respecting your privacy. This Candidate Privacy Information Statement describes your privacy rights in relation to the information about you that we process, as well as the steps we take to protect your privacy. We know it's long, but please read this Statement carefully. There is an index below so you can go straight to the bits you want if you prefer.

Some terms to be clear about

First we need to be clear about how we use some words in this statement.

It may seem obvious, but in this Statement you will be referred to as 'You'. When we talk about 'us' or the 'Company' we mean Adecco Finland Oy. We have our registered office at Vernissakatu 1, 01300 Vantaa. The company is part of the Adecco Group, the largest HR services provider in the world. Through its various companies and business lines the Adecco Group provides several HR (Human Resources) activities like staffing, secondment, payroll services, recruitment & selection, testing solutions, career transition, talent development, training & education, outplacement and international mobility ('our Activities').

To carry out our Activities the Company uses several IT systems. In some cases the Company provides a Self Service Portal ('Portal') for its candidates/personnel. The Portal allows you to search and apply for jobs the Company and its sister companies advertise which match your interests, skills and/or experience, in the locations where you have expressed an interest in working. The Portal allows you to update your own records such as your contact details and bank details, and where you work for one of our clients, the hours that you have worked.

Finally, this is a statement about information about people - like you and your family. It includes facts about you, but also opinions about you and that you hold ("I'm a football fan" for example). It's not about information about the Company (although sometimes the two overlap). This type of information is sometimes called 'Personal information', 'Personally Identifiable Information' or 'PII'. We use the term 'Personal Information' in this Statement.

What personal information does the company collect and use?

Personal information that the company usually collects includes, but is not limited to:

- your name, date and place of birth, contact details and qualifications (education, training courses and internships), documents evidencing your identity and right to work and any other information you listed on your resume or CV;
- if you log on to the Portal using your LinkedIn or any other social media account: your profile data;
- if you contact us, we will keep a record of that correspondence;
- photos and videos if you have participated in a video interview;
- feedback about you from our staff and third parties; where you give feedback on others;
- your feedback about us and our services through our satisfaction surveys;
- we also collect information on your visits to our website/Portal including (but not limited to) your IP address, browser, timestamp, location, country traffic data, location data, weblogs and other communication data and the resources that you access. This information will make our systems easier to use in the future. We will, for example, suggest jobs to you which are being handled by branches local to where you were when you contacted us;
- we also collect information for marketing purposes and analysis, including information on how you respond to email, sms, phone and other marketing campaigns. We will have asked for your explicit consent before sending marketing communication via these means;
- photos and videos of Your attendance at a video interview or training or similar sessions (you will be given a chance at the session to ask not to be videoed or photographed);



- details of any disabilities and any accommodations we may need to make for you in the workplace; when you start working for the company we shall also collect:
 - a. your gender, nationality, copy ID documents, proof of address and copies of documents evidencing your right to work in the locations you will work in (visas, work permits, etc.);
 - b. payroll information such as your bank account information, national insurance or social security number, tax codes and reference numbers, your fees, salary and benefits information and any voluntary deductions you ask us to make from your salary and fees (like trade union membership or church dues);
 - c. records of your attendance, time spent on projects, training, promotions, investigations and disciplinary matters;
 - d. information about your use of our IT systems and premises (including CCTV and door entry systems);
 - e. details about your dependents and next of kin;
 - f. travel information (travel data, credit card information, passport number, expenses incurred) for the purposes of the negotiation, arrangement and purchasing of all travel related activities (e.g. Airfare, Train, Hotel & Car Rental reservations) and the reimbursement of travel expenses;
 - g. photos and videos of your attendance at a video interview or training or similar sessions (you will be given a chance at the session to ask not to be videoed or photographed); and
 - h. in some cases we will also collect sensitive personal information (e.g. data relating to your health).
- We would like also to inform you that Adecco will perform whatever assessment necessary as part of the selection process, which may require the data submitted to be processed, and that it will include the results of the assessment in its recruitment database as part of the selection process.
- You are also informed that, as part of the selection process, the hiring entity may consult details of your public profile on social media (Facebook, Twitter, LinkedIn, etc.), and other public information and records, with the sole purpose of assessing and ascertaining your experience and professional skills, and to know whether your profile is consistent with the Adecco culture and values.

Why do we use personal information about you?

The company collects and processes personal information:

1. To provide you with the assistance you expect, like finding you suitable assignments to work on, helping you with training, or facilitating the process of applying for new assignments. This includes sending your CV to prospective employers for their consideration and keeping you informed of future work opportunities by email, telephone, mail and/or other communication methods;
2. With your consent we may also use your contact data for direct marketing for example via e-mail, messaging or telephone;
3. to further develop, test and improve our website/Portal, or other existing or new systems/processes to better serve you; this takes place in the context of new IT systems and processes, so that information about you will be used in the testing of those new IT systems and processes where dummy data cannot fully replicate the operation of that new IT system;
4. to perform studies and statistical and analytical research, for example to compare the effectiveness of our placement of associates between different business sectors and geographies and seek to identify factors that can influence any differences we identify;
5. to transfer data to third parties (see below);
6. where necessary, to comply with any legal obligation; and
7. we will also process your information to:
 - comply with your contract of employment or contract for services, and all other contracts and rules that govern our employment or other contractual relationship with you;
 - maintain and improve administration of talent generally (including for the purposes of workforce analysis);
 - carry out other human resources activities (including work management, absence management, training/people management, expense management, and disciplinary procedures);
 - manage shares and other assets to which you may be entitled;
 - promote the security and protection of people, premises, systems and assets;
 - monitor compliance with internal policies and procedures;
 - administer communications and other systems used by the Adecco Group (including internal contact databases);
 - investigate or respond to incidents and complaints;
 - to promote internally that training sessions have taken place and utilise their content (in case of photos or videos of training sessions), to market similar sessions internally and externally to third parties. In this case we will ask you for an explicit consent; or
 - participate in any potential or actual purchase or sale, or joint venture, of all or part of a business or company, that any member of the Adecco Group wishes to participate in.



Why and on which basis do we use personal data?

We are required by law to have a ground set out in the law to process the information we hold about you. The legal grounds can be:

- Performing a contract or taking steps prior to entering a contract. When you are already working with or about to engage through Adecco, our processing of personal information for all these purposes is based on processing grounds like the performance of a contract, or about to enter into a contract (purposes 1 and 6-7 above),
- Compliance with legal obligations. Sometimes the processing is necessary to comply with legal or regulatory obligations (purpose 6-7 above). Public authorities, such as tax, finance or data protection authorities may request personal data from us, and provide us with a statutory reason to disclose information about you (e.g. the prevention or detection of a crime). IN these circumstances, we are forced by law to provide the authorities with your data.
- Fulfillment of our legitimate interest. The processing is necessary in the legitimate interests of Adecco in exercising its and its staff fundamental rights to run a business in a way which does not unduly affect your interests or fundamental rights and freedoms (purposes 1 and 3-7 above). This means that when processing is necessary for the legitimate interest of Adecco, we balance your interests or fundamental rights and freedoms against our legitimate interest in processing. This ensures that we are not processing data in a manner that your interest and fundamental rights override our interest in such processing.

We shall only process your personal information other than on these grounds with your consent, which is a further processing ground.

Do you have to give us the personal information we ask for?

You are not obliged to provide your personal information to us, but it would not be possible for us to work with you, or provide our services to you, if you do not provide us with a required minimum. It may also limit the Services that you can receive from us if you in some instances choose to provide us with limited personal information.

Do we process information about you without any human intervention at all?

Yes we do at times. The Company uses automated systems/processes and automated decision-making (like profiling) to provide you, and our clients, with the services you request from us. For example, when our clients are looking for candidates for jobs, we can conduct a search of our lists of candidates using automated criteria which takes into account your availability, skillset, pay rate and in some circumstances previous feedback we have received from clients to compile a shortlist which ranks which candidates are most likely to fulfill the client's requirement. This means that sometimes your position in the rank may be higher than others, depending on how these factors match the client's needs.

How long do you keep my personal information for?

The Company can keep your personal information for up to 1 year after you register with us.

If you have been included in a recruitment process for a specific role, the Company will need to keep your personal information for up to 2 years to be able to meet any questions regarding the process.

If you are successful in finding work through us, the Company will need to keep your personal information for a longer period in order to comply with its on-going legal and contractual obligations and for the purpose of its legitimate interests.

Generally, we retain your personal data concerning taxes and any financial information (including payroll data and data relating to pay, etc.) for 10 years, and other personal information for 4 years after your employment with us has ended.

Some data, as your name, position and period of employment are considered as the Company's "core data" and will be kept for a longer period than mentioned above.



Do we transfer your data to third parties?

As mentioned above, we usually disclose your data to third parties. This is done to complete the purposes set out above. We do this in the following circumstances:

- **To our suppliers.** We will, for example, engage a supplier to carry out administrative and operational work in support of our relationship with you. The supplier(s) will be subject to contractual and other legal obligations to preserve the confidentiality of your data and to respect your privacy, and will only have access to the data they need to perform their functions; the relevant suppliers are typically IT suppliers (who host or support our IT systems, including information about you), premises management companies (who look after physical security at our buildings, and therefore will need to know about you to allow access to our buildings) and back office finance and accounting management providers (who need to handle details of candidates in order to process accounts payable and receivable). We also engage suppliers who provide IT technology services and solutions (Umoe Consulting and Bond), which might include video interview (HireVue) and skills assessment tools (Xpectum, Assessio and Cut-e).
- **To members of the Adecco group of companies in other countries.** These are located in- or outside the European Union; different members of the group fulfil different functions and as result your information will be shared with them for different reasons: a. information is shared with members of the Adecco group that provide IT functions for the Adecco companies world-wide; those IT functions are located among others in Prague, Czech Republic and France. b. information is also shared with Adecco affiliates world-wide where you have expressed an interest in opportunities in that market, or members of the Adecco Group identify that you may have particular skills required or helpful in that market. A list of the countries in which we operate is available in the 'choose your country' function of our website at www.adecco.com
- **To our clients/prospective employers:** we will share your data with clients of ours who are offering jobs/assignments you may be interested in, or who are interested in your profile. They owe contractual and other confidentiality obligations in relation to your data to us, and to you;
- We will share your data with government, police, regulators or law enforcement agencies if, at our sole discretion, we consider that we are legally obliged or authorised to do so or it would be prudent to do so; and
- As part of due diligence relating to (or implementation of) a merger, acquisition, change in service provider or other business transaction we may need to disclose your data to the prospective seller or buyer and their advisers.

Do we transfer your data outside the European Union?

Your data can be transferred and processed in one or more other countries, in- or outside the European Union. A full list of the countries in which we operate is available in the 'choose your country' function of our website at www.adecco.com.

We shall only transfer your data outside the EU to countries which the European Commission believes offers an adequate level of protection to you, or where the Adecco Group has put in place appropriate safeguards to seek to preserve the privacy of your information (for which we usually use one of the forms of data transfer contracts approved by the European Commission, copies of which are available here https://commission.europa.eu/law/law-topic/data-protection_en#international-dimension-of-data-protection

What are your rights?

- **Right to access and obtain a copy of your personal information**

You are entitled to request confirmation whether we process any of your personal information. Where this is the case, you have the right to access to some of your personal information (via the Portal) and to certain information about how it is processed. In some cases, you can ask us to provide you with an electronic copy of your information. If there is a self-service system, we really encourage you to access to it and update it yourself. In some limited circumstances, you also have the right to request portability of your personal information, which means, we will provide them to a third party upon your request.

- **Right to correct your personal information**

If you can demonstrate that personal information we hold about you is not correct, you can request that this information is updated or otherwise corrected. We would encourage you to access the self-service Portal where possible and update your personal information directly.



- **Right to delete / to be forgotten**

In certain circumstances you have the right to request that your personal data is deleted. You can make such a request at any time and Adecco will evaluate if your request should be granted, however this right is subject to any legal rights or obligations where we need to retain data. For situations where in accordance with the law, we determine that your request to have your personal information deleted must be granted, Adecco will do so without undue delay. Please bear in mind, once your data is deleted – that the Company might not be of service to you anymore once this data about you has been deleted. If you want to re-register with the company again, you will need to re-enter your data.

- **Right to restrict**

In certain circumstances, you have the right to restrict the processing of your personal data. However, in some instances such restrictions of processing may limit the Services that you can receive from us.

- **Right to object**

As far as the company's processing of your data is based on the company's legitimate interest (and no other processing ground) or relates to direct marketing, you are entitled to object to the Company processing your data by reference to your particular situation.

If you want to exercise any of your rights, please log into the self-service Portal or email us at adecco.globalprivacy@adecco.com and privacy@adecco.fi.

When you email us to exercise your rights, the Company will need you to identify yourself before actioning your request.

Finally, you have the right to lodge a complaint with the data protection authority in the place where you live or work, or in the place where you think an issue in relation to your data has arisen.

Do we carry out any monitoring?

To the extent permitted by law, Adecco reserves the right to audit, monitor and record the access, use and content of any data held or processed by its IT systems. We do this for the purposes (d)-(h) set out above but call this point out specifically in this notice so that you are aware in particular that your use of work related IT systems may be monitored by others.

What about data security when using Adecco Systems?

You are responsible for keeping your login details to the Portal safe, in particular the password that we have given you or that you have chosen. These login credentials are for your own use. You are not permitted to share your credentials or other account details with any other person(s).

How can you contact us?

If you have any questions or concerns regarding our Statement, would like further information about how we protect your information (for example when we transfer it outside Europe) and/or when you want to contact the company's Group Data Protection Officer (DPO) and/or your local Privacy Lead, please email us at adecco.globalprivacy@adecco.com or your local Privacy Lead privacy@adecco.fi.

How do we handle changes to this Statement?

The terms of this Statement may change from time to time. We shall publish any material changes to this Statement through appropriate notices either on this website or contacting you using other communication channels.



Adecco

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adecco.fi/tyontekijalle

