

Manpower Temporary Worker's Handbook

for Philip Morris Contractors
in Switzerland

Document

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1 Manpower contact details

For Lausanne:

- Main email address: pm.lausanne@manpower.ch
- Manpower consultant:
 - Fanny Ceresa fanny.ceresa@manpower.ch +41 58 307 28 85
 - Claudia Semeria claudia.semeria@manpower.ch +41 58 307 28 94
- Onsite office Rhodanie 05G001 (Limited presence during COVID-19)

For Neuchâtel:

- Main email address: pm.neuchatel@manpower.ch
- Manpower consultant:
 - Elodie Essig elodie.essig@manpower.ch +41 58 307 28 23
 - Suzana Kovacevic suzana.kovacevic@manpower.ch +41 58 307 23 74
- Onsite office: Moulin M0120 (Limited presence during COVID-19)

For “IQOS Experts”:

- Manpower consultant:
 - a.i. Claudia Semeria claudia.semeria@manpower.ch +41 58 307 28 94
-

Team Leader for both locations:

- Andrea Nouri andrea.nouri@manpower.ch +41 58 307 23 63

Regular working hours:

- Monday to Friday from 8:00 to 18:00
- In case of urgency outside the regular hours please contact Andrea Nouri

2 Onboarding at PMI

Once the administrative onboarding process with Manpower finished, the new collaborators must complete the onboarding at PMI:

- Link to PMI’s onboarding portal:
 - <https://pmicloud.sharepoint.com/sites/RefPCHub>
- Direct Link to Onboarding materials:
 - <https://pmicloud.sharepoint.com/sites/RefPCHub/SitePages/Onboarding-Product-Catalogue.aspx>

The Onboarding materials are hosted by Philip Morris’ “People & Culture” organization.

3 Entering worked hours with WebTime™

On a weekly basis, workers must enter their effective working hours in WebTime™ (EasyMission).

The work time submission must be done latest on Monday the following week.

3.1 Accessing your personal WebTime account:

- <https://manpower.easymission.ch/em/login.xhtml?language=en>
- An email with your WebTime access and login details will be sent to you by Manpower before you start your assignment. The first time you register you will have to change your password.
- Detailed instructions can be found in the WebTime - Employee User Guide: http://help.easytemp.ch/manual/manpower/EasyMission_Manual_Worker.pdf?cd1e5a6b792fa7126631c2b44307f384

3.2 Timesheet overview

The WebTime Main Page provides you with an overview of your ongoing assignments. A color code clearly indicates the status of each week's time report: either submitted, or to be entered.

You can click on a coloured area for a given week and access the details of the time report. You can easily access previous weeks by using the < back button

The screenshot shows the Manpower WebTime interface. At the top, there is a navigation bar with 'TIMESHEETS', 'INFORMATION', and 'INSTRUCTIONS'. A legend box is open, showing three categories: 'not yet submitted / please enter and submit' (blue), 'submitted / may be viewed but not modified' (green), and 'no hours entered' (grey). Below the legend is a table of timesheets for a mission. The table has columns for weeks (CW 2 to CW 8) and rows for 'Company of mission' and 'bestworks'. The 'bestworks' row shows 'Hours submitted' for CW 3 and CW 4, and 'Hours entered' for CW 5. The 'Company of mission' row shows 'Not yet entered' for CW 6, CW 7, and CW 8. Below the table, there is a section for 'Ask for' and 'Acceptance of time sheets'.

| Company of mission | CW 2 09.01. - 12.01.20 | CW 3 13.01. - 19.01.20 | CW 4 20.01. - 26.01.20 | CW 5 27.01. - 02.02.20 | CW 6 03.02. - 09.02.20 | CW 7 10.02. - 16.02.20 | CW 8 17.02. - 23.02.20 |
|---|---------------------------------------|------------------------------|------------------------------|-----------------------------|---------------------------|---------------------------|---------------------------|
| bestworks Mission nr: 583210 business analyst | | Hours submitted 42.00 hrs | Hours submitted 40.00 hrs | Hours entered: 40.00 hrs | Not yet entered | Not yet entered | Not yet entered |
| bestworks Mission nr: 583210 business analyst | Ask for bestworks 1000 Lausanne | Acceptance of time sheets | | | | | |

Depending on your assignment and working conditions you will have your preconfigured time sheet

1st time sheet
Daniel Schneider

Week 5, Mission N°: 563298
Customer: bestworks, Lausanne
Consultant: Veronique Jaunin, Branch GEW OFFICE

Entry: Daniel Schneider
Confirmation: bestworks
Validation: Branch GEW OFFICE
Wage / Invoice

Indication of hours in: hrs min | Decimals

| Hours | Cost centre | Monday 27.01.2020 | Tuesday 28.01.2020 | Wednesday 29.01.2020 | Thursday 30.01.2020 | Friday 31.01.2020 | Saturday 01.02.2020 | Sunday 02.02.2020 | Total hours decimal |
|--------------------|--------------|----------------------|-----------------------|-------------------------|------------------------|----------------------|------------------------|----------------------|------------------------|
| Total hours worked | | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | | 48.00 |
| Normal hours | Worked hours | + 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | | 48.00 |
| | Division 1 | - 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | | 48.00 |
| Overtime | Worked hours | + 0.00 | | | | | | | |
| | Division 1 | - 0.00 | | | | | | | |
| Reason for absence | | | | | | | | | |

| Benefits and expenses | Cost centres | Monday 27.01.2020 | Tuesday 28.01.2020 | Wednesday 29.01.2020 | Thursday 30.01.2020 | Friday 31.01.2020 | Saturday 01.02.2020 | Sunday 02.02.2020 | Total |
|-----------------------|--------------|----------------------|-----------------------|-------------------------|------------------------|----------------------|------------------------|----------------------|-------|
| Mileage km | Quantity | + 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | | | 50.00 |
| | Division 1 | - 10.00 | 10.00 | 10.00 | 10.00 | 10.00 | | | 50.00 |

Message to: bestworks

From: Daniel Schneider
Guten Tag,
Bahn билет von 32.80 für Freitag
aus Paris ins Morisue

Message to Consultant Veronique Jaunin

From: Daniel Schneider

Buttons: Back, Save, Send

A The header indicates the specific mission, as well as the timesheet's processing status, by means of a color code (in the above example, in processing with the employee).

B For each day of the week, please enter the total hours worked, as well as the corresponding code for any absence. You may choose to enter the hours worked in "hours : minutes" format or in "decimal values". Your choice is visible at the top of the field in the dropdown menu "Indication of hours in:" (in orange).

C Enter any bonus or expense, as agreed on mission contract, in agreement with your Supervisor

D Not to be used

E Several important functions are located in this area:

- Print the page, for example for your records.
- Delete all your data and return to the blank page.
- Return to the list of missions without saving any changes
- Save your entry without sending. For example, you can enter your hours each day, and only finally submit them at the end of the week.
- Send: This function is for signing off and submitting your time report. N.B. : once you have submitted your time report, you can no longer modify its content, and any further changes will have to be made by contacting the company for your mission

3.3 Entering worked hours by appropriate hours type

Depending on your assignment and working conditions you will have different categories of hours and compensation types:

- Normal hours
 - Total effective hours worked in a day independently of any other compensation
- Shift work hours
- Overtime supplement 25% for regular daytime positions
 - Overtime is registered if work time exceeds over 45 hours per week or 9.5 hours a day
- Supplements 30% for shift worker overtime during day time shifts (early and late); any hour worker longer then shift plan
- Supplements 50% for work on Sundays and public holidays (Sundays not applicable if working shifts)
- Compensation 25% for night work (after 22:30 / before 05:30) (25% not applicable if working regular night shifts)
- Compensation 100% for night shift overtime; any hour worker longer then shift plan

Additionally, there are 4 compensation categories:

- Time away from business, if traveling for business
- Reason for absence for special events
- *Premium for special compensations (do not use)*
 - **This is only used by the supervisor** in case of special compensations / bonuses
- Meals and Travel costs for Field-Positions and "IQOS Experts"

3.4 Entering worked hours by type of position

3.4.1 Field types for all positions

Normal hours

For each day enter the **total effective** working hours independently of other compensation types

Time away from business

Enter total effective working hours in this category instead of the "Normal hours" only if you are travelling for business. **This must be agreed with your supervisor beforehand.**

Reason for absence

If you haven't been working as planned, register here the reason of your absence.

| |
|-------------------------------|
| Sickness, accident, maternity |
| Military, civil service |
| Other |
| Unpaid |
| Vacation |

- Military, Unpaid leave and Vacation absences **must be discussed with your supervisor beforehand**
- Sickness, accident, maternity must be announced to Manpower as soon as possible and can be filled in later.
- Other: Is for paid absence days --> see section 8

Premium (Do not use)

This field is only used by the supervisor to grant special compensations and bonuses that are part of the salary.

3.4.2 Time sheets for regular daytime positions

| Hours | Monday 28.12.2020 | Tuesday 29.12.2020 | Wednesday 30.12.2020 | Thursday 31.12.2020 | Friday 01.01.2021 | Saturday 02.01.2021 | Sunday 03.01.2021 | Total hours decimal |
|--|----------------------|-----------------------|-------------------------|------------------------|----------------------|------------------------|----------------------|------------------------|
| Total hours worked | | | | | | | | |
| 1100 Normal hours i | | | | | | | | |
| 1080 Time away on business i | | | | | | | | |
| Reason for absence | | | | | | | | |
| Benefits and expenses | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Total |
| 1030 Premium i Worked hours | | | | | | | | |
| 1256 Overtime supplement i Worked hours | | | | | | | | |
| 1259 Work on Sundays/public holidays i Worked hours | | | | | | | | |
| 1305 Compensation night work i Worked hours | | | | | | | | |

Regular daytime positions have only the legal supplements fields in addition to the global ones for all positions:

- Overtime supplement (25%)
- Work on Sundays and public holidays (50%)
- Compensation night work (25%)
- *Premium (do not use)*

Compensations (Overtime, Sunday/Public holiday work, Night work) must be agreed with your supervisor beforehand.

➔ Be aware that supplements are not cumulative.

Example 1:

- If you have worked Monday to Friday 8 hours and 8 hours on Saturday
- You will register:
 - Normal hours: Monday to Saturday = 8:00
 - Overtime supplement on Saturday = 3:00 --> (8x6-45)

Example 2:

- If you have worked late at night on Tuesday from 14:00 to 23:00
- You will register:
 - Normal hours on Tuesday = 9:00
 - Compensation night work = 0:30 (time over 22:30)

Example 3:

- If you have worked late at night and overtime on Tuesday from 11:00 to 23:00
- You will register:
 - Normal hours on Tuesday = 12:00
 - Overtime supplement = 2:30 (12-9.5)
 - Compensation night work = 0:00 (night work 0:30 has already been included in the overtime supplement as supplements are not cumulative)

Example 4:

- If you have been working Monday to Friday 8 hours and 8 hours on Sunday
- You will register:
 - Normal hours: Monday to Friday = 8:00
 - Normal hours on Sunday = 8:00
 - Work on Sundays and public holidays = 8:00
 - Overtime supplement = 0:00 --> as this 3 hours have been already compensated by the Sunday work compensation 50% (which is better than the overtime 25%)

3.4.3 Time sheets for shift workers

| Hours | | Monday 28.12.2020 | Tuesday 29.12.2020 | Wednesday 30.12.2020 | Thursday 31.12.2020 | Friday 01.01.2021 | Saturday 02.01.2021 | Sunday 03.01.2021 | Total hours decimal |
|---------------------------------|----------------|----------------------|-----------------------|-------------------------|------------------------|----------------------|------------------------|----------------------|------------------------|
| Total hours worked | | | | | | | | | |
| Normal hours | ① | | | | | | | | |
| Time away on business | ② | | | | | | | | |
| 10% time in lieu night work | ③ | | | | | | | | |
| Reason for absence | | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | |
| Benefits and expenses | | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Total |
| Premium | ④ Worked hours | | | | | | | | |
| Supplement 30% | ⑤ Worked hours | | | | | | | | |
| Supplement 100% | ⑥ Worked hours | | | | | | | | |
| Work on Sundays/public holidays | ⑦ Worked hours | | | | | | | | |
| Shift work | ⑧ Worked hours | | | | | | | | |

Time sheets for shift workers basically work as the time sheet for regular daytime positions (see previous section) but with 4 main differences.

- Overtime supplement is 30% (“Supplement 30%”) during day time shifts (early and late); any hour worker longer then shift plan
- Night work supplement is 10% (“10% time in lieu of night work”) ; for regular night work within the night shift
- Overtime supplement for night work (22:30 – 5:30) is 100% (“Supplement 100%”) ,any hour worker longer then shift plan
- **Work on Sundays does not grant extra compensation** only Public holidays.
- Shift work compensation (unique 38CHF) **to be given in units (e.g. “1” for each shift).**

Example 1:

- If you have worked in the first shift (5:30 – 14:00) Monday to Friday 8 hours and 8 hours on Saturday
- You will register:
 - Normal hours: Monday to Saturday = 8:00
 - Supplement 30% overtime on Saturday = 3:00 --> (8x6-45)
 - Shift work = 6

Example 2:

- If you have worked 8 hours in the night shift (22:30 – 05:30) on Tuesday
- You will register:
 - Normal hours on Tuesday = 8:00
 - Night work supplement is 10% = 8:00 (time over 22:30)
 - Shift work = 1

Example 3:

- If you have worked in the second shift (staring 14:00) but with overtime until 24:00 on Tuesday
- You will register:
 - Normal hours on Tuesday = 10:00
 - Night work supplement is 10% = 0:30 (22:30-to 23:00 **as this is night work but no overtime**)
 - Supplement 100% for night work overtime = 1:00 (24-23 as this is > 9 hours)
 - Shift work = 1

Example 4:

- If you have worked 8 hours in the night shift (22:30 – 05:30) on Sunday
- You will register:
 - Normal hours on Sunday = 8:00
 - Night work supplement is 10% = 8:00 (time over 22:30)
 - Shift work = 1:00
 - **Work on Sundays = 0:00 as there is no Sunday compensation for shift workers**

3.5 Time sheet approval

Once send, your time sheet is controlled by your supervisor, if your time sheet needs corrections and there for has been refused by your supervisor, you will be informed, and you will need to re-submit your time sheet for approval.

Manpower recommends a close collaboration between you and your supervisor regarding work time submission and approval.

4 Declare Expenses

Expenses' notes cover the payments that you have to advance for professional purposes. This may include hotels, transportation tickets, business lunch, kilometers done with your car and so on. Please note that these expenses don't include the usual trips from your home to your main office. **Every expense needs to be validated beforehand by your line manager, in order to be approved.**

4.1 Travel & Expenses Guidelines

- Travel & Expenses Guidelines for Switzerland are outlined within Philip Morris document: "PMI_Supplier_Expense_Guidelines_Jul20".
- That document can be found on [Philip Morris intranet](#) as a PDF file

4.2 To submit a reimbursement request:

To submit a reimbursement request, you need to:

- Fill out the expense form (the link to the form will be provided on Manpower-PMI Micro site)
- Add receipts that have to be checked with your manager
- Sign the document and collect your line manager's signature
- Send the scanned copy of the document to your Manpower team by email.

The expenses will be reimbursed with your next salary pay-slip

5 Salary payment

5.1.1 Payment

- The salary is usually paid once per month. If you prefer a weekly payment, please inform your Manpower contact and validate with your supervisor.
- The 13th salary is paid at the end of the year or at the end of the assignment.
- Holidays compensation are not paid out but put into a reserve to cover your regular vacation absence days.

5.1.2 Gross salary and base salary

The base salary is the hourly rate without any legal complements (e.g. Bank holidays, 13th, Holidays). The gross salary is the resulting salary including legal complements on which are deducted the employee's social contributions. Complements rates (%) depend on the age and the work location

The calculation is follows

- Base * 4,35%/4,80% (NE/LS) --> bank holiday
- (Base + bank holiday) * 8,33% --> holiday
- (Base + bank holiday + holiday) * 8,33% --> 13th
- **Base + bank holiday + holiday + 13th --> Gross salary**

6 Request Holidays

Request Holidays

1. To request holidays please refer to your supervisor for approval.
2. Once approved announce your holidays at Manpower
3. Register your holidays as "Vacation" in your timesheet under "Reason for absence" or require Manpower to do it for you if you are on longer vacations.

Holidays rights and payment

Following the Swiss Collective Labor Agreement of temporary employees, you are entitled to 20 days of vacations per year (prorate), and 25 days (prorate) if you are younger than 20 years or older than 50 years

This amount is included in your hourly gross salary (8,33% or 10,60%), and is notified in your payslips but not paid-out.

Instead the amount is put aside in a reserve at your name. During your holidays, the equivalent of the hours that you take as vacation are then paid through with this reserve.

7 Declare sickness or accidents

In case of sickness absence

- In case of sickness, you have to inform your supervisor and your Manpower contact immediately.
- In case your absence should last more than 2 days, you need to send your medical certificate to your Manpower contact.
- Manpower will announce your sickness leave to the Loss of Gain Insurance and will pay you the compensations accordingly with your next pay-slip.
- The Loss of Gain Insurance covers sickness days up from the 3rd day until 30 days.
- In case of work incapacity over 30 days the file is transmitted to the insurance for an expertise.
- Please note that the Loss of Gain Insurance only covers 80% of the salary.

In case of accident

- You are covered for professional and non-professional accidents. In case of accident, you have to inform your supervisor and your Manpower contact as soon as possible.
- Send your medical certificate to your Manpower contact as soon as possible. Manpower will inform SUVA and Loss of Gain Insurance.
- Even if you had an accident without absence days, please inform Manpower, because you are also covered for the medical expenses such as doctor and pharmacy.
- If you don't have a medical certificate (Doctor / Hospital) of your accident, SUVA will not accept your declaration.

8 Request special absences

Paid absences

- Paid absences rights
 - Employee's wedding: 3 days
 - Death of a family member living in the same household: 3 days
 - Death of siblings, parents, grandparents and parents-in-law: 1 day
 - Paternity leave: 10 working days for a 100% position (to consume within 6 months of birth, in one or several installments)
 - Wedding of a child: 1 day
 - Relocation of own household: 1 day
 - Military inspection: ½ day
 - Care of sick child per case of illness: up to 3 days
- Paid absences should be announced to your supervisor and to Manpower as soon as possible but at latest they **must be declared to Manpower 4 weeks after the event to be paid.**
- The paid absence hours must be declared as "Other" absence in your timesheet under "Reason for absence".

Occasional unpaid absences

- Occasional unpaid absences must be approved by your supervisor.
- The absence hours must be declared as "Unpaid" absence in your timesheet under "Reason for absence".

9 Pension Fund

Manpower Pension Fund

Manpower has their own proper pension fund, which leads to a couple of benefits for the contingent workforce:

- Own foundation allows for personalized service and faster turn-around-times
- High degree of coverage, 126% at the end of 2020
- Remuneration of 10.0% offered in 2020 (legal minimum 1.0%); 12% in 2019
- Guaranteed remuneration of 1.0% in 2021, including in the event of exit (legal minimum 1.0%)
- Average rate of remuneration since the existence of the pension fund (1996) of 5.0%; performance significantly above the Swiss market average
- Risk contribution and management fees at 1% parity. The most advantageous rates on the market.
- Standardized rules within the framework of the CBA of temporary employment since 2012

Processes to join or exit the Manpower Pension Fund

- Temporary employees are affiliated from the first Pension Fund contribution (verifiable on the salary statement). Once the first salary has been processed (typically at the end of the month), the Pension Fund team sends the summary document ("Memento"), along with our bank details, on the following month to all new affiliates.
- Vested benefits contributions are confirmed 2-3 working days after receipt of the credit from former pension fund. Affiliates receive contribution confirmations accompanied by an account statement by post, due to data protection regulations. We do not inform the Manpower

branches of these contributions.

- As for the exit questionnaires, these are also sent automatically 1 months after the last Pension Fund contribution by the contingent worker.

Manpower Pension Fund – Contribution Rates

Each insured contributes an amount equal to his/her **insured monthly salary multiplied** by the following **contribution rates**, based on his/her age.

| Age * | rate as % of the insured salary | of which savings |
|-----------------|---------------------------------|------------------|
| 18 - 24 | 1.0 % | 0.0 % |
| 25 - 34 | 4.5 % | 3.5 % |
| 35 - 44 | 6.0 % | 5.0 % |
| 45 - 54 | 8.5 % | 7.5 % |
| 55 - retirement | 10.0 % | 9.0 % |

* Age = calendar year minus birth year

Manpower Pension Fund – Contact Details

The Manpower Pension Fund team can be contacted by:

- Phone **058 307 22 33** (08:00 – 12:15)
- Email lpp@manpower.ch
- Manpower Pension Fund
Case Postale 1472
1211 Genève 1

10 End of assignment

10.1 Notice period

Following the Swiss Collective Labor Agreement for Temporary Employees, the periods of notice are:

- 2 working days in the first 3 months of assignment
- 7 week days from the 4th to the 6th month of assignment
- 1 month (for the same day of the following month) as of the 7th month of assignment

If you would like to resign, please confirm this to us by email or by a resignation letter.

In case PMI should offer you a permanent position these periods of notice will also have to be respected.

10.2 Offboarding

Your ManpowerGroup team will contact you in order to realize an exit interview; during this meeting we will explain to you all the administrative steps and we will also ask for your feedback about your assignment.

If you work in an office:

- Give back the IT equipment (computer, phone or other) to InteracT on your last day Request to receive the cash still on your Smartcard (at the company's restaurants), as the reception doesn't have any cash
- Leave the smartcard at the reception on your way out Be sure that you entered all the hours in EasyMission, so that we can also process your last payslip

If you work in the Production (Neuchâtel):

- Give back the work tools to your line manager on your last day
- Empty completely your locker: Take back your personal objects You can keep your safety shoes if you want
- Put all the used work clothes in the Laundry
- Give back the locker key to the Security Post on your way out
- Leave the smartcard at the reception on your way out
- Be sure that you entered all the hours in EasyMission, so that we can also process your last payslip

If you work in a Laboratory in the Production's building (Neuchâtel):

- Empty completely your locker: Take back your personal objects
- You can keep your safety shoes if you want
- Put all the used lab clothes in the Laundry
- Give back the locker key to the Security Post on your way out
- Leave the smartcard at the reception on your way out Be sure that you entered all the hours in EasyMission, so that we can also process your last payslip

If you work in a Laboratory in the CUBE's building (Neuchâtel) :

- Empty completely your locker
- Put all the used work clothes in the Laundry
- Give back the locker key to the Security Post on your way out
- Leave the smartcard at the reception on your way out
- Be sure that you entered all the hours in EasyMission, so that we can also process your last payslip What will I receive at the end of my assignment? "What will I receive at the end of my assignment?"

10.3 Assignment closure

After your last day of work, you will receive from Manpower:

- The payment of your last timesheets;
(don't forget to enter all the remaining hours until your last day)
- Any amount still remaining in your holidays and 13th salary reserves
- The "Attestation Employeur" for the unemployment authorities (if you need this)
- Your work certificates which will arrive to you by post in the following days