

# Manpower Handbook

for Philip Morris TPWs  
in Switzerland

## Document

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AGR	Version 1.1 for TPW	28.12.2020	1.1
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# 1 Manpower contact details

## For Lausanne:

- Main email address: [pm.lausanne@manpower.ch](mailto:pm.lausanne@manpower.ch)
- Manpower consultant:
  - Arthur Attal [arthur.attal@manpower.ch](mailto:arthur.attal@manpower.ch) +41 58 307 23 17
  - Laura Gimenez [laura.gimenez@manpower.ch](mailto:laura.gimenez@manpower.ch) +41 58 307 26 36
- Onsite office Rhodanie 08. F 021

## For Neuchâtel:

- Main email address: [pm.neuchatel@manpower.ch](mailto:pm.neuchatel@manpower.ch)
- Manpower consultant:
  - Marisa Silva [marisa.silva@manpower.ch](mailto:marisa.silva@manpower.ch) +41 58 307 28 23
  - Suzana Sorrenti [suzana.sorrenti@manpower.ch](mailto:suzana.sorrenti@manpower.ch) +41 58 307 23 74
- Onsite office: Moulin Sud M0104

## For “IQOS Experts”:

- Manpower consultant:
  - Arthur Attal [arthur.attal@manpower.ch](mailto:arthur.attal@manpower.ch) +41 58 307 23 17

## Backoffice for both locations:

- Admin [coreadmin@manpower.ch](mailto:coreadmin@manpower.ch)

## Management for both locations:

- Onsite manager  
Andrea Nouri [andrea.nouri@manpower.ch](mailto:andrea.nouri@manpower.ch) +41 58 307 23 63
- Program manager  
Gessica Menin [gessica.menin@manpower.ch](mailto:gessica.menin@manpower.ch) +41 79 520 03 88

## Regular working hours:

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

## On-site weekly presence at the Factory and Cube (Neuchâtel):

- Thursday from 1pm to 2.30pm in front of the Production main entrance
- Every last Tuesday of each month in front of the Speedgates, near the Dragon sculpture (Cube) from 1pm to 2.30pm

## Support Fieldglass

- [Pmifgsupport@manpower.ch](mailto:Pmifgsupport@manpower.ch)

## 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 in Fieldglass

On a monthly basis, workers must enter their effective working hours in Fieldglass.

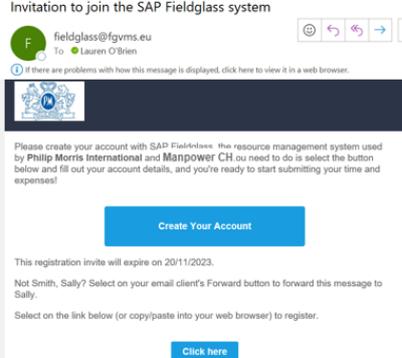
The work time submission must be done  
latest on Sunday evening.

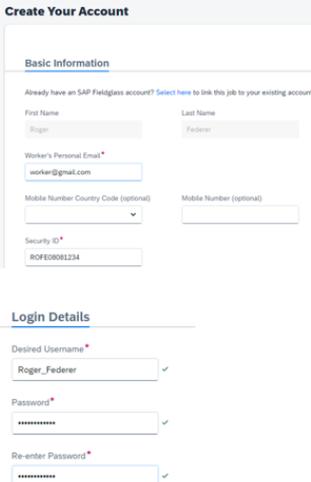
### 3.1 Accessing your personal Fieldglass account:

- <https://www.fieldglass.eu>
- An email with your Fieldglass access will be sent to you before you start your assignment. The first time you will have to create your account with your password, login and security ID.



1. **Registration Email:** Registration email will be sent from Fieldglass@fgvms.eu  
Note: Check your junk/spam mail if you do not receive a registration email
2. **Company and Supplier Name:** Verify the company name and supplier are correct
3. **Create Your Account:** if all information is correct, click the create your account button
4. **Registration expiration date:** Your registration link expires after a certain date, ensure you complete the registration process before the expiration date
5. **Click Here:** this button is another way to create/register
6. **Email:** enter the email address you'd like to use to receive notifications (private one is required)
7. **Security:** enter your personalized security ID. If you have issues with your security ID, contact us.
8. **Login:** Click login to finish registering.

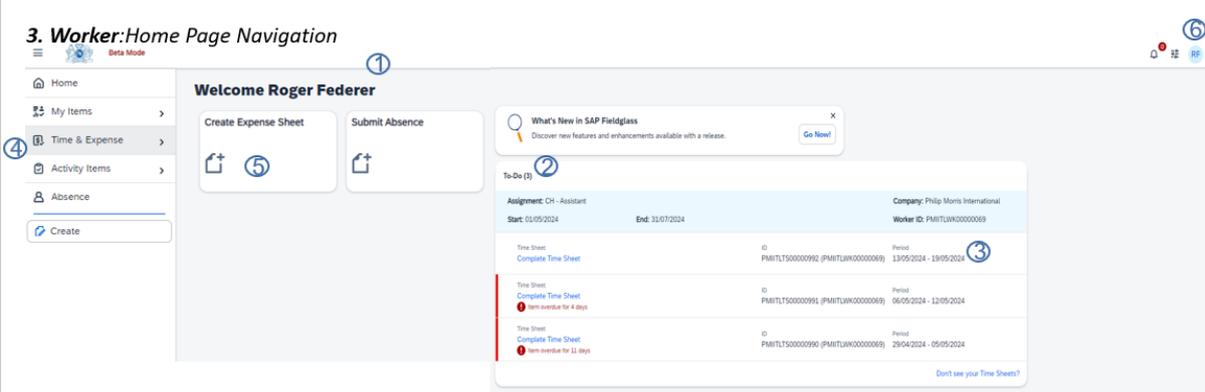




## 3.2 Fieldglass Homepage

The Fieldglass Main Page provides you with an overview of your timesheet pending. You have to click on your timesheet and you will have access to the details of the time report.

**3. Worker: Home Page Navigation**



**1. Welcome Worker Name:** Your name will appear in the top [left hand](#) corner

**2. Worker Items To-Do:** This is a list of items that require your attention

**3. Timesheet Period:** Note the date for each time sheet pending to be completed

**4. View Timesheets:** View timesheets from a previous date

**5. Create:** Create expense sheet from here

**6. Profile:** Click to view your profile and set personal settings like time zone and month/date format

## 3.3 Entering worked hours by appropriate hours type

Depending on your assignment and working conditions you will have various 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 daytime shifts (early and late); any hour worker longer than 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 than shift plan

Additionally, there are 4 compensation categories:

- Time away on business, if traveling for business
- Premium for special compensations such as ABCD Award equivalent or Bonus announced by the Engagement manager beforehand (see 3.4.1)
- Meals for Field-Positions and “IQOS Experts” (see 3.4.1)

## 3.4 Entering worked hours by type of position

### 3.4.1 Field types for all positions

#### Worked hours

For each day enter the **total effective** working hours independently of other compensation types (shifts and night compensation)

#### Time away on 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.**

#### In case of absence :

Add in the comment box the reason of your absence. (Holidays, sickness, accident, maternity leave...)

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

Please do not add any attachments (medical certificate for example) in Fieldglass

#### Premium

This field is only used for special compensations such as ABCD Award equivalent or Bonuses announced by the Engagement manager and are part of the salary.

#### Meals

Please enter manually:

for Field workers: CHF 30.-/day (equivalent of 2 meals)

for IQOS Experts and Field Sales Expert : you are entitled to CHF 3.- /hour worked in the boutique or in a Mall – please do the calculation and enter the total amount on the second page of the timesheets

### 3.4.2 Time sheets for regular daytime positions

#### 4. Worker: Submit Timesheet

1. **Time & Expense:** Select to access timesheet & expense options
2. **Timesheets:** Select to bring up list of pending timesheets
3. **Timesheets:** List of timesheets pending submission
4. **Click on Edit**
5. **Select the shift** (Standard/Time away on business/ Morning/Afternoon /Night)
6. **Daily Total:** Enter hours worked and minutes. (ex. 8h 30m).
7. **Weekly total**
8. **Continue**
9. **Submit**

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

### 3.4.3 Timesheets for shift workers

**Warning:** Hours exceed 8.00 hours per day for 08/05/2024. Please ensure that you have allocated them correctly. Your data has not been saved. Please review the errors or warnings and try again.

9. **Overtime:** if you enter more than 8h per day a warning will appear (please consider overtime paid with supplement 25% as of 9h30m per day or more than 45h a week)
10. **Click Continue**
11. **Supplement Night Work** - Please enter number of Hours worked in night work (from 22pm to 6 am) if agreed with the Manager. These hours should be included in the total number of hours entered in normal hours on first step.
- Premium** – this should not be entered, only the manager can fill up this part.
12. **Submit**

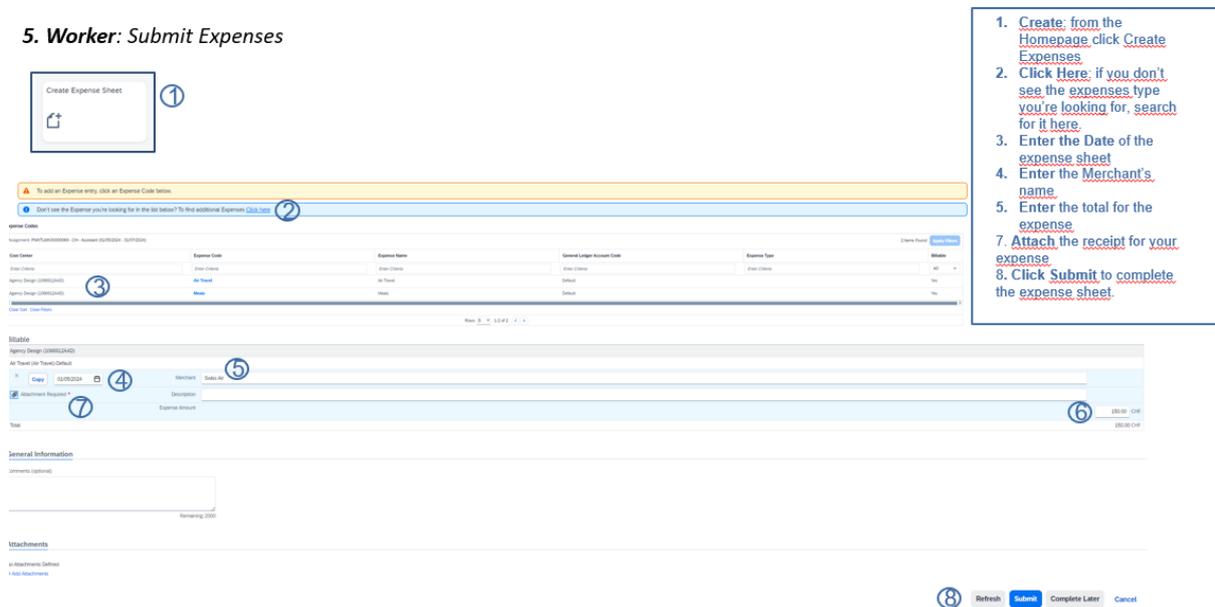
Supplements for night work, overtime are automatically calculated. You don't need to enter anything manually.

### 3.5 Timesheet approval

Your timesheet is approved by Coreadmin and your supervisor.  
 If your timesheet is rejected by Coreadmin or your manager, you will receive a notification to re submit your time sheet.  
 If your timesheet was approved by your manager but you need to revise it, you can click on revise and re submit your timesheet.  
 Manpower recommends a close collaboration between you and your supervisor regarding work time submission and approval.

## 4 Declare Expenses

### 5. Worker: Submit Expenses



1. Create: from the Homepage click [Create Expenses](#)
2. Click [Here](#), if you don't see the expenses type you're looking for, search for it [here](#).
3. Enter the Date of the expense sheet
4. Enter the Merchant's name
5. Enter the total for the expense
7. Attach the receipt for your expense
8. Click [Submit](#) to complete the expense sheet.

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

You need to enter the total amount of your expense, the justification and attached your receipt(s).

For Territory lead and employees based at ZRH Airport: a fix amount of CHF 150.- has to be claimed through this process.

Commute flat-rate fares from the workplace per day For Iqos Field Sales Expert :

- 0 - 59 minutes round trip : CHF 0.
- From 1 hour to less than 2 hours round trip: CHF 35.00
- More than 2 hours round trip: CHF 50.00
- More than 4 hours round trip: to be discussed with PMI and Manpower

## 4.1 Travel & Expenses Guidelines

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

## 5 Salary payment

### 5.1.1 Payment

- The salary is paid once a month.
- The 13<sup>th</sup> salary is paid at the end of the year or at the end of the assignment.
- Holidays compensations 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, 13<sup>th</sup>, 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.

## 6 Request Holidays

### Request Holidays

1. To request holidays please refer to your supervisor for approval.
2. You have to fill 0 hours in your timesheet and add in the comments box "holidays" in Fieldglass.
3. When you plan your holidays you can ask Manpower to open 2 weeks maximum in advance.

### 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.

We strongly recommend, for your well-being and mental health to take 2 weeks in a row per year.

The holiday compensation 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 for you. During your holidays, the equivalent of the hours that you take as vacation are then paid out.

## 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 payslip.
- The Loss of Gain Insurance covers sickness days up from the 3<sup>rd</sup> 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.
- You have to fill 0 hours in your timesheet and add in the comments box “sickness” in Fieldglass.

### 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 do not have a medical certificate (Doctor / Hospital) of your accident, SUVA will not accept your declaration.
- You have to fill 0 hours in your timesheet and add in the comments box “accident” in Fieldglass.

## 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.**
- You have to write in comments the reason of your absence in fieldglass and add 0 in your working hours and send an email to [coreadmin@manpower.ch](mailto:coreadmin@manpower.ch) and to provide the requested documents.

### Occasional unpaid absences

- Occasional unpaid absences must be approved by your supervisor.

- You have to fill 0 hours in your timesheet and add in the comments box “unpaid” in Fieldglass

## 9 Temptraining

As contracted employee, your cumulated working hours allow you to have a credit for a training of your choice.

A minimum of 88 hours of work should be done to access the offer.

You can find all the information below :

<https://tpw.mpg-pm.ch/wp-content/uploads/2023/08/Temptraining-ENG.pdf>

You can visit temptraining website to submit your request :

<https://www.tempservice.ch/de/temptraining/index.php>

Manpower stay at your disposal to provide you with the requested documents.

## 10 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, 113% at the end of 2023
- Remuneration of 6.0% offered in 2023 (legal minimum 1.0%); 5.0% in 2022
- Guaranteed remuneration of 1.25% in 2024, including in the event of exit (legal minimum 1.25%)
- Average rate of remuneration since the existence of the pension fund (1996) of 5.5%; 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 automatically sent 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 [jpp@manpower.ch](mailto:jpp@manpower.ch)
- Manpower Pension Fund  
Case Postale 1472  
1211 Genève 1

## 11 End of assignment

### a. 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 weekdays from the 4<sup>th</sup> to the 6<sup>th</sup> month of assignment
- 1 month (for the same day of the following month) as of the 7<sup>th</sup> 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.

### b. Offboarding

Your ManpowerGroup team will contact you 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 does not have any cash
- Leave the smartcard at the reception on your way out Be sure that you entered all the hours in Fieldglass, 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 Fieldglass, 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 Fieldglass, 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 Fieldglass, 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?"

### c. 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 remaining in your holidays and 13<sup>th</sup> salary reserves.
- The "Attestation Employeur" for the unemployment authorities (if you need this)
- Your work certificate which you will receive by mail in the following days