



3W Newsletter - Summer 2019

31 juli 2019

Task specialisation and 3W

Tasks from five Regional Support Offices (RSOs) have now been transferred to 3W. The transfer dates for the remaining RSOs (Asia (AZI) and Western Hemisphere (WHA)) are 1 September 2019 and 1 November 2019, respectively. Together with RSO AZI and RSO WHA, 3W is implementing the new external service provider (ESP) contracts with TMP, ADP and Axiomatic and is further optimising payroll administration for locally engaged staff.

Operational managers and management teams at the missions

In July 2019 3W met with a large number of operational managers (OMs) who were taking part in training organised by the Operational Management Department (DBV). 3W is continuing to focus on OMs as the go-to people for all operational management tasks at the missions. In addition to training sessions and meetings, there are also plans to launch webinars, so that we can keep them abreast of developments and share knowledge on specific subjects.

An overview of the various 3W contacts for each mission is available on the 3W website (www.sso3w.nl) under 'Contact' ([link NL](#) / [link EN](#)). If you have any questions, please contact the 3W service desk on +31 (0)70 348 4333 or email 3W@minbuza.nl. If you are looking for someone to consult about operational management questions or ideas, please feel free to contact the 3W client manager for the missions, Lisette Hurkmans-Berkers, on 3W-relatiebeheer@minbuza.nl. From mid-August Johan van de Hoef will also join the team of 3W client managers.

Official cars

[The SSP form for the purchase of an official car](#) has been updated at the request of the Real Estate and Facilities Group (DBV/HF) and FSO Procurement. All requests go to Suzette Rijnders at the Real Estate Abroad Division (3W/HB), even if your region still has an RSO. Where necessary, 3W/HB will consult with FSO Procurement (for questions on contract award procedures) or with DBV/HF (for budget questions) regarding the purchase. The mission therefore has one point of contact for requesting replacement and/or expansion of its fleet of vehicles.

Staff residences

[The SSP form for approval regarding the lease of staff residences](#) has been updated at the request of DBV/HF in light of the updated Foreign Service Allowances and Facilities System Regulations (DBZV), which came into force on 1 July 2019. In SSP a link to the resident's declaration has been added and it is no longer necessary to append a cost overview due to the introduction of a new flat-rate scheme for service costs and local taxes.

Any questions relating to additional accommodation costs, standard rent levels and other costs for leasing staff residences can be addressed to 3W using the SSP form for [questions relating to staff residences](#). 3W advises and supports missions in implementing the [staff residence rental policy](#).

3W's Local Staff Group (3W/PB/LM): various topics

General comment: register first and last dates of service in good time and take account of processing periods!

Entry into service

Allow **20 days** for registering a new staff member in BZ's systems.

1. Have the employment contract begin on the 1st or 15th of the month if **possible, even if these days fall on a weekend or holiday**. This makes things much easier and quicker for the payroll administration staff, and also determines when any back payments are made. You can find [more information about this](#) on Rijksporaal, where you'll also find the

mandatory templates for employment contracts.

2. Register the new staff member twice (for now):

- a. by submitting the new [SSP entry into service form for locally engaged staff](#) to 3W/PB/LM. The staff member's account and personnel file will then be created and they will be registered in People Inc.;
- b. using tab 2 on the 'Monthly Changes' form as soon as the staff member's employment contract has been signed. This allows the payroll provider (an ESP) to start registering the staff member with the local tax authorities and with the required social insurance schemes, etc.

The earlier you do this, the better (even if the new staff member doesn't start work for several months). In many countries a new staff member must be registered with the appropriate institutions in order to work legally. If a staff member were to start work at the mission before the social security registration process is completed, this may result in a significant fine and, worse still, the staff member would not be covered by a social insurance scheme.

Departing staff

If a staff member is leaving employment, this should also be registered as soon as possible. There are three steps in this process:

- a. **Inform the staff member that their employment is ending** (in writing; there is no template for this). Archive the letter in the staff member's personnel file.
- b. **Stop salary payments** using the payroll administration 'Monthly Changes' form (do this in good time). This avoids the lengthy administrative procedures and legal proceedings that are often involved when incorrectly made salary payments need to be recovered.
- c. **Register the staff member's departure using the [SSP termination of employment form](#)** – remember to check whether the staff member is entitled to redundancy pay first. If so, first submit a redundancy pay calculation using the [SSP redundancy pay form](#). Agency workers should also be deregistered using the SSP termination of employment form so their details can be removed from the system.

2019 pay reviews – an update

In April 3W/PB/LM launched the annual pay reviews. For many countries we've already received useful responses from marker organisations. This means we can submit the new salaries to the heads of mission in August and September in order to begin the advisory procedure. The advisory procedure is intended to allow the mission to assess whether changes have occurred in local legislation over the past year that will affect the new pay scales. If the mission establishes that this is not the case, the head of mission can confirm this in writing by emailing 3w-loononderzoek@minbuza.nl. Any new pay scales will be introduced with retroactive effect from 1 January.

If the mission does not issue an advisory opinion before the relevant deadline, 3W will view this as a positive advisory opinion and the new pay scales will be introduced (with retroactive effect from 1 January 2019). If 3W receives a negative advisory opinion from the mission, no changes can be made yet. In that case the Legal Status Division of the Human Resources Department (HDPO/AR) will consult with the unions/the collective bargaining committee and decide whether or not to adopt the pay scale.

More information about pay reviews can be found in the brochure '[Determining the pay of local staff](#)'. If you have specific questions about the new application or the pay review, you can submit these using the [Questions concerning local staff](#) form in SSP.

New forms and templates on Rijksportaal

3W has begun making various forms and templates available on Rijksportaal. This includes the forms for allocating a new pay number, for allocating an in-house emergency and first-aid service (BHV) allowance, and for calculating the standby allowance, all of which can be found [here](#). The forms and templates are intended to make human resources administration at the missions easier.

SSP developments

Updated SSP for registering new staff members

On 1 July 3W will launch an [updated SSP procedure for registering new staff members](#) in BZ systems. This updated SSP procedure aligns more closely with the processes and responsibilities that come with good employment practices – as set out by BZ – and with the General Data Protection Regulation (GDPR). As a result, the following criteria must be met:

- the employment contract has been signed and initialled;
- the new staff member has been appointed in accordance with the staff establishment list (FBO);
- the new staff member's identity has been established by the mission (see the section on 'mandatory archiving' below);
- the mission has checked that the staff member is lawfully resident and is permitted to work for the mission, in accordance with article 2.5, paragraph 7 of the Legal Status (Local Staff) Regulations (Rrlok);
- the mission recruited the staff member in accordance with local law, the Rrlok and the mission version;
- the mission has checked that the salaries tax arrangements are in accordance with article 4.3 of the mission version.

The new SSP procedure takes up to 20 working days. This is because the staff member has to be registered in several systems. The staff member's account will be created while their registration is being processed.

Mandatory archiving by the mission: the Local Staff Group (3W/PB/LM) requests the creation of a digital personnel file and archives the staff member's contract and tax liability documents in it. However, responsibility for the personnel files rests with the mission. That is why we ask OMs to ensure that the files are complete by archiving the following documents in them once the SSP procedure is completed:

- a photocopy of the staff member's identity document (and, if applicable, the identity document for their other nationalities);
- if applicable: proof of lawful residence and/or a work permit;
- if applicable: a certificate of conduct;
- if applicable: a confidentiality declaration;
- other documents relating to hiring them.

If you have any questions or want more information, please get in touch via the [Questions concerning local staff](#) form in SSP.

Deputation procedures for SSP via the HR mailbox

Does your mission have a mailbox that can be accessed only by staff authorised to see personnel-in-confidence documents relating to locally engaged staff? If so, please inform 3W via the [Questions concerning local staff](#) form in SSP. We will ensure that this mailbox is set up for SSP deputation procedures at the mission. SSP calls will still be processed and completed in SSP, but the designated unit mailbox will also receive a message detailing the answer or question provided by 3W/PM/LM. If the person who submitted the SSP call is absent or unable to respond, this means a colleague can respond instead. Their response (sent by replying to the email in the unit mailbox) is then saved in the SSP call in question. This means that 3W and the mission can move forward and the process does not grind to a halt when colleagues are absent or unavailable.

Persons entitled to an allowance in lieu of pension (OBWP) or a supplement: requesting proof of life and registering address details

Every year, people receiving an allowance in lieu of pension (OBWP) or a supplement must submit written proof of life to the mission in their country of residence, along with documentary evidence of local pensions and allowances. 3W asks that OMs ensure that these documents are received from all entitled persons by January or February 2019 and archived in Sophia. If no certificate of life and accompanying documentary evidence are received by 15 March at the latest, payments must be suspended until the OM receives these documents. 3W also asks missions to check that the address and contact details of persons entitled to OBWP or a supplement in People Inc. are complete and to keep these details up to date.

If you have any questions, you can submit them via the 'Questions concerning local staff' form in SSP.

Developments concerning People Inc.

Registering your home address in People Inc.

The Local Staff Group (3W/PB/LM) has noticed that a large number of staff's home addresses are not held in People Inc. From 1 January 2019 the Dutch Tax and Customs Administration will be checking whether the missions hold the addresses of locally engaged staff who are liable to tax in the Netherlands. Please therefore check your address details in People Inc. and update them if anything is missing or incorrect.

It is also important for the correct home addresses of people entitled to OBWP or a supplement to be registered in People Inc.

Rollout of new authorisation structure (People Inc. 1.5): the long-awaited update

3W will roll out People Inc. 1.5 in early September. This will finally resolve the issues identified following the initial rollout of People Inc.

This long-awaited system update will give OMs the authorisations they need to carry out their roles and responsibilities in terms of human resources administration in People Inc. Following the update, OMs will be able to carry out the following tasks in People Inc. themselves:

- registering annual public holidays on which the mission is closed;
- correcting incorrectly recorded leave;
- awarding a higher pay increment;
- checking and authorising changes and/or additions concerning family members, bank accounts and addresses;
- adding temporary contract extensions without a change in pay scale.

Please note: changes in People Inc. that affect payroll administration must also be communicated via the 'Monthly Changes' sheet. The update will mean that SSP requests no longer need to be submitted to 3W for these tasks.

The line manager at the mission will still assess leave requests, changes to working hours and sick leave entries after the system update.

If missions wish the update to take place before September 2019, they can request this by submitting an [SSP call](#) to 3W.