



3W Working for the Netherlands WorldWide

2 juli 2020

Dear operational manager,

At 3W we're used to working 'anytime, anywhere' and lots of our processes are digital, but even we were taken by surprise by the coronavirus measures and the new reality we faced on Friday 13 March. The new rules meant working from home if possible and keeping 1.5 metres away from other people. As Terminal Zuid stood empty, the LM teams carried on working together from home and we managed to keep doing our jobs.

It took us a while to find the right balance, but we've actually ended up working together more closely than ever. Colleagues shared tips on how to work from home comfortably and effectively. Meanwhile, we've found our stride, but we're starting to miss the office – even if the coffee at home does taste better. We're doing fine and we very much hope you're all coping well at the missions too.

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But before we get down to business: coffee. I normally end my introduction by saying 'If you're in The Hague, you're welcome to drop by for a coffee'. Unfortunately that's not really an option at the moment. I know the LM staff have been in contact a lot with the missions over the past few months, mostly via the regular SSP forms. I want to stress now more than ever that we're here to help you. At the beginning of 2020 we started organising video conferences to reach out to you. It's unclear if we'll be able to hold any more before the end of the year, so I want to take this opportunity to let you know you can reach us by phone or via MS Teams if there's anything you want to discuss. Get in touch and we can talk over a virtual cup of coffee.

Stay safe!

Monique van Welie
Head of 3W/PM/LM

How many pay reviews does 3W/PB/LM still need to complete?

3W/PB/LM is very pleased with this year's pay review process. The review is going smoothly and despite all the coronavirus disruptions the response rate from the marker organisations (UK, US, Canadian, EU and German representations) is high! Our new application Alowa allows us to process and monitor the salary data efficiently and this is the result so far:

At the end of February, we asked 520 markers in 115 countries to share their salary data with us. Mid-June, 61 surveys were already completed and the pay scales for 2020 have been determined. 2 missions have issued a negative advice and therefore –unfortunately- have to wait for the new salary scale to be implemented. In the next 2-3 weeks, we expect to send out 18 more salary survey results for advice to the missions. These missions are: Bulgaria, Burkina Faso, Chad, China, Czech Republic, Japan, Ghana, Indonesia, Kenya, Niger, Morocco, Oman, Panama, Romania, Senegal, Slovakia, Slovenia and Uganda.

Of the remaining 20 surveys, not all marker data has yet been received. These are: Afghanistan, Algeria, Bangladesh, Burundi, Dominican Republic, Hungary, Iraq, Kuwait, Libya, Mali, Moldova, Mozambique, Philippines, Qatar, Rwanda, Sri Lanka, Sweden, Venezuela, Vietnam and Yemen. For these countries we are often waiting for the response of only one of the markers. In order to receive these last missing pieces of the puzzle, we have asked the help of our missions, hoping that their local connections could speed up the response. We hope to be able to also finish these surveys without any further delay.

For more information about how salaries are determined see the [brochure on Rijksportaal](#).

New salary amounts in 2020 and payments

The new salary amounts can be introduced once the mission issues a positive opinion or, if this is not the case, once the director of the Human Resources Department (HDPO) fixes the new pay scale. 3W/PB/LM then tells the payroll provider to use the new pay scale for the next payroll. 3W/PM/LM doesn't ask the payroll provider to calculate back payments until the new pay scale has been introduced successfully. This will usually take until the next month.

Don't forget to award pay increments

Now that the pay reviews have almost been completed lots of missions will be receiving an overview of the new salaries for 2020. So this is a good time for us to remind missions to award a higher pay number in line with the employment conditions and the principle of differential remuneration. Article 4.3, paragraph 3 of the Legal Status (Local Employees) Regulations 2020 (LSR 2020) states: *'No more than once a year, an employee who has not yet reached the highest number in the applicable pay scale may be assigned the next highest pay number in that pay scale if the employer is of the opinion that the employee has performed well'*. 3W often notices that missions forget to:

- apply article 4.3, paragraph 3 and award a higher pay number;
- award a higher pay number if the employee's salary has been frozen.

Both situations are disadvantageous to the employee, because they don't receive the higher salary they're entitled to. For more details on frozen salaries, see chapter 7 of [Brochure 2020 Determining the employment conditions of local employees](#) (also available in Dutch, French, German and Spanish).

Differential remuneration: always give a gross amount

The rules on differential remuneration of local employees are set out in article 4.6 (Special remuneration) of the LSR 2020. The Guidelines on Differential Remuneration (Leidraad Bewust Belonen) provide guidance on determining bonus amounts (which should preferably be 25%, 50%, 75% or at most 100% of a monthly salary). To implement this properly, you need to do the following.

In the award memorandum or letter, refer to the LSR 2020 and give a **gross** amount in the currency in which the pay scale was fixed. Don't give a percentage or use terms like 'one month's salary'. Ask the head of mission to sign the memorandum or letter. Archive it in the employee's personnel file. Fill in the gross amount on the Monthly Changes sheet and don't forget to attach the signed memorandum or letter to the Monthly Changes sheet as proof that the bonus was paid.

Who is responsible for recalculating supplements in 2020?

In the January newsletter we drew your attention to the need to ask supplement claimants to submit proof of life. The response from claimants was good and you registered everything in People Inc. swiftly and properly. Thank you! We were pleased to note that it was only necessary to suspend payment in a very small number of cases. However, often the proof itself hasn't been added to the digital personnel file in Sophia yet, so we'd like to ask you to make sure you do this now.

In the meantime 3W/PB/LM has made a lot of progress on putting all the supplement calculations in the People Inc. database. This means we're almost ready to say goodbye to the Excel spreadsheet that is used to calculate supplements.

Once the pay scales for 2020 are fixed, it will be possible to recalculate the supplements. It's then up to 3W/PB/LM to do the recalculating, but this is only possible if the mission has requested proof of pension from January 2020 (under the General Old Age Pensions Act (AOW) and ABP Pension Fund, but especially local pensions and social security schemes) and archived this proof in the claimant's personnel file. If this has not been done yet, we urgently request you to do so as soon as possible. If you have any questions, please contact us via the ['Questions concerning local staff' SPP form](#). Select the option 'Suppletie' (supplements).

Finally, let's take a look back at the introduction of the LSR 2020, which replaced the Rrlok at the start of this year, and the two main changes it brought regarding supplements:

- First, 3W is now responsible for fixing supplements (this was previously done by the head of mission).
- Second, there are fewer restrictions on former local employees applying to have their supplementation entitlement commuted into a one-off payment. That doesn't mean applications can always be approved. This is only possible if the value of the accrued pension entitlement is sufficiently clear (see the section about proof of pension above). Applications for commutation can be submitted through the mission via the ['Supplementation request' SSP form](#).

Ongoing improvements to templates

Up-to-date [templates](#) can be found on Rijksportaal. You can also access these templates, for example the Excel sheet for calculating redundancy payments, via the relevant SSP forms where 3W asks you to attach the completed template to the form. 3W/PB/LM regularly checks and updates its templates, so that any inaccuracies are found and corrected. Please always use the templates on Rijksportaal or SSP. This way you can be sure you're using the most up-to-date version.

What can People Inc. do for the missions?

Days on which the mission is closed

We've noticed that some missions don't register all their 'bank holidays' in People Inc. This may lead to employees registering leave unnecessarily on days on which the mission is closed. These days – referred to as 'bank holidays' in People Inc. and 'public holidays' in the LSR 2020 and mission versions – are paid days off, so employees don't need to register leave. So it's important to enter 'bank holidays' in People Inc. properly and to do this every year at the beginning of each year. The dates for 2020 can still be entered. People Inc. will automatically correct any leave that was taken unnecessarily, even if the 'bank holiday' was entered after the leave was taken. As an operational manager, you can do this yourself in People Inc. See the [user manual on Rijksportaal](#).

Registering pregnancy and maternity leave and parental leave in People Inc.

If a local employee has a baby and takes pregnancy and maternity leave or wants to take parental leave, make sure this is registered properly in People Inc. [Section 3.4 of the People Inc. user manual](#) shows you how to do this. The employee's line

manager is responsible for entering the relevant details in People Inc.

The operational manager's role

- a. Regularly check the general information concerning the local employees at your mission in People Inc.:
 - Are former employees registered as having left?
 - Are all employees registered in the right establishment post?
 - Are all the other details correct?If anything needs to be corrected or changed, submit an SSP form so that 3W can provide assistance.
- b. Make sure local employees at your mission regularly check and update their own details in People Inc., for example their address, bank account details and the information about their partner and children.

If you need any help, please contact us via the [general 'People Inc. local' SSP form](#).

New contacts at 3W/PM/LM

If you have any questions, please go to the [3W website](#). The website also includes a [list of the contact persons](#) at 3W for your mission. This list was recently updated because here at 3W/PB/LM we're saying goodbye to Nelleke Colenbrander who is retiring, Patricia van der Kleij who will be the new operational manager in Kampala and Danielle Hoekstra who'll be starting as a policy adviser for FSO/DEP at the Operational Management Department (DBV). We're pleased to be welcoming five new colleagues in their place: Henriette Tappermann, Yvonne Warners, Roderick ter Weele, Layla Juncker and Jos Kamp.